



Lifeline Saving
Lives

Crisis Support. Suicide Prevention.

Annual Report 2013

Lifeline
Harbour to Hawkesbury

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Lifeline National

History

Lifeline was founded in 1963 by the late Reverend Dr. Sir Alan Walker after he took a call from a distressed young man who later took his own life. Determined not to let isolation and a lack of support be the cause of more deaths, Sir Alan launched the 24-hour crisis support line now known as Lifeline. The 13 11 14 crisis support line now answers around 1,800 calls each day, with 150 of these calls from people with a suicide safety issue. This is approximately 25 times the average number of deaths by suicide each day.

About Lifeline

Lifeline is a not-for-profit organisation that provides access to crisis support, suicide prevention and mental health support services to Australians in crisis. For over 50 years, Lifeline has delivered a range of services that promote emotional wellbeing, encourage help-seeking and address the issue of suicide prevention and awareness in Australia. Lifeline operates from 42 Centres nationwide.

Vision/Purpose

Our Vision An Australia free of suicide

Our Purpose To support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe



Services that Lifeline Harbour to Hawkesbury Provides

Since 1968 Lifeline Harbour to Hawkesbury (Lifeline H2H) has grown from a small Lifeline Centre operating a telephone counselling service to a relatively large Centre that provides a wide range of crisis support and suicide prevention services. Every year our services and programs have grown to accommodate the growing number of clients and callers which shows just how well matched our services are to community needs. This has been a most rewarding outcome and validates that our services remain relevant to community needs. Caller and client feedback has also provided us with valuable information that helps us to continue to improve the effectiveness of our services.

Telephone Crisis Support Services

Telephone Crisis Support	13 11 14 telephone crisis support provided by volunteers
Paid Overnight Service	Paid staff providing overnight telephone crisis support to 13 11 14
SupportLine	Regular care calls for lonely and isolated people
Lifeline Suicide Crisis Support Program	One-on-one telephone support for those at risk of suicide or who have survived a suicide attempt
Cannabis Information Helpline	A national free-call service providing confidential evidence-based information on cannabis for the general community

Face to Face Counselling

Personal Counselling	Face-to-face counselling without judgement or religious or cultural bias in a safe and respectful environment, by appointment, for couples and individuals
Psychological Services	A bulk-billed psychological service under Medicare's Better Access to Mental Health Scheme
Problem Gambling Counselling	Face-to-face problem gambling counselling for individuals or family members, by appointment
Financial Counselling	Face-to-face financial counselling, by appointment
Emergency Relief	Short term emergency assistance including food, utility vouchers and rent assistance
Community Aid	Transporting, shopping, visiting for the frail, aged and people with disabilities

Psycho-educational Groups

Suicide Bereavement Support Group	A safe and confidential environment for people to share their experience and support each other
Men's Anger Management Group	An 8-week program for men (over 18 years) experiencing difficulties controlling their anger
REACH Depression Group	A free 9-week educational support program developed by the Black Dog Institute for people with a mood disorder
Hoarding Group	A 15-week group program with individual sessions for people with a compulsive hoarding disorder where clutter interferes with the proper use of room and causes significant distress

Training

Telephone Crisis Support Training, Suicide Awareness, Applied Suicide Intervention Skills Training (ASSIST), Customised Community & Workplace Training, safeTALK

Retail

Sale of used clothing, bric-a-brac and books provides funds for Lifeline H2H services

President's Report

The Year 2012-13 saw Lifeline Harbour to Hawkesbury make excellent progress towards achieving its vision of becoming a financially sustainable Centre, saving lives by providing essential crisis support services. This was accomplished under the excellent leadership of CEO Wendy Carver.

For the fourth consecutive year, Lifeline H2H achieved a financial surplus. This fantastic result gives the Board the opportunity to continue building a reserve for the future, ensuring the sustainability of all our services. While funding activities proved to be a great strength, pressure on available resources remains.

The number of calls answered by Crisis Support Counsellors increased, as did the number of face to face counselling programs. Community services meanwhile, continued looking after the vulnerable in our community, and our army of volunteers continued their strong commitment in all of the Centre's areas of operation.

During the year we farewelled two members of the Board: Judy Hopwood resigned in July 2012 and Peter Anderson, long-term Treasurer, resigned in January 2013. They will be sorely missed but fortunately, with the help of the Human Resources Committee, new members with the relevant expertise have been identified and appointed. Lee-Anne Purbick took on the role of Treasurer from the beginning of 2013.

Strategic Direction

As part of the annual planning process, the Board reviewed its Strategic Direction. It's objectives included:

1. Set up a **Business Development Management** stream to be responsible for funding and events management.
2. Increase the benefits derived from our **volunteer workforce**.
3. Develop a **retail strategy** so we can earn consistent returns from our retail operations to provide at least adequate support for the finances of Lifeline H2H.
4. Review the **funding and expense streams** of our operations:
 - to determine how we can best finance the delivery of services appropriate to Lifeline H2H
 - to identify opportunities for new and improved ways of meeting our financial commitments.

Progress

We are building a Business Development Management stream. New staff appointments, especially in Retail, are key to this process. For events management, Funding and Events Manager, Emma Bagley, has very enthusiastic and productive committees and team support in place to work with her on fundraising events.

In regard to volunteers, we are broadening the base from which we recruit volunteers and encouraging all volunteers to use multiple skills. At Board level, we have improved the selection and interview process for new members and a succession plan is now in place.

We were very fortunate to receive pro bono support from Clayton Utz Law Firm.

In the Retail area, our appointment of a Retail Manager has improved financial results from both shops. An emphasis on marketing and improving the appearance of shops, alongside our strategy of expansion, ensure that retail income will match budgeted returns.

Following the review of the funding and expense streams of our operations, a paper was developed to provide a basis for discussing options on future directions for sustainable funding. These include on-line giving, regular giving from supporters on our database, and extending into new markets, such as corporate training and running an on-line charity shop.

Lifeline Australia

The Board of Lifeline H2H always has a representative in attendance at Lifeline Australia member meetings, which are usually held in Melbourne or Canberra. The Board is kept well informed on all Lifeline Australia matters. Our CEO and a Board Director are on Lifeline Australia Committees.

Lifeline H2H enthusiastically embraces the new tagline from Lifeline Australia 'Lifeline – Saving Lives – Crisis Support, Suicide Prevention'. We look forward to achieving more in future years, as we work towards the national vision of an Australia free of suicide.



Pam Pritchard
President

Chief Executive Officer's Report

In my report last year I mentioned that Lifeline's national strategic direction had been working towards a stronger and clearer focus on suicide prevention and crisis support.

In the last twelve months Lifeline Harbour to Hawkesbury (H2H) has integrated that focus with a clear vision to provide these services within our community. To ensure we achieve this vision in the most efficient and effective way, we implemented a review of our existing organisational structure and continued to develop our funding pathways to secure more sustainable funding.

The latter part of 2012 involved both internal and external consultation regarding our organisational structure. Early 2013 saw a new structure implemented at Lifeline H2H and for our services. The new structure, along with appointment of staff to management positions, provided the Centre with a well qualified and experienced Management Team with the skills to lead our crisis support and suicide prevention services, staff and volunteers in the years ahead.

Securing and maintaining sustainable funding to ensure the on-going delivery of all our life saving services involved and will continue to involve working on a number of different funding pathways. The funding arrangements include:

1. **Retail:** Lifeline H2H appointed a Retail Manager, Ross Mulcahy, to stabilize and then work towards growing our retail operations.
2. **Book Business:** Lifeline H2H Management Team worked closely with the Centre's two Book Fair committees, supporting and at the same time monitoring any potential impacts on our business.
3. **Fundraising:** Lifeline H2H's Fundraising Manager, Emma Bagley, continued to develop and nurture relationships with funding partners as well as managing our annual events and new opportunities. This resulted in many positive outcomes, including an even stronger relationship with a number of Rotary Clubs. These relationships have developed from occasional donations, to partnerships in fundraising events that raise vital funds annually.
4. **Contracted services:** Contracted services are currently Lifeline H2H's largest income stream and include the Paid Overnight Service (POS) for Lifeline's 13 11 14 crisis support line. The Centre's Telephone Crisis Support (TCS) Manager and team put a huge amount of time and energy into securing and maintaining a high level of service delivery in the POS to ensure continuity of the service agreement.

Lifeline H2H's vision of providing efficient and effective, life saving services in the community, include not only operating under the right structure and achieving and maintaining sustainable funding but improving our facilities to meet consumer and volunteer needs. We successfully applied for funding at the end of 2012 for a new TCS area to be built with 10 new TCS booths as well as the building of 3 new face to face counselling rooms. Increased income from our retail business provided funds to refurbish the Centre's main Op and Book Shop at Asquith. The refurbishment enabled a new layout which has further increased sales.

The overall financial performance of Lifeline H2H during the last Financial Year was very pleasing with another hard-earned surplus achieved. Surplus funds are providing a sustainability fund for the Centre's crisis support and suicide prevention services.

Lifeline is predominantly a volunteer organisation. None of Lifeline H2H's achievements and successes over the last twelve months would have been possible without our volunteers. Throughout the year, around 400 volunteers worked tirelessly at our centre to ensure we had enough funds to keep our services operating and enough volunteers to man our telephone and face-to-face crisis support and suicide prevention services.

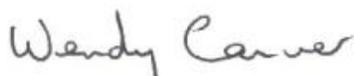
Lifeline H2H has a small, dedicated and skilled staff team, at our Centre at Gordon and our retail outlets. The support that our staff provide to our volunteer teams and management is outstanding.

This year saw our Centre's long standing Operations Manager, Joan Anderson, retire. Joan had been both a staff member and volunteer with Lifeline H2H for over 19 years. She had been my right hand over recent years and it was hard to imagine our Centre without her. Needless to say, we did survive, however not without a great sense of loss and gratitude.

Lifeline H2H is led by a Board of Governance. Members of our Board and Board committees take responsibility for our Centre's strategic direction. I would like to acknowledge my personal gratitude for their guidance, leadership, support and mentoring.

The next twelve months will see our services continue to support people in need in our community and, without a doubt, all of our services will at times be life saving. We will continue to strive towards a more sustainable income, so that none of our services or programs are put at risk, and ensure we are able to maintain our high level of service provision.

My sincere gratitude goes to each and every person who volunteers and works at Lifeline H2H. Your commitment to our journey of crisis support and saving lives in the community is deeply appreciated. There would be no fruit to our vision - or resources for our journey - without you all. Thank you.



Wendy Carver
Chief Executive Officer



The joy of volunteering



*“You make a living by what you get
You make a life by what you give”.*

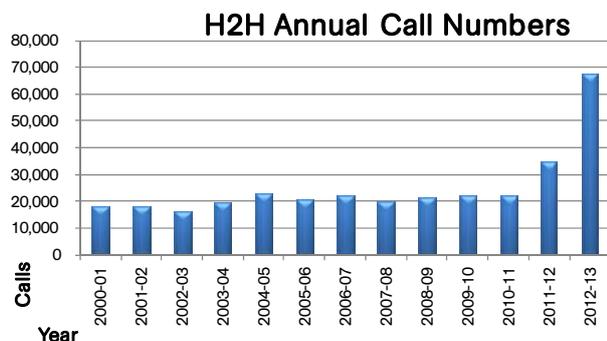
Winston Churchill

Telephone Crisis Support Services

Telephone Crisis Support 13 11 14

Our core services continued to perform impressively this year with both the voluntary daytime service and the Paid Overnight Service handling a huge number of calls. Both paid staff and volunteers have shown their usual resilience and good humor in coping with moving the Telephone Counselling Support (TCS) room from one end of the building to the other and then watching it double in size from 5 to 10 seats. Throughout all the changes, TCSs continued, with the support of their In Shift Support (ISS), to extend empathy, care and support to thousands of callers in crisis. Our TCS Supporters are required to have two face to face supervisions and three group supervisions per year to stay accredited.

There is more change ahead with the implementation of Lifeline Australia's REACH program, which was launched in April. Made up of seven projects, it aims to *"ensure that in the future, all help-seekers who contact Lifeline will receive reliable, prompt, and high-quality service, every hour of every day"*.



Paid Overnight Service

The biggest area of growth for our 13 11 14 service has been in our Paid Overnight Service which since January has run 7 nights per week with 10 TCSs and 2 ISSs on shift each night. We're lucky to have a core group of very committed and hard-working staff in this service who support each other through the demands of regular overnight shifts. We have also been able to use Lifeline Northern Beaches as a second site

on Friday and Saturday nights, allowing interested TCSs and ISSs from that centre to work in the service, giving us access to more accredited staff.

Lifeline Suicide Crisis Support Program (LSCSP)

In common with most Lifeline suicide callback services at other centres, Lifeline Harbour to Hawkesbury's suicide crisis support service has shrunk this year and is in need of new, trained TCSs and a more comprehensive referral system. These are goals for the year ahead and we hope to invigorate the service after some of the changes affecting our core services have been implemented.

We have supported a number of callers this year and were able to refer some callers onto more appropriate services or centres closer to home.

Support Line

This service continues to offer vital human contact to a small group of socially isolated people with a phone call every few weeks. We're very grateful to Chandra Pal, who has made a regular commitment to this service, and to Maggy Franklin, Rob Mayrick, Olivia Stanton, Lorraine Cowell and Linda-Ann Henwood who have also helped with making calls.

This year 139 calls were made to Support Line clients.

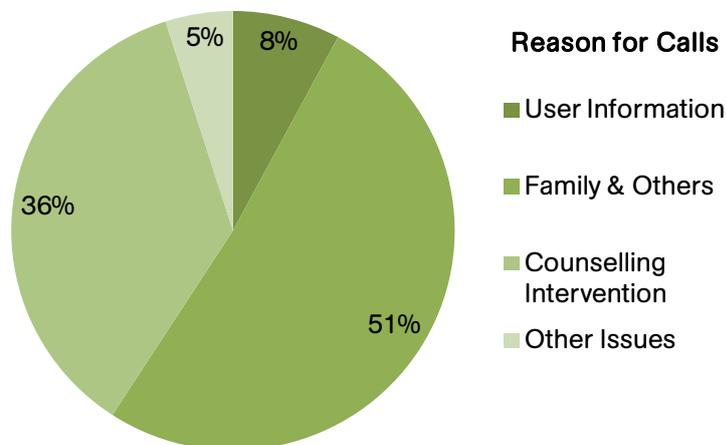
H2H Telephone Counselling Data 2012 / 13

Number of calls answered	67,424
Calls answered on paid overnight shifts	41,869
Total number of TCSs on volunteer shifts	191
Total number of TCSs volunteer hours	12,049
Total number of staff on Paid Overnight shifts	81
Total number of staff paid overnight hours	19,270

Kirstie D'Souza
Telephone Crisis Support Manager

National Cannabis Information and Helpline

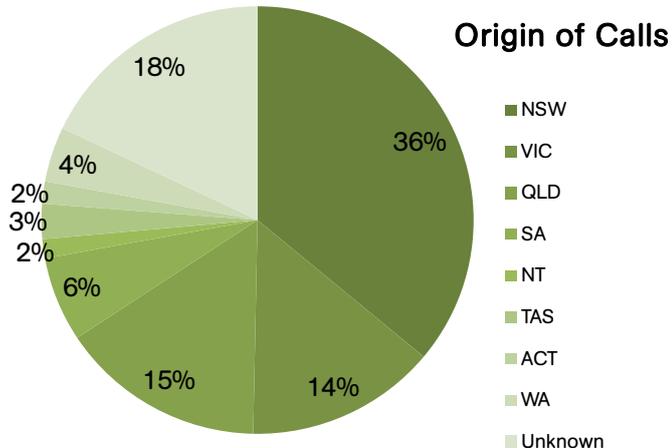
The Cannabis Information and Helpline (CIH) is a nationally available free call service that provides confidential, evidence-based information on cannabis for the general community. It provides information and targeted counselling on communication and engagement strategies for cannabis users, their families and concerned others. The service provides information and referrals nationwide, linking into support services, resources and available literature. The Helpline is staffed by professionally trained counsellors and operates from 11am to 7pm Monday to Friday, including public holidays.



Lifeline Australia, as a consortium member of the National Cannabis Prevention and Information Centre (NCPIC), was contracted to develop and operate the Helpline which began in January 2008. On 1st October 2010 Lifeline H2H took over management of the National Cannabis Information Helpline. Since that time there have been funding cuts; however, CIH continued to provide this valuable service. Lifeline H2H is currently contracted to provide this national service until end of June 2014.

Between July 2012 and June 2013, CIH took 1743 calls from cannabis users and concerned others.

Peta Jesse
**Cannabis Information & Helpline
 Coordinator**



Face-to-Face Counselling & Support Services

Personal Counselling

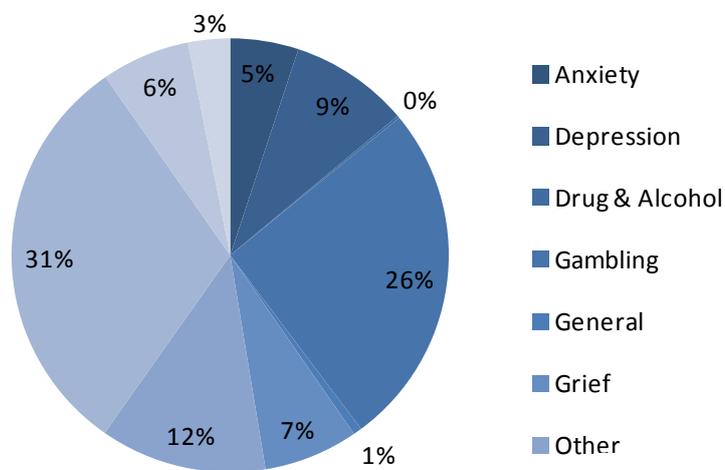
During the last Financial Year this service had marked fluctuations from month to month in the number of people seeking appointments and counselling. The quieter months saw the service's team of counsellors waiting for more clients and the busier months saw our counsellors working at full capacity.

Our sincere thanks go to our very professional team of volunteers and/or intern personal counsellors, psychologists and social workers. At 30 June 2013 we had 17 team members all accredited with CAPA (Counsellors and Psychotherapists Association of NSW), APS (The Australian Psychological Society) or AASW (The Australian Association of Social Workers).

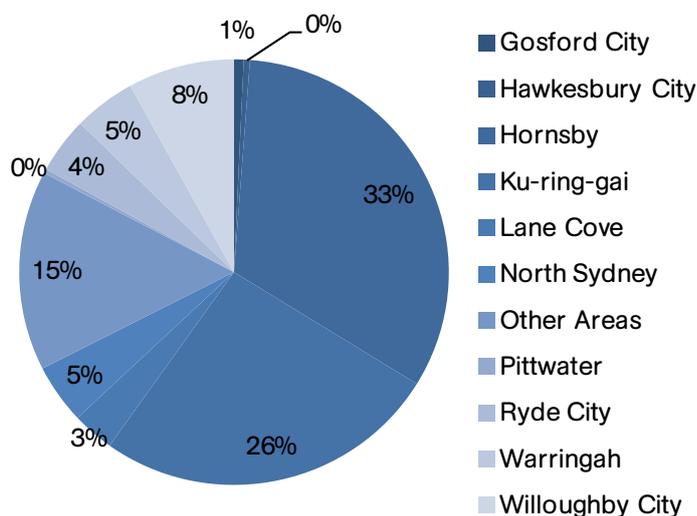
Our two interns for the last year, Kate McMaugh and Sarah Mitchell, both successfully became registered psychologists. As in previous years, we are extremely grateful to team members for their commitment, experience and dedication to Lifeline and our clients, along with the team's supervisor, Colleen Sullivan, for her highly valued support throughout the year.

For the 12-month period to 30 June 2013, a total of 204 clients attended 1,521 counselling sessions. This service continues to be generalist in nature and responds to a wide range of counselling issues such as anxiety, depression, adjustment, loss and grief, relationship, self-esteem, trauma and problem gambling.

Client's Presenting Issues



Clients' Local Government Areas



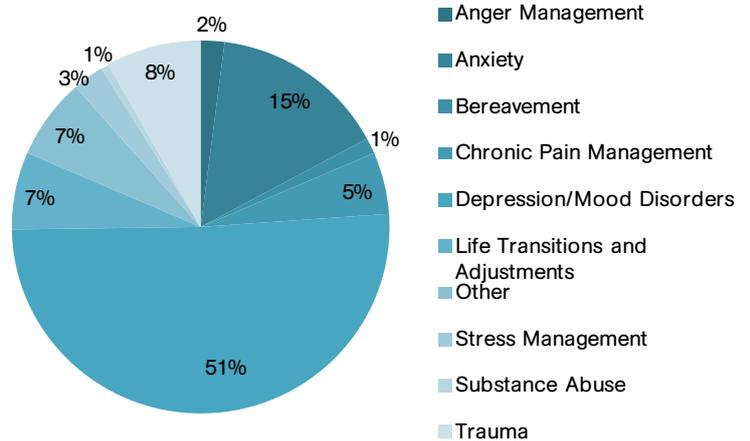
Face-to-Face Counselling & Support Services

Bulk Billing Psychological Services

The Bulk Billing Service allows people with a diagnosable mental health disorder to access a session-limited psychological treatment at Lifeline H2H without incurring any out of pocket costs. A mental disorder is a term used to describe a range of clinically diagnosable disorders that significantly interfere with an individual's cognitive, emotional or social abilities.

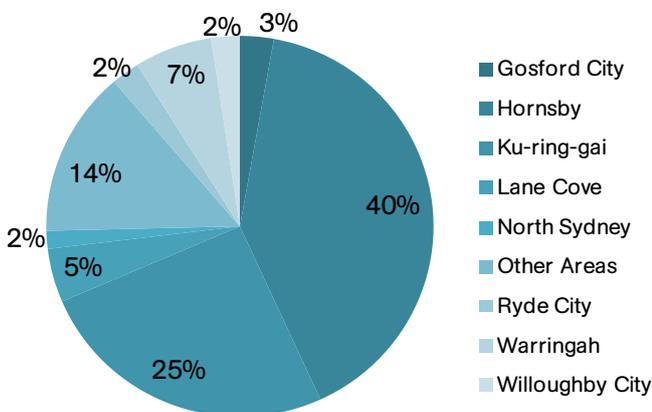
There are two pathways that enable clients to access this service. The first is under the Access to Better Mental Health Initiative and requires a Mental Health Care Plan from their General Practitioner. The second pathway is through Access to Allied Psychological Services (ATAPS), which is administered by Northern Sydney Medicare Local, and allows people in the community on low incomes to access psychological services. ATAPS also requires a referral from a General Practitioner.

Clients' Presenting Issues



This service was introduced towards the end of 2011. At June 30 2013, Lifeline H2H had seen 74 clients and conducted 461 counselling hours. The most common presenting issues were depression, anxiety and trauma. The three psychologists who offer this service on the team are Jeanette Svehla, Simone Isemann and Gabrielle Waters-McKay.

Clients' Local Government Area



Face-to-Face Counselling & Support Services

Emergency Relief

During the year ending 30 June 2012, a total of 261 clients/families attended 597 appointments. The total value of assistance, including vouchers and payments, was \$90,048. The biggest demand in assistance was clients seeking help with electricity accounts, followed by food essential cards and rent.

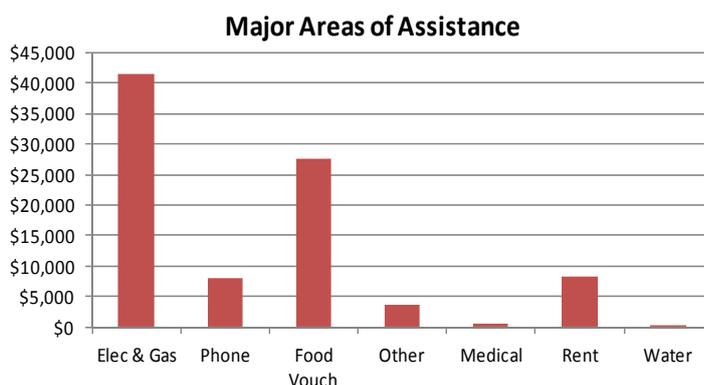
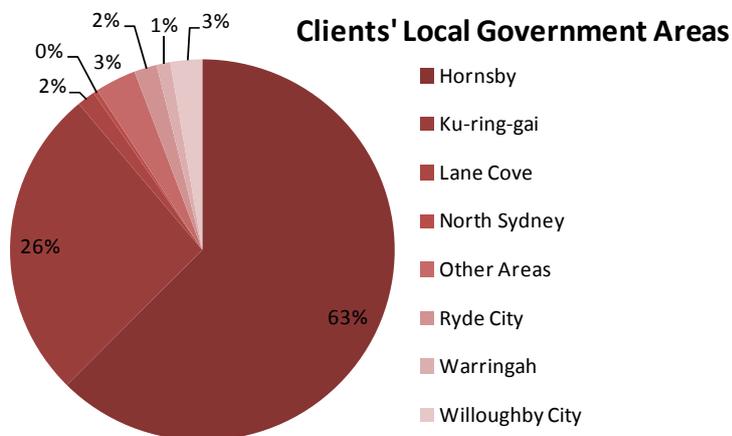
The Emergency Relief service runs in accordance with the Guiding Principles of the Australian Government Department of Families, Community Services and Indigenous Affairs, which provides funds for assisting people in financial crisis. The funds are supplemented with vouchers provided by the NSW Government to assist with electricity, gas, and water accounts; vouchers provided by Telstra allow people to have continual access to telephone and internet services.

The aim of Lifeline H2H's Emergency Relief Fund (ERF) is to assist members of the local community who come to us for immediate financial assistance due to a wide range of circumstances. Some are pensioners who have unexpected financial costs due to illness, others may be people with refugee status who are not eligible for government benefits and have not yet managed to find employment. Others include people whose businesses have folded, or whose relationships have collapsed and who are left with huge debts and find it difficult to make ends meet for their family; others may just be struggling with the cost of living.

The service is fortunate to have a number of organisations that regularly and conscientiously donate items of food for our food parcels. We are greatly dependant on this generosity and would like to express our appreciation to Gordon Uniting Church, North Shore Temple Emanuel, St John's Anglican Church and Gordon Preschool. This service would be limited without their support and ongoing donations, both of

which are valued and very much appreciated.

The demand for appointments and assistance places a huge demand on staff and would not be manageable without the dedicated volunteers who give up their time each week to see clients. The following committed volunteers provided the service: Peter Bates, Maggy Franklin, June Scifo, Linda-Anne Henwood, Ernst Meyer and David Hollier. We were also fortunate to have John Buchanan and his dedicated team, who for many years have facilitated the sorting and collection of goods and gifts for the Centre's Annual Christmas hampers, of which 164 were distributed last Christmas. We are extremely grateful to all the volunteers who have worked tirelessly on the emergency relief programs throughout the last financial year.



Face-to-Face Counselling & Support Services

Support & Psychoeducational Groups

Men's Anger Management Group

This group aims to give men the information and tools they need to identify their anger triggers. It offers strategies to manage their anger in more effective ways. The group was facilitated twice throughout the financial year by Graeme Daley and Sarah Mitchell (intern psychologist).

Feedback from the individual participants highlights the practical and personal benefits they achieved. The Pre/Post assessment questionnaires continue to confirm reductions in the levels of anger, depression, anxiety and stress in the individual participants.

REACH Depression Support Group

This group was successfully facilitated twice in the financial year by Simone Isemann, Jeanette Svehla and Gabrielle Waters-McKay. The number of participants ranged from eight to ten. There is high demand for this support group and a waiting list. The REACH program (based on the principles of responsibility, education, acceptance, connection and hope) was established by the Black Dog Institute. It is a 9-week psychoeducational support group program that aims to help participants with depression or bipolar disorder to manage their illness and stay well.

Suicide Bereavement Support Group

This group continues to be held monthly in an 'open' format. This means that members come and go as they please and are not locked into attending every single meeting. We do, however, have a core group who attend religiously each month and we have one member who keeps in touch from overseas. The group is coordinated by Ceiny Maybury, assisted

by Tessa Marshall and Anne-Maree Brewer.

We are enthusiastic in our support of those bereaved by suicide and hope to continue our work in the years to come. We would also like to explore the possibility of running a closed group in 2013/14, as well as the open group.

Hoarding Program – Buried in Treasures

Lifeline H2H received funding from Willoughby, Ku-ring-gai and Hornsby local councils to facilitate a hoarding group which will commence in July. Jeanette Svehla, Simone Isemann and Gabrielle Waters-McKay have attended training facilitated by Dr Chris Mogan from Swinburne University who specialises in Hoarding Disorder. They have also attended workshops by Professor Michael Kyrios and Dr Richard Moulding on the diagnosis, assessment and psychological treatment of hoarding disorder. The program will commence on Wednesday July 24th and will run for 15 weeks.

Gabrielle Waters-McKay
Coordinator Face-to-Face Services

**“It felt great
to be
believed and
made to feel
it was safe to
express
myself...”**

Face-to-Face Counselling & Support Services

Problem Gambling Counselling

The Problem Gambling service, funded by the Responsible Gambling Fund (RGF), continues to provide a personal counselling service and a financial counselling service for problem gamblers, their families and others.

A new funding round for all RGF problem gambling counselling services began on 1 July 2013. In November 2012, Lifeline H2H submitted a funding application to the RGF to fund the service for the next 4 years. A new 4 year contract was awarded to Lifeline H2H in April 2013 for the period 1 July 2013 until 30 June 2017. Although the previous funding round had expired on 30 June 2012, the RGF had extended funding to services for an extra year. For the period from 1 July 2013, Jeanette Svehla is funded for 2 days (0.4 FTE) and Anne Holmes and Sandy Logie are funded for 1 day each (0.1 FTE). We are grateful to the RGF for their renewed funding.

As at 30 June 2013, there were ten financial counsellors and three personal counsellors available to provide counselling to problem gamblers, their families and others. All personal counsellors are now required to undertake the RGF minimum qualification standard for problem gambling counselling. Jeanette Svehla, Tessa Marshall and Peter Foster have all completed the RGF qualifications. David Hollier has commenced training to qualify as a problem gambling counsellor. Sadly, Graeme Daley retired from the counselling service in May 2013 and is no longer available to provide counselling.

Graeme does, however, continue to provide valuable support to the Problem Gambling service in his role in Services Support. In February 2013, Chris Pettinger joined the team to promote the Problem Gambling service to the wider community and to raise awareness about problem

gambling within the community, in accordance with Lifeline H2H's obligations in the Funding and Performance Agreement (FPA).

“Talking to someone I trust helped me to challenge my belief system about winning long term”...

RGF is currently developing a new Quality Management Accreditation Review process. Lifeline H2H was due for accreditation in 2013. We await information from RGF about the timing of the next accreditation review.

The Funding and performance Agreement (FPA) requires Lifeline H2H to submit an Annual Performance Report to RGF in July. Primary obligations include reporting about Community Impact, Program Impact, Client Impact, and Service Capacity. The FPA also requires Lifeline H2H to provide a financial counselling outreach service. An oral agreement has been made with *Fusion* in Hornsby to provide a room for half a day each week for a financial counselling service.

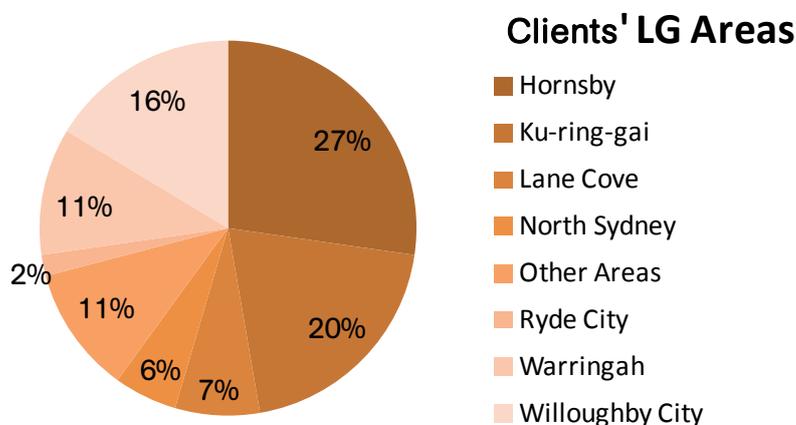
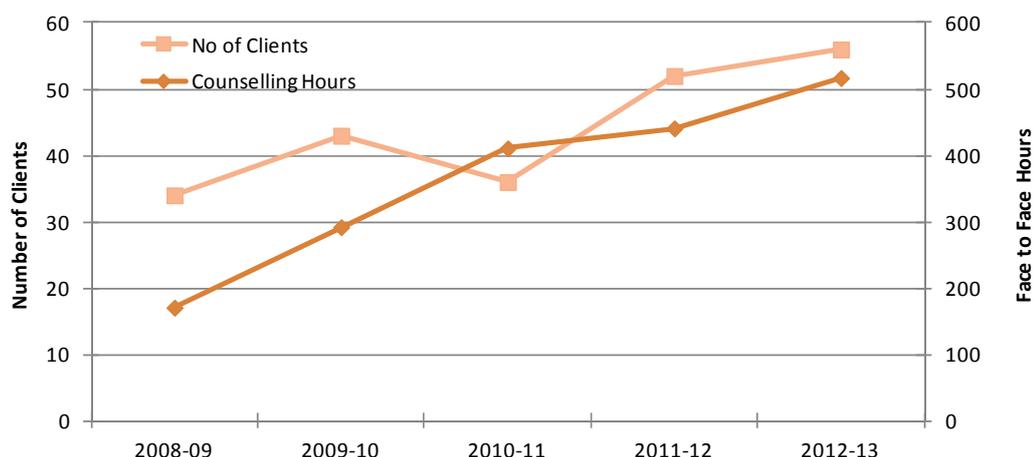
Face-to-Face Counselling & Support Services

Problem Gambling Counselling Cont'd

Fusion's premises are currently being renovated and the financial counselling outreach service should commence in October 2013. Also, Lifeline H2H is required to run a support group for problem gamblers twice year. Development of the group program has commenced.

Intake this year remained similar to last year. Referrals have been made using the Gambling Help email referral system and the "warm transfer" system. Other referrals have been made from: Centrelink; internally; other human services; media and internet searches; family members and friends. Clients who identify problem gambling at intake are given priority and all of them are booked in for an appointment within a week of the intake call.

Clients who completed the follow-up process all expressed verbal satisfaction with the service. The comments ranged from 'very good' to 'excellent'. Comments included: "I would have died without her"; "it was a great help"; "I can't say anything negative, I was in a bad spot", and "It really helped. I'm in a better situation now."



Jeanette Svehla
 Coordinator– Responsible Gambling Counselling Service

“I used Lifeline earlier in the year when I was going to take my life.



With Lifeline’s encouragement, I went straight to the hospital and wouldn’t be here today if it weren’t for them. They were fantastic!”

Face-to-Face Counselling & Support Services

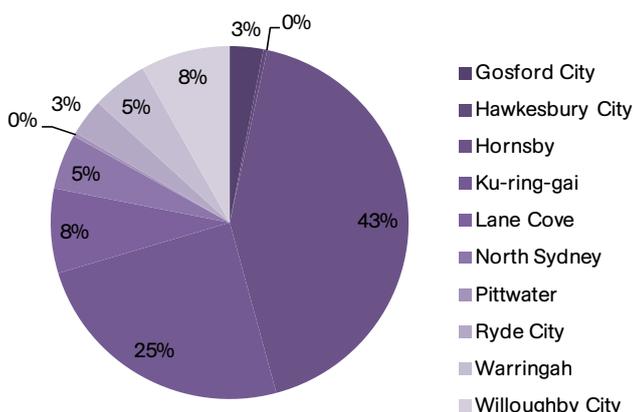
Financial Counselling

Lifeline H2H's Financial Counselling Service is partially funding from the Office of Fair Trading and ceased in November 2012. The loss of funding resulted in all of the service delivery being provided by our nine dedicated volunteer Financial Counsellors rather than by a combination of paid and volunteer team members. As a result, our total client hours have fallen from 3001 to 2276. The number of new clients have also fallen from 205 to 131.

Despite this disappointing loss of funding, our overall client numbers have only fallen from 388 to 331. Additional support hours (1321) continue to demand most of our counsellors' time. This is caused by more complex, long term issues. 43% of our clients come from the Hornsby Council area and 25% are from Ku-ring-gai. Inadequate income is again the most pressing issue for our clients. However, loss of employment, illness, especially mental health, and the pressures of general debt and debt recovery action are often also related issues.

This Financial Year we also had a few changes to our team. Sadly, Jane Drexler decided to end her volunteer role as a Financial Counsellor and resigned from the team. Early in 2013, we welcomed our newly trained financial counsellor, Phil Summerfield and Linda Sterling-Levis who brings many years of financial counselling experience to the team. Phil has been a long term Telephone Crisis Supporter (TCS) with Lifeline H2H and we were delighted to see him in this new role. At least one of

Clients' Local Government Areas

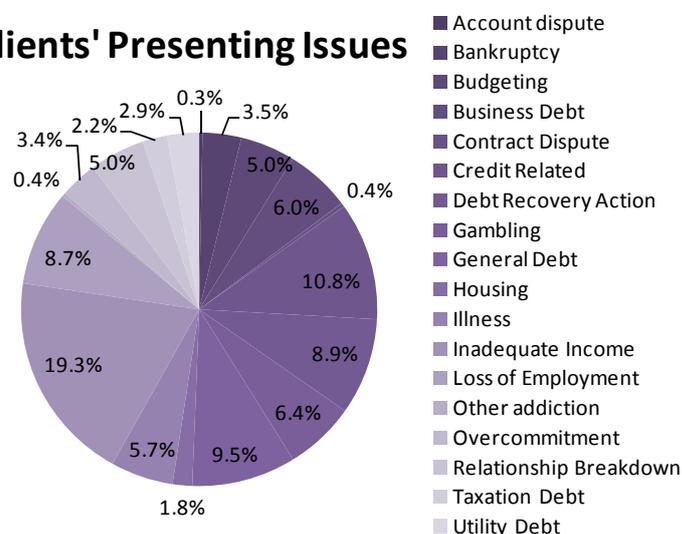


our team members will be looking to extend their role at our planned outreach at Hornsby towards the end of 2013.

During the year we were again very fortunate to have Betty Weule to provide professional development for our team. A number of counsellors attended the FCAN and RGF conferences. During the year we continued the outside education we offer counsellors from other agencies. We had speakers from Wesley Gambling, CCLC, Redfern Legal Centre and an ex gambler from GIS Consumer Voices.

We are extremely grateful to our dedicated team of counsellors, and the wonderful other services and support at Lifeline that enable us to assist the lives of those less fortunate.

Clients' Presenting Issues



Anne Holmes
Financial Counselling Team Leader

Face-to-Face Counselling & Support Services

Community Aid

Lifeline Harbour to Hawkesbury's Community Aid service is funded by the Commonwealth Government Department of Health and Ageing (DoHA) as a Home and Community Care (HACC) project. The service provides social support to frail aged people and young people with disabilities. It also extends to their carers. The service aims to help clients maintain their independence in their own homes for as long as it is safe for them to do so. We provide transport for medical appointments, shopping and other essential needs. We also provide social support to avoid social isolation.

In line with our funding agreement, every three years our service is required to participate in a quality review. A new review process commenced during this financial year and will finish before the end of the calendar year. The review has involved a significant amount of work researching, collecting, documenting and incorporating new information under the funding guidelines.

Our current team of 52 volunteers provided 3,681 hours of services in the last year, with 2,144 trips to 121 clients. 62 new clients were referred to the service during this period.

In accordance with funding body requirements, regular quarterly Minimum Data Set reporting for service delivery statistics were completed during the year.

In my role as Community Aid Coordinator, I attended relevant HACC training sessions, quarterly Volunteer Forums hosted by the Hornsby Ku-ring-gai Volunteer Centre and Regional and Sub Regional meetings held by Northside Community Forum Inc. All of these provide a platform for networking and information sharing on issues such as waiting lists, client statistics, project developments and connectedness. These meetings also deepen our understanding

of the Hornsby Ku-ring-gai sub-regional profile and its changing nature.

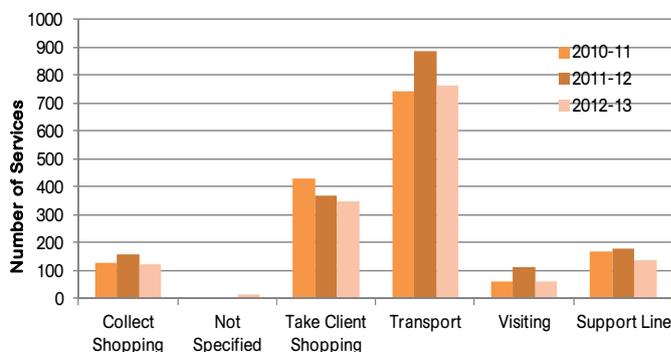
Lifeline H2H signed an amended contract with Personal Risk Management group for criminal record checks of Community Aid Volunteers in October 2012.

Under a new directive from the Department of Health and Ageing Gateway Scheme, Lifeline H2H's Community Aid Service will be included in the National Health Services Directory, *Healthdirect Australia*.

Lifeline H2H's Community Aid team of volunteers have tirelessly given their time and energy throughout the year. My sincere thanks go to each and every volunteer for their dedication and care in supporting those in need in our community. Special recognition needs to be given to Lorraine Delprado, Vin Gune, Jennifer Crago, Dianne Drinkwater, Ian White and Adrienne Bennett, all of whom have taken on extra Community Aid support roles within Lifeline H2H's office during the last twelve months.

In line with our commitment to improve service delivery, many of our volunteers attended training sessions provided by Northside Community Forum, as well as an annual fundraiser and luncheon to celebrate National Volunteer Week.

Services Provided



Soniya Gune
Coordinator Community Aid



Training

Telephone Crisis Support Training

The delivery of the two National Telephone Crisis Support Training courses was supported by a very committed and skilled team of Facilitators who volunteer their hours over and above their telephone crisis support shifts. This volunteer work ensures that a high standard is maintained for our students throughout the training. 64 students were trained and 60 students successfully completed the training to probationer status.

Fast track training was introduced to upskill 14 externally qualified counsellors, which would qualify them to work for Lifeline's Paid Overnight Service and be rostered on overnight crisis support shifts.

Domestic Violence Alert (DV-Alert) and Domestic Violence Awareness (DV Awareness) Training

In the past financial year Lifeline H2H has started delivering DV-Alert and DV Awareness Training. DV-Alert is an accredited 2 day workshop, sponsored by FACSIA, designed to build the capacities of health, allied health and frontline workers who come in contact with people experiencing or at risk of domestic and family violence. It aims to provide the best possible support and referral. DV Awareness is a 2-hour workshop designed to raise awareness of domestic violence. One DV-Alert Workshop was held at the Metro Migrant Resource Centre in Ashfield.

During the next financial year we are hoping to grow the DV-Alert training to include two DV-Awareness workshops and two DV awareness sessions.

Applied Suicide Intervention Skills Training (ASIST)

Ceiny Maybury continued to deliver the 2 day ASIST training workshops for the Telephone Crisis Support students.

safeTALK

Denny Woodburn and Di Fletcher continued to offer safeTALK Training in the forum of Suicide Awareness and First Response training to the community. They facilitated 2 workshops.

I have continued to enjoy the role of Training Manager during the past financial year.

Rosanne Petters
Training Manager

Fundraising & Events

This financial year Lifeline H2H was, once again, involved in a wide variety of successful fundraising events and campaigns. As always, our aim was to raise as much funding as possible to support Lifeline H2H's crisis support and suicide prevention services, at the same time as raising Lifeline's profile in the community. We are extraordinarily grateful to our Centre's amazing network of volunteers, staff and friends, who continued to throw their energy and support behind our events, without which nothing would be possible. Our Book Fairs and discount sales have been reported on separately from those mentioned below.

In September 2012, Lifeline continued to be a selected partner in the annual Blackmore's Sydney Running Festival. Lifeline H2H worked in collaboration with Lifeline's National Office and Lifeline Northern Beaches, to promote, market and then volunteer at the event. I believe volunteers handed out around 20,000 bottles of water to competitors completing the Family and Bridge runs.

In October 2012, the Rotary Club of Chatswood partnered again with Lifeline H2H as the major beneficiary of their Annual Charity Golf Day & Gala Dinner. The event was thoroughly enjoyable and our special thanks go to Michael MacQuillan, who worked tirelessly to make this event a success.

In March 2013, we were again chosen as the major beneficiary for the Bobbin Head Cycle Classic (BHCC), organized by the Rotary Clubs of Turramurra, Ku-ring-gai and St Ives. An enormous vote of thanks goes to the three Clubs, the Executive Committee of

the BHCC and all involved in organising such a highly successful event.

In May 2013, The Ensemble Theatre and in particular, the Artistic Director, Sandra Bates very generously supported Lifeline again and we were privileged to invite guests to join us at Happiness, our annual Ensemble Theatre night. We were also offered tickets by Sandra Bates for Frankenstein at the Opera House in March, which gave us a second opportunity for a great night out.

Throughout the year Lifeline H2H's school campaign, Loose Change for Lifeline, received magnificent support from students at both (Shore) Church of England Grammar School and Ravenswood School for Girls. Our gratitude goes to students and staff at both schools for their magnificent efforts. Our Lifeline Centre is also fortunate to receive wonderful support in the form of financial donations from individuals and corporations throughout the year. All of these donations, small and large play a significant role in helping us achieve financial sustainability.

Finally, my sincere thanks to Lifeline H2H's office staff for their never ending support behind the scenes.

Emma Bagley
Fundraiser & Event Manager

Book Fairs

Hornsby Book Depot

The Hornsby book fair Committee and team of volunteers has had a productive and fruitful year. The team achieved sales results totalling \$127,900 for 2012/2013, which is an increase of \$2,900 from the previous year.

This was achieved with two book fairs, one clearance sale, monthly participation in the Thornleigh farmers market and involvement in a church fair.

Some highlights:

- The third annual Hunters Hill Book Fair, held in November 2012 at the Hunters Hill Town Hall, achieved sales of \$46,602
- The fifth Annual Thornleigh Book Fair held at the Thornleigh Community Centre in April 2013, resulted in sales of \$61,578
- The popular \$1 Clearance Sale held in May 2013 at the Hornsby War Memorial Hall, achieved \$16,863 in sales
- The monthly farmers market over 11 months (no market in October), with total sales \$2,695
- Church Fair raising \$163

As reported last year, alternative sources of revenue are continuously pursued and remain a critical focus moving forward. With such a high volume of customer participation in our book fairs, there is a great opportunity for business(s) to gain a high profile involvement.

Earlier this year Lifeline H2H entered into an agreement with Lifeline Central Coast to supply them with 400 fruit boxes of books for their inaugural book fair to be held in November 2013. The Hornsby team has been keenly sorting and packing these boxes and they expect the total volume to be finalised by the end of September. This should add an additional \$10,000 to the income of the Hornsby Group in 2013-14.

Hornsby Book Fair Committee



Book Fairs

Lindfield Book Depot

The financial year of 2012/13 was another busy and happy one for the Lindfield Bookfair Committee and their volunteers. We again raised a substantial amount of money to support Lifeline H2H's crisis support and suicide prevention services.

While many of our volunteers have been with us for five to ten years, each year we have an invigorating infusion of new workers, eager to discover how they can help with the collection, processing and selling of books to raise essential funds for Lifeline. They learn to prepare the books for sale, trolley books up and down the drive, collect and bring uphill the donations in the footpath "bunker", collect donations from the frail and elderly and they carry out maintenance at our old scout hall. At the sales, they organise trestles, signage and book display, and do a myriad of other jobs. A great camaraderie is built and maintained as we work at the Bookhall and on our Great Recycling Projects.

We are constantly working to maintain and increase the funds we raise for Lifeline H2H.

During this past financial year, our bookfair team achieved sales totaling \$133,870, including:

- The July 2012 bookfair at Knox Grammar School with takings of \$119,440
- The \$1 Clearance Sale in August, taking \$10,164
- The December \$2 Clearance Sale, taking \$4,266

Expenses were kept to a minimum thanks to the support of Ku-ring-gai Council in making Lifeline H2H book depot at Lindfield available at nominal charge.

Lindfield Book Fair Committee



Retail and Warehouse Division

I joined Lifeline H2H in March 2013 in the new position of Retail Manager for the two Lifeline H2H stores and one warehouse. This is my initial report.

Sales for the financial year 2012/13 were \$394,993 resulting in a net profit of \$55,000 before the cost of Asquith renovations of \$20,000. The budgeted sales for 2013/14 represent an increase of 13.5% on 2012 – 2013. We introduced an incentive scheme encouraging managers to exceed budgeted sales.

Our Asquith Store

The Asquith store was renovated in June 2013, with painting, carpeting and upgraded lighting. Sales have been encouraging and the relocated book section has shown good sales increases. A new 3-year lease has been negotiated.

Sophie Honess took over the Asquith store in March after establishing the Epping Store. We thank Sophie for her enthusiasm and contribution.

Our Epping Store

The Epping store has now been in operation for 18 months and is growing strongly with sales increasing by up to 100% in some weeks.

Stephanie Ashton, our store manager and previously a volunteer at Epping, is a very enthusiastic and determined employee constantly striving to increase sales.

The store's lease has 18 months remaining.

We are seeking a third store which will enable Lifeline H2H to introduce new categories, possibly small furniture items.

My thanks go to our wonderful team of volunteers, both long-term and our new recruits. I also appreciate the excellent support of the Hornsby book depot.

Ross Mulcahy
Retail Manager



Our Board

President Pam Pritchard



Pam joined the Board of Lifeline H2H in 2007 and took on the role of chair in 2009. She brought to the board senior executive and governance experience in many community based

'not for profit' organisations.

She started her working life as a classroom teacher and was Principal of Elanora Heights Primary School from 1988–1995. A change in career followed with a successful 10 years in Real Estate as Marketing and Sales Consultant based in Lindfield.

In 1993, she joined the Rotary Club of Turramurra, was President of the club in 1997-98, District Governor in 2006-07 and has had many roles in leadership, training, mentoring, administration, event management and working at an international level.

Keeping her link with children, Pam was a Director on the Board of the children's charity, Stewart House, Curl Curl from 1985 to 2010, acted as Treasurer for 20 of those years and chaired the Audit, Risk and Compliance Committee.

Pam has also been a Director on the Council of International House, Sydney University since 2008.

Vice President Lindy Tallis



Lindy was appointed to the Lifeline H2H Board in February 2010. She has served as Vice-President since September 2012 and as Chair of the Fundraising, Marketing and

Media Committee since August 2012. Lindy is also an independent member of the Governance Committee of Lifeline Australia.

Lindy has over 25 years experience in legal practice including over 15 years in general counsel roles in financial services working with boards and extensive experience in corporate governance, risk management and compliance. She holds undergraduate qualifications in law and economics and is a Graduate of the Australian Institute of Company Directors.

Treasurer until 24 January 2013 Peter Anderson



Peter has been volunteering with Lifeline H2H in various capacities for around fifteen years. He joined the Finance Committee in 2005. In 2006 he was appointed to the

Board, filling the position of Treasurer which he held continuously until 31 January 2013, when he also stepped down from his role as chair of the Finance, Audit and Risk Committee. He continues to serve as a member of that committee.

Peter holds a CPA qualification, and is a Fellow of the Chartered Institute of Secretaries. His professional career mainly involved working in the banking and general insurance industries, including positions of Company Secretary and Group Financial Controller of large insurance companies. On his retirement in 1998, he then joined the industry body, the Insurance Council of Australia, where he spent eleven years as a senior policy advisor, specializing in the regulation and taxation of the general insurance industry.

Peter is a member of the Board of Uniting Resources NSW, the property and finance board of the Uniting Church's NSW Synod, and is chair of its Audit and Risk Committee.



Treasurer
from 24 January 2013
Lee-Anne Purbrick

Lee-Anne is a recent addition to Lifeline H2H. She joined Lifeline H2H as a member of the Finance, Audit and Risk Committee in

April 2012. She was appointed to the Board in February 2013 and chairs the Finance, Audit and Risk Committee.

Lee-Anne is a Chartered Accountant. She qualified in the United Kingdom and was first placed in her region in her professional stage qualification exams. She also holds a diploma in charity accounting.

Lee-Anne worked in the UK for 8 years advising in the not-for-profit sector before moving to South Africa in 2009. During her 18 months in South Africa she was the Africa Finance manager for International Air Transport Association (IATA) and was successful in migrating the IATA Africa finance department to the Middle East. In 2011 she moved to Australia and she currently works at St Vincent's Health Australia as the Group's Financial Accountant.



Board Secretary
Merlyne Thompson

Merlyne has been a member of Lifeline H2H for 15 years, including the last four as a Board Member. She is Secretary to the Board and serves on the Retail

and Property Committee. In addition, Merlyne continues to work on the Telephone Crisis Support Line and participated in the trial Online Crisis Support Line. She also assists with various projects such as accreditations, risk management and workplace health and safety. In 2012 she coordinated the revisions to the Constitution of Lifeline H2H.

Merlyne's most recent experience in the paid workforce includes Asia-Pacific leadership roles in strategic procurement for multi-national companies. She holds a Bachelor of Science degree and a Graduate Diploma in Administration (Financial Administration).



Board Member
Robyn Gaspari

Robyn has been a Board Member of Lifeline H2H for 5 years. In that time she has held the positions of Board Secretary and Deputy Chair. She is currently a member of the Funding, Marketing and

Media Committee. She also chairs NSW Centres support. Robyn has a Bachelor of Arts and is a Justice of the Peace and a Rotary Paul Harris Fellow at ruby level.

Her employment experience includes 10 years in management roles in hospitality, 15 years in financial management, 2 years as a hospital chaplain, and 25 years as a trainer, facilitator, conflict counsellor, mediator and a guest speaker through her own company, Gaspari Consultants Pty Ltd.

In the not for profit sector, Robyn continues to hold senior roles with Zonta International, Assisted Community Living at Chatswood, the Australian Women's Coalition, the National Council of Women NSW, Rotary International and until recently, Eastwood Community Aid Organisation. She has also volunteered with the Cansupport program at Royal North Shore Hospital for nine years.



Board Member
Shane Thompson

Shane joined Lifeline H2H in early 2011 to serve on the Retail Committee, as the Retail and Property Committee was called then. He was appointed to

the Board in February 2012 and chaired the Retail and Property Committee.

Shane has been with the Westfield Group for over 13 years. In his current role of General Manager - Development and Asset Management, he is responsible for the expansion, growth and asset management (ie. 'the long term view') of all Westfield Group interests in Queensland and Western Australia. Shane also manages Joint Venture partnerships for his portfolio with AMP, Lend Lease, Queensland Investment Corporation, Dexis and the new Westfield Retail Trust. Prior to joining Westfield in 2000, he held roles at Lend Lease and Shell Australia. Shane holds an honors degree in Engineering.



**Board Member
until 26 July 2012
Judy Hopwood**

Judy was appointed to the Board of Lifeline H2H in September 2010 and chaired the Fundraising, Marketing and Media Committee until her resignation from the Board in July 2012. Judy has a Certificate in General Nursing and a Master of Bioethics.

As a Registered Nurse and a Master of Bioethics, Judy has extensive experience in most fields of nursing including management. In the political arena, her work with a Federal Minister encompassed media management. For nine years until 2011 she was a Member of the NSW Parliament. This involved extensive commitment to local community issues, strong marketing of messages, partnerships with various entities including Local Government and active participation in legislative matters.

Judy also sits on other Boards, such as the Northern Sydney Local Health District and Schizophrenia Fellowship. As well, she leads the Hornsby Homelessness Task Force.



**Board Member
from 28 August 2012
Carel Bothma**

Carel joined the board of Lifeline H2H Human Resources Committee in April 2012 and became a Board Member in August 2012. Carel has an Honours degree in Commerce and a Masters in Human Resources Management with a post-graduate diploma in Leadership from the IMD in Switzerland.

His employment is gained from working in South Africa, Thailand, Malaysia and New Zealand for multinational organisations including Sara Lee and Tupperware. At Nutrimerics, Carel founded E3, a charity movement focusing on the education, empowerment and enlightenment of woman and children supporting “Look Good Feel Better” and “Brave Hearts”. He is a board member of FACE and volunteer at a local surf lifesaving club. Carel is currently Executive Manager Human Resources at Australian Hearing.



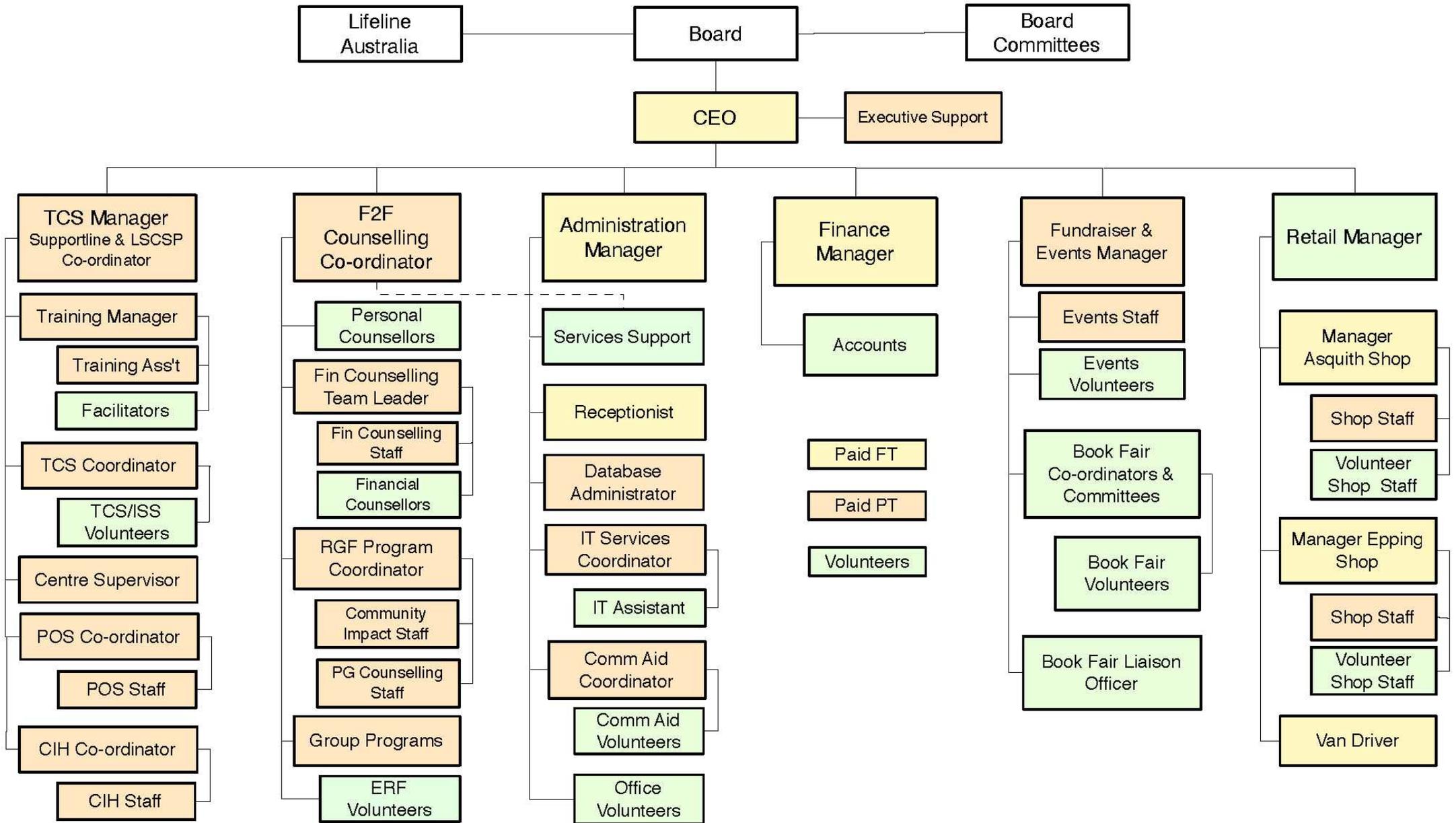
**Board Member
Tessa Marshall**

Tessa Marshall joined LLH2H 12 years ago as a Telephone Counsellor. She has been a member of the Board for 8 years and currently chairs the Human Resources Committee. Since joining LLH2H, Tessa has fulfilled a variety of supervisory roles as well as assisting in many of the fundraising ventures. She is currently a volunteer face-to-face counsellor and co-facilitates the suicide bereavement support groups.

Tessa has a Bachelor of Economics, a Graduate Diploma in Marketing and a Graduate Diploma in Counselling and Psychotherapy. She is a clinical member of the Australian Human Resources Institute, Counsellors and Psychotherapists Association of NSW, and the Psychotherapy and Counselling Federation of Australia. Tessa is also an accredited facilitator for Myers-Briggs Type Indicator, MLQ360 and Certificate IV Training and Assessment.

Tessa runs her own business, Marshall Coaching Group which has been operating for 14 years, specialising in leadership development, coaching and training for corporate clients and career and personal counselling for private clinical clients. She is responsible for personally delivering many of the services, for driving overall business growth and for the senior account management of key clients.

Lifeline Harbour to Hawkesbury • Organisation Chart August 2013



Treasurer's Report

Lifeline H2H achieved a \$157,929 operating surplus for the year ended 30 June 2013. This positive result for the year increases our reserves and strengthens our financial base to help ensure the sustainability of our service to the community.

Revenue and other income grew by 32% during the year reflecting the additional funding for our contracted services, continued improvement in our retail and bookfair operations and success in our fundraising initiatives.

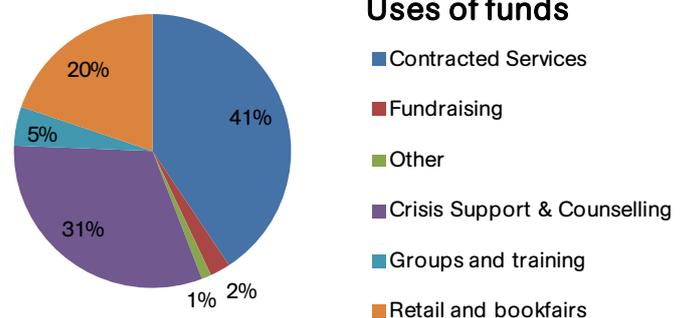
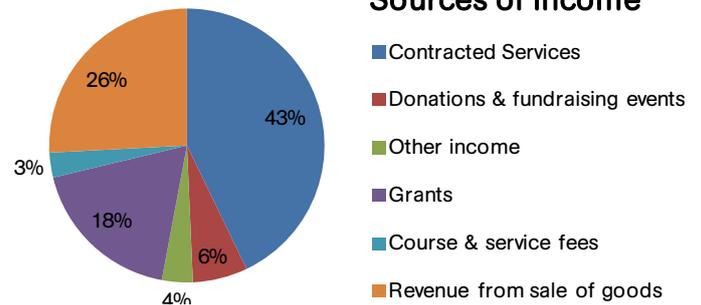
During the year, Lifeline H2H provided a range of contracted services including the Cannabis Information Helpline, Crisis Support Service and the Paid Overnight Service on behalf of Lifeline Australia. The expansion of Lifeline H2H's Paid Overnight Service from 5 seats to 10 seats during the year was an important highlight for our Centre.

Our fundraising team continues to explore new fundraising initiatives with the Bobbin Head Cycle Classic exceeding financial expectations. Lifeline H2H recently held their Gala Fundraising Dinner which was a tremendous success and stands Lifeline H2H in good stead for 2013-14.

Costs continue to be closely monitored and the increase during the year arose due to additional employment and associated costs with the expansion of the Lifeline H2H's Paid Overnight Service.

At the end of June Lifeline H2H's balance sheet reflects a healthy financial position with cash deposit of over \$635,000. With significant cash reserves, management of these funds is of critical importance and it is managed in line with our risk tolerance with cash being held in term deposits and interest bearing cash management accounts.

The following provides a snapshot of LLH2H's financial performance during the year.



Peter Andersen retired as Treasurer during the year but continues to support Lifeline H2H as a member of the Finance, Audit & Risk Committee. I would like to take this opportunity to thank Peter for his invaluable and ongoing contribution to Lifeline H2H.

In accordance with the Finance, Audit & Risk Committee's Charter, our auditor, Maria Krnjulac from Rhodes Docherty & Co, attended two Committee meetings during the year.

Lifeline H2H's numerous achievements during the year are a reflection of the significant work and dedication of Wendy Carver and her team. Our strong financial base will help to ensure our sustainability in the future and allow us to continue our life saving work in our community.

LeeAnne Purbrick
Treasurer

Statement of Financial Position

Statement of Financial Position Balance Sheet as at 30 June 2013

	Notes	2013 \$	2012 \$
Assets			
Current Assets			
Cash on hand and at bank		37,935	55,364
Short term deposits		635,434	548,390
Trade and other receivables	7	83,136	49,306
Total Current Assets		756,505	653,060
Non-Current Assets			
Motor Vehicles		40,640	40,640
Furniture and Fittings		131,232	58,709
Office Equipment		89,392	68,567
Shop Fixtures and Fittings		25,391	25,391
Warehouse Fixtures and Fittings		2,518	2,518
		289,172	195,824
Less Provision for Depreciation		176,045	150,431
Total Non Current Assets		113,127	45,393
Total Assets		869,632	698,453
Current Liabilities			
Trade and other payables	8	143,794	89,830
Other liabilities	9	5,970	15,789
Provisions	10	152,832	140,827
Total Current Liabilities		302,596	246,446
Total liabilities		302,596	246,446
Net Assets		567,036	452,007
Equity			
Reserves	11	5,000	47,901
Retained surplus	12	562,036	404,106
		567,036	452,007

Statement of Financial Position

Statement of Financial Performance For Year ended 30 June 2013

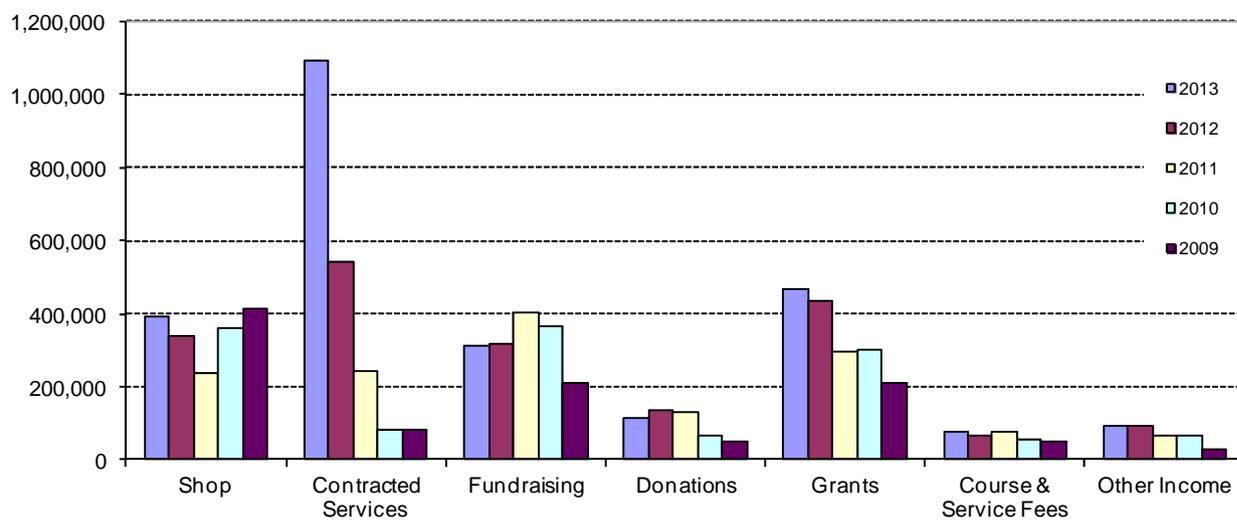
	Notes	2013 \$	2012 \$
Revenue from sale of goods	2	656,767	621,079
Contracted Services	3	1,090,108	541,749
Grants	4	465,028	433,134
Donations	5	114,416	134,218
Fundraising Events		48,560	33,834
Course and Service Fees		74,869	64,267
Other income		91,582	90,981
Total revenue and other income		2,541,330	1,919,262
Less Purchase of goods for resale		6,336	3,984
Gross operating surplus for the year		2,534,994	1,915,278
Labour Costs		1,828,401	1,242,450
Occupancy Costs		330,115	273,521
Operating Costs		168,560	159,389
Administrative Costs		18,094	15,590
Management Costs		6,280	7,235
Depreciation		25,615	19,094
Total expenses	6	2,377,065	1,717,279
Net operating surplus for the year		157,929	197,999

Income and Expenditure

INCOME AND EXPENDITURE

Five year Gross Revenue comparison

	2013	2012	2011	2010	2009
Retail	394,993	339,266	237,550	359,217	413,723
Contracted Services	1,090,108	541,749	244,437	83,600	83,600
Fundraising (incl bookfairs)	310,334	315,647	404,528	366,438	208,743
Donations	114,416	134,218	128,958	66,773	48,480
Grants	465,028	433,134	296,142	302,753	212,245
Course & Service Fees	74,869	64,267	75,643	55,073	52,391
Other Income	91,582	90,981	67,977	66,773	27,928



Notes Attached to the Financial Statements

Notes to the Financial Statements For Year ended 30 June 2013

2013	2012
\$	\$

Note 1: Accounting Policies

The financial statements have been prepared using the accrual accounting method. The financial report is a special purposes financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 2009 and the Charitable Fundraising Act 1991. The Board has determined that Lifeline H2H Inc. is not a reporting entity. The financial report has been prepared in accordance with the requirements of the above Acts and the following standards:

- AAS 5 Materiality
- AAS 8 Events Occurring after reporting date

The accounting policies applied are consistent with those applied in the previous year. No other applicable Accounting Standards, Urgent Issues Consensus views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

Principal accounting policies are:

Provisions: provisions are made for employee entitlements such as long service leave and annual leave in accordance with the relevant legislation.

Depreciation: fixed assets costing \$1,001 or more per item purchased on and after 1 July 2006 are depreciated over their estimated useful lives. Items costing \$1,000 or less are fully depreciated at the time of purchase.

Note 2: Revenue from the sale of goods

Retail	394,993	339,266
Bookfairs	261,774	281,813
	<u>656,767</u>	<u>621,079</u>

Note 3: Revenue from Contracted Services

During the year Lifeline H2H provided services such as the Cannabis Information Helpline, Online Crisis Support and the Paid Overnight Service on behalf of Lifeline Australia.

The revenue received covered employment costs of the specialised counsellors, as well as the costs of management and administrative overheads.

Notes Attached to the Financial Statements Cont'd

	2013 \$	2012 \$
Note 4: Grants		
During the year Lifeline H2H received the following grants:		
COAG Mental Health – Telephone Crisis Support, Self Help and Web Based Support Program	0	43,083
Home and Community Care Program – this grant was applied specifically to fund our Community Aid services	84,866	76,858
Home and Community Care Program – to fund transitional costs due to change of funding body	40,000	0
NSW Department of Fair Trading Financial Counselling Grant – funding not renewed beyond November 2012	40,391	98,798
Responsible Gambling Fund – to support the costs of Problem Gambling Counselling Service	61,958	38,057
NSW Ministry of Health – to support Lifeline’s 13 11 14 Crisis Support Telephone Service in NSW	166,816	162,038
NSW Department of Human Services – Charitable Goods Transport Funding	7,498	4,845
NSW Community Building Partnership Grant – to cover the costs of new counselling rooms at Gordon	42,901	0
Hornsby Community Development Support Expenditure Program	2,000	0
Ku-ring-gai Council Small Equipment Grant	1,539	665
Ku-ring-gai Council Community Grant – for costs of developing Hoarding Therapy program	5,000	0
Willoughby Council Community Grant – for costs of developing Hoarding Therapy program	4,000	0
Hornsby Shire Council Grant - for costs of developing Hoarding Therapy program	600	0
Australian Chinese Charitable Fund – to support running of Suicide Bereavement Support Group	3,064	0
Turrumurra & Lindfield Community Banks Grant – to cover the costs of running REACH Depression Groups	4,395	8,790
	<u>\$465,028</u>	<u>\$433,134</u>

Notes Attached to the Financial Statements Cont'd

Note 5: Donations

During the year Lifeline H2H received donations generated by fund-raising initiatives, such as events conducted jointly with Rotary Clubs, as well as general unsolicited donations and bequests.

2013	2012
\$	\$

Note 6: Expenses

Net operating surplus includes the following specific expenses:

Depreciation:

- Furniture & fixtures	10,849	5,515
- Office equipment	6,246	5,696
- Shop fixtures & fittings	8,519	7,883
	<u>25,615</u>	<u>19,094</u>

Audit and review of financial statements – Rhodes Docherty & Co	6,280	6,601
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Note 7: Trade and other receivables

Trade receivables	12,051	4,217
Other receivables	8,200	15,000
Deposits paid	14,295	13,184
Prepayments	51,090	16,905
	<u>83,136</u>	<u>49,306</u>

Note 8: Trade and other payables

Trade payables	32,698	16,367
Accruals	48,884	14,963
Other payables	62,213	58,500
	<u>143,794</u>	<u>89,830</u>

Note 9: Other liabilities

Deferred income	5,970	15,789
	<u>5,970</u>	<u>15,789</u>

Notes Attached to the Financial Statements Cont'd

	2013 \$	2012 \$
Note 10: Provisions		
Provision for Long Service Leave	48,914	58,702
Provision for Annual Leave	103,918	82,125
	<u>152,832</u>	<u>140,827</u>

Note 11: Reserves

Renovation Reserve	0	42,901
Motor Vehicle Replacement Reserve	5,000	5,000
	<u>5,000</u>	<u>47,901</u>

Note 12: Retained surplus

Retained Profits at beginning of financial year	404,106	206,107
Current year surplus	157,929	197,999
Retained Profits at end of financial year	<u>562,036</u>	<u>404,106</u>

Note 13: Additional information and declarations to be furnished under the NSW Charitable Funding Act

Lifeline H2H is an authority holder in accordance with the NSW Charitable Fundraising Act, 1991. The following statements are provided in accordance with authority condition No. 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in Manager's reports appearing elsewhere in the Annual Report. There are no other material matters or occurrences to report.

During the year, Lifeline H2H obtained a surplus of \$34,564 (2012 \$59,050) from the collection and subsequent sale, through our shops, of donated second hand clothing, books and other items, after offsetting expenditure directly related to the major refurbishment of the Asquith shop. No indirect costs or any allocation of Gordon office expenses were charged to the shops. Our Book Fairs contributed a net surplus of \$184,276 (2012 \$224,813).

Donations were received amounting to \$114,416 (2012 \$134,218).

These amounts, together with income from other sources, were applied to the cost of providing our counselling and other services and administration costs. A surplus of \$157,929 was transferred to accumulated funds.

Lifeline H2H did not conduct any appeals jointly with traders during the period.

Note 14: Accumulated Funds

Accumulated Funds, including	2013	2012	2011	2010	2009
Specific Reserves	567,036	452,007	206,107	111,758	68,467

STATEMENT OF THE BOARD

We state that in the opinion of the Board of Lifeline Harbour to Hawkesbury Inc:

1. The revenue statement is drawn up so as to give a true and fair view of the results of the association for the year ended 30th June 2013
2. The balance sheet is drawn up so as to give a true and fair view of the state of the association as at 30th June 2013
3. At the date of this statement there are reasonable grounds to believe the association will be able to pay its debts as and when they fall due
4. The provisions of the *Charitable Fundraising Act 1991* and the regulations under that act and the conditions attached to the authority have been complied with
5. The internal controls of Lifeline Harbour to Hawkesbury are appropriate and effective in accounting for all income received

On behalf of the Board.

President

Treasurer



Pamela Pritchard

Date: 26.9.13



Lee-Anne Purbrick

Date: 26.9.13



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
LIFELINE HARBOUR TO HAWKESBURY INC

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the statement of financial position as at 30th June 2013, and the statement of financial performance, a summary of significant accounting policies, other explanatory notes and statement by the Board.

Committee's Responsibility for the Financial Report

The committee of the entity is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Association's Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991 and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
LIFELINE HARBOUR TO HAWKESBURY INC

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Qualification

It is not always practicable for Lifeline Harbour to Hawkesbury Inc to establish internal control over all sources of fundraising appeal activities and revenue from sale of goods prior to receipt of these funds and accordingly, it is not possible for our examination to include procedures which extend beyond the amounts of such income recorded in the accounting records of Lifeline Harbour to Hawkesbury Inc.

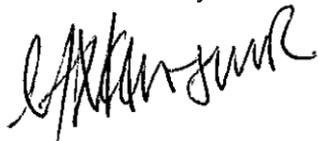
Qualified Audit Opinion

In our opinion, subject to the above qualification, the financial report of Lifeline Harbour to Hawkesbury Inc is properly drawn up:

- The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2013 and the results of its operations for the year then ended in accordance with the accounting policies described in Note 1 to the financial report, the Association's Incorporations Act (NSW) 1984 and the Charitable Fundraising Act 1991;
- The accounts and associated records of Lifeline Harbour to Hawkesbury Inc have been properly kept during the year in accordance with the Charitable Fundraising Act 1991; and
- Money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991;
- There are reasonable grounds to believe that Lifeline Harbour to Hawkesbury Inc will be able to pay its debts as and when they fall due.

Yours sincerely,

Rhodes Docherty & Co Audit Services Pty Limited,



Maria Krnjulac

Dated this 20th day of September 2013

Our heartfelt thanks to...

Our Volunteers

Lifeline Harbour to Hawkesbury extend our heartfelt thanks to our army of volunteers. We have over 400 who give generously of their time and expertise and all contribute to providing crisis support and assist in preventing suicides within our community, as well as across the Nation.

We could not achieve what we do without our volunteers. You enable us in our mission to Save Lives.

Our Government Funding Bodies

Department of Fair Trading

Department of Family & Community Services

Department of Health and Ageing

Hornsby Shire Council

Ku-ring-gai Council

National Cannabis Prevention and Information Centre

NSW Department of Human Services

NSW Ministry for Health

Responsible Gambling Fund

Willoughby City Council

Our Advocates

The Hon Barry O'Farrell
John Brogden
Lifeline Australia

Our Rotary Club Partners

Rotary Club of Chatswood

Rotary Club of Hornsby

Rotary Club of Ku-ring-gai

Rotary Club of Lindfield

Rotary Club of North Sydney

Rotary Club of Roseville Chase

Rotary Club of St Ives

Rotary Club of Turramurra

Rotary Club of Wahroonga

Rotary Club of West Pennant Hills and Cherrybrook

Our Corporate Partners

AMP Foundation

Anticlockwise

Australian Chinese Charity Foundation

Clayton Utz

Community Enterprise Foundation

Cummulus Wines

John Cootes Furniture

Lend Lease

Monarch Investments

National Australia Bank

Pacific Boating

Partytime Hire

Young Australian Chinese Charity Foundation

Our Individual Supporters

Alexandra Crawford
Andy & Libby King
Bob Southerton
Cherri Carol
Chris Beard
Chris Sroka
Christy Freney
Dianne Drinkwater
George Bagley
Ges D'Souza
Greg Galstagn
Ian Palmisano
Ian Salmon
Jacqueline Every-Burns
Janet Carr
Jess McCosker
John Rawson
Jorg Timmerman
Judith Smith
Kelly Ascott
Malcolm Braid
Malcolm Carver
Margaret Hopkins
McKnight Charitable Foundation
Pam Pritchard
Peter Icklow
Peter Smith
Phillip Howe
Sally & Michael Andrews
Simon Mountfort
Tessa Marshall
Tom Keenan
Tonya Timmerman
Valerie O'Brien

Our Community Partners

Abbottsleigh School for Girls
BD Fund
Ensemble Theatre
Gordon East Public School P&C
Gordon Preschool
Gordon Uniting Church
Hornsby RSL Club
Lions Club St Ives
Monkey Bar Chatswood
North Shore Temple Emanuel
Pymble Golf Club
Ravenswood School for Girls
Shore School
St Ives Shopping Village
St John's Anglican Church

Bequests

Woodend Pty Ltd

Thank you ...

We celebrate and give thanks to the following people for their commitment and dedication to Lifeline Harbour to Hawkesbury.

Celebrating 25 years of Service

Wendy Carver

Celebrating 10 years of Service

Kay Straiton
Rosalinda Vergara
Deborah Moyle
Rosanne Petters
Margaret Franklin

Celebrating 20 years of Service

Denise Woodburn
Frank Warren

Celebrating 5 years of Service

Celebrating 15 years of Service

Merlyne Thompson

Kay Hill
Vera Last
Donna McIntosh
Pamela Pritchard
Katherine Gambell
Helen Alexander
Jeanette Browne
Juliana O'Brien
Nicola Probert
Adrienne Bennett
Ann London
Melanie Esteban
Peter Barclay
Patsy Hungerford
Anne Barclay
Vincent Murtagh
Robyn Gaspari
Peter Foster
Judith Beard
Maurene Fairlie

How can you be involved?

Lifeline Harbour to Hawkesbury has 15 services and programs that provide crisis support within our local community. We are a not for profit organisation and rely on support from within our community to continue the life saving work that we provide locally and nationally.

- ✓ Make a donation
- ✓ Become a Telephone Crisis Supporter
- ✓ Assist with our Book fairs and other fundraising events
- ✓ Volunteer at one of our Retail Shops
- ✓ Help us raise awareness of the issues surrounding Suicide and Crisis help

For further information on how you can help or be involved, contact us on the details below.

4 Park Avenue Gordon NSW 2072  02 9498 8805  02 9498 2338
 admin@lifelineh2h.com  lifeline-h2h.com



www.facebook.com/LifelineH2H



[@LifelineH2H](https://twitter.com/LifelineH2H)

INCORPORATION

Lifeline Harbour to Hawkesbury is incorporated under the Associations Incorporations Act 2009 - ABN 56 766 506 533

CHARITABLE STATUS, TAX CONSESSIONS AND FUNDRAISING

Lifeline Harbour to Hawkesbury Incorporated holds a charitable fundraising authority and is endorsed as an Income Tax Exempt Charity.

Lifeline Harbour to Hawkesbury Incorporated has been endorsed by the Australian Taxation Office as a Deductable Gift recipient (DGR).

