

Rising to the challenge





Acknowledgment of Country

Lifeline Harbour to Hawkesbury acknowledges the traditional Custodians of the land where we work and deliver our services. We recognise their continuing connection to land, water and community, and we pay our respects to Elders past, present and emerging.

Acknowledgement of suicide lived experience and living experience

We acknowledge all the lives lost to suicide and recognise those struggling today, or in the past with thoughts of suicide, mental health issues or crisis situations. We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

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Who we are



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.

Our geographical area

Services are available to those who live, work or are educated in the following Local Government Areas (LGAs): Hornsby, Ku-ring-gai and Willoughby, as well as parts of Ryde and North Sydney.



Our approach

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.



ENGAGEMENT

Increasing awareness and access to crisis support services



INTERVENTION

Supporting someone in crisis and at risk of suicide



PREVENTION

Reducing distress and emotional turmoil to prevent suicide



RECOVERY

Supporting people bereaved by, or who have attempted, suicide

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 significantly contribute to a suicide-free Australia, a more suicide-resilient H2H community and a sustainable, healthy, capable and growing Centre.

What we stand for

PRIORITIES

Our strategic **PRIORITIES** are to:

- Efficiently and caringly operate 13 11 14
- Support development of other regions/Centres
- Collaborate with and influence Lifeline Australia
- Support people at risk with inclusive practices
- Expand clinical and community services
- Engage and educate the H2H community
- Build a sustainable and diversified revenue base
- Develop strong metrics and data capabilities
- Build a robust and capable organisation.

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.

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.



● Our services



CRISIS SUPPORT SERVICES

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.

Crisis Supporter Training – nationally recognised training for new 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.

Veterans Mental Health & Wellbeing Service
Independent, tailored support for veterans and their families. No-cost access to counselling (incl. financial), group programs, emergency relief and more.

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 – volunteers provide regular care calls for lonely and isolated people.

Emergency Relief – immediate assistance for 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 Golf Day, and as charity partners in the Bobbin Head Cycle Classic and Go for Broke.

Workplace & 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.

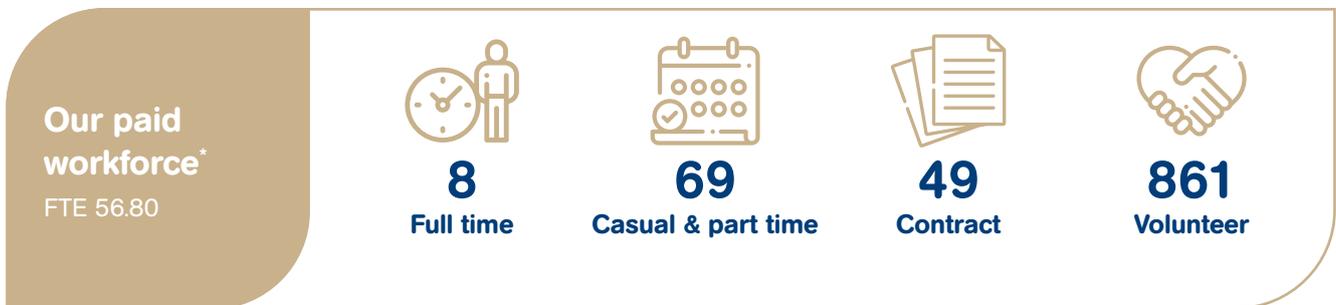
Our impact

Financial Year 2021/2022

Lifeline H2H assisted over 10% of the help-seekers who called the national crisis line 13 11 14 over the past year.



Our people



*as at 30 June 2022



Our volunteers
some volunteers have multiple roles

● Board President's message

David Scott, President

This financial year, with its COVID-related shutdowns and other restrictions, presented another challenging 12 months for our staff and volunteers. Despite these extraordinary circumstances, the efforts and initiatives of our workforce meant Lifeline Harbour to Hawkesbury continued providing crisis intervention and suicide prevention services to those who needed them. Nonetheless, pandemic-caused shutdowns of our retail and book shops and cancellation of our book fairs and the Gala Ball significantly reduced our income. While our financial results were heavily impacted in FY21/22, Lifeline H2H remains a robust independent centre with solid cash reserves, and one that continues to contribute substantially to our community.

FY21/22 marked the last full year Wendy Carver served as CEO before her retirement in July 2022. With approximately 34 years at Lifeline Harbour to Hawkesbury as a volunteer and staff member, and 12 years as CEO, Wendy has left a remarkable legacy. During Wendy's tenure as CEO, Wendy led Lifeline Harbour to Hawkesbury out of dire financial circumstances; championed the development of a broad suite of community support services; built an organisation with a committed, enthusiastic workforce of paid staff and volunteers; and built strong relationships with local politicians, supporters and partners. Moreover, for much of Wendy's time as CEO, Lifeline H2H's Crisis Supporters (both volunteer and paid overnight) achieved in the top 10% of call-answer rates across the national network. Wendy's energy and passion have made a tremendous difference in people's lives, and have left Lifeline Harbour to Hawkesbury a dynamic and purposeful organisation.

The most important task for the Board this year has been to find a new CEO to lead Lifeline Harbour to Hawkesbury. After a comprehensive search process with an external recruitment firm, the Board is delighted with the appointment of Elizabeth Lovell as our new CEO. Liz comes to Lifeline H2H as a people-oriented leader with a rich corporate background in human resources, operations and education leadership. Liz's skills and experience mean she is well qualified to lead Lifeline Harbour to Hawkesbury in an increasingly complex and challenging environment.

This financial year has also seen several changes to our Board. Carel Bothma retired at the AGM after nine years on the Board, with the last five years as President. As Director and President, Carel significantly contributed to Lifeline Harbour to Hawkesbury, especially with his human resources expertise. In April 2022, Guy Amon was appointed to the Board after his involvement as a vital member of our Finance & Audit Committee. More recently, Doreen Kirby has resigned from the Board. Dee had been on the Board for five years. As Chair of the Fundraising, Marketing & Communications Committee, Dee shared her considerable skills and know-how to strengthen our fundraising and communication efforts.

With the ongoing COVID crisis, our staff, volunteers, supporters and Board rose to the many challenges of this difficult year by intensifying all their efforts to ensure the ongoing provision of our vital community services. I thank all who enabled Lifeline Harbour to Hawkesbury to continue helping people in crisis and saving lives from suicide.

“Lifeline H2H remains a robust independent centre... one that continues to contribute substantially to our community.”



● CEO's message

Wendy Carver, CEO

The lessons gained from adapting our services for the continued support of our community during a pandemic proved invaluable as we commenced yet another year under a COVID cloud. With the majority of our services operating remotely, our Lifeline Centre faced unprecedented challenges.

Our people stepped up across all streams, working and volunteering more hours than ever before, providing more services through hybrid models of delivery (combining face-to-face and remote), and raising vital funds through creative thinking and new initiatives. A workforce with a true passion for saving lives from suicide.

As an essential frontline service, 13 11 14 continued to operate from the Centre during the pandemic, thanks to the dedication of our Crisis Supporters and staff. COVID restrictions, however, forced the cancellation of our book fairs and fundraising events and the closure of our shops, resulting in a concerning loss of overall revenue for H2H.

September saw the gruelling Go For Broke (GFB) cycling event and riders back on the road, which raised much-needed funds for our services. October heralded the reopening of all our shops, with sales picking up almost overnight. A new shop at Lane Cove was opened in November, with excellent sales figures recorded from day one. In December, our depots were back in full swing, with the first book fair for the year held at Barker College and then at Chatswood in February. Also in December, our staff commenced returning to the office, albeit cautiously and part time.

In March, the long-running Bobbin Head Cycle Classic was sadly postponed to September due to bad weather and unsafe road conditions along the cycling route.

As the financial year drew to a close, there remained much to be grateful for as we planned for the year ahead. We had successfully weathered the storms and are now well positioned, both financially and with the agility of our workforce and services, to move forward at a time when Lifeline is needed more than ever, due to increased rates of mental ill health and the social and financial hardship wrought by the previous two years.

I would like to acknowledge the vital financial support given by 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, Turrumurra, Wahroonga and St Ives; and Ed Kirk and the GFB committee for their endless support.



“I applaud each and every member of our workforce for their commitment to and passion for saving lives from suicide, and for being there for those in our community who reach out to us for help.”

Due to my retirement in July 2022, this is my final year as CEO of Lifeline Harbour to Hawkesbury. I would like to give a special vote of thanks to a number of people. Firstly, our Centre's Board members, who trusted me and gave me the privilege and honour to lead our Centre for 12 years. Their support, guidance and leadership has been greatly valued. Secondly, H2H's CFO Angela Dodd, for her endless support, guidance and friendship over countless years; rarely have I made a decision without Angela's counsel. Julie Wicks, H2H's new COO, for her amazing work and support since she joined our Centre. H2H's Management team, who have led their teams professionally and superbly. Our staff, who are the engine of all that we achieve; and – last but by no means least – our extraordinary volunteers, who remain (and always will be) the lifeblood of our Lifeline Centre and all that we do. Each and every one of you have enabled me to do my job as CEO and I extend my sincere gratitude and love to you all.

To conclude, Elizabeth Lovell will be commencing as Lifeline H2H's new CEO in July. Liz comes into the role with a wealth of experience and knowledge to take our great Lifeline Centre forward, and I will take immense delight in watching Lifeline H2H go from strength to strength in the years ahead.



“Lifeline gives positive energy to people especially in this tough time. Can't put any dollar sign on what you do!”



● Crisis Support Services

Kirstie D'Souza,
Crisis Support Services Manager

Another year of navigating the pandemic saw, yet again, our extraordinary team of Crisis Supporters (CSs) deliver an invaluable service to our communities in times of crisis. To be the empathetic voice at the end of a call to 13 11 14, which continues to support thousands of individuals every day, is undeniably selfless, many of our CSs consider it an honour and a personally rewarding experience supporting Australians in their darkest moments.

Many CSs worked on through the months of lockdown in 2021, and we were delighted to welcome others back as our communities began to open up. We have continued with mask-wearing and following diligent sanitising guidelines in order to maintain a safe-as-possible working environment for our CSs and In-shift Supervisors (ISSs).

Lifeline Harbour to Hawkesbury continued to provide extra paid shifts for Lifeline Australia at times of greatest need when Crisis Supporter numbers nationally were depleted because of COVID isolation or natural disaster. Our centre was able to do this because we are fortunate to have had a large team of paid CSs able to make themselves available at a variety of times.

As always, we are enormously grateful to all our compassionate and highly skilled Crisis Supporters who give their time and energy to this essential frontline service.



101,184
calls answered

By a total of 287 CSs working
at Lifeline Harbour to Hawkesbury
from 1 July 2021 to 30 June 2022.





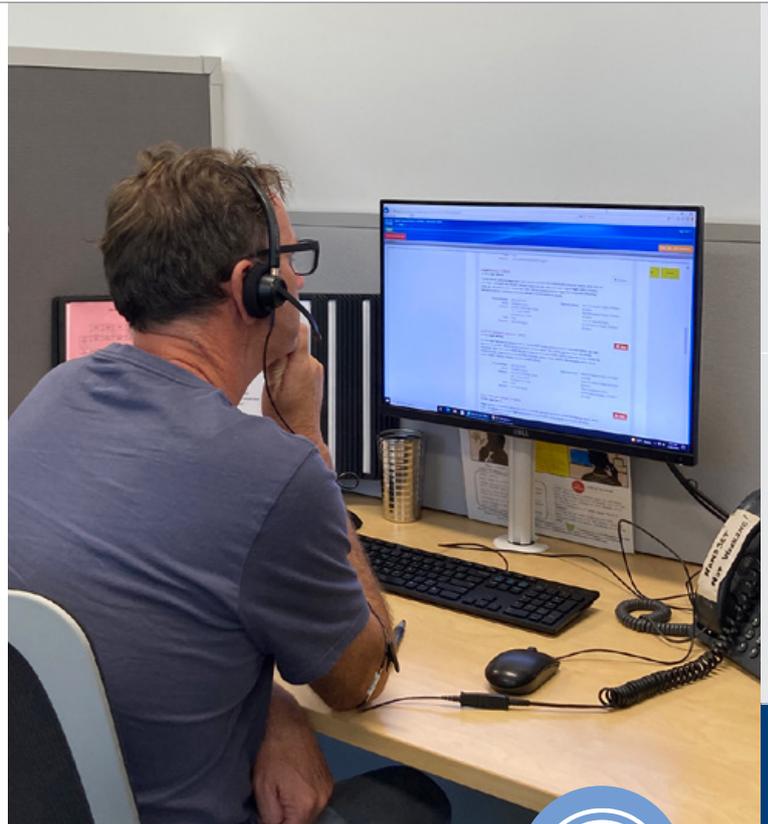
Training

Amidst another year of COVID chaos and uncertainty, our training team – led by Rosanne Petters – moved with calm and resolve to deliver the Crisis Support Workplace Training (CSWT) for FY21/22. The majority of CSWT was delivered via Zoom. With the exception of two DV (Domestic Violence) -Aware courses, all DV-Alert sessions were delivered face to face. These courses were delivered within the auspice of Lifeline Australia RTO.

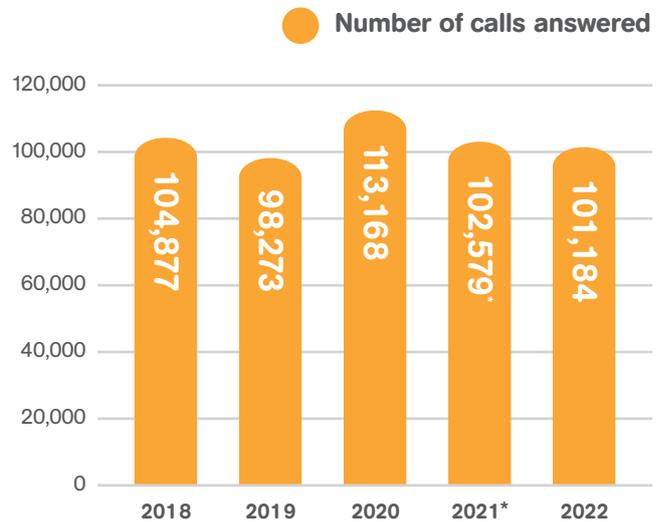
This year, to meet the increased demand for our Crisis Supporters working on the paid overnight shift, an additional CSWT fast-track training was developed and delivered.

Summary of courses delivered:

- 3 x CSWT courses were offered to a total of 59 students. 52 moved through to Stage 3: Internship.
- 5 x DV-Alert – Recognising and responding to domestic and family violence (DFV)
- 4 x DV-Aware – Raising awareness of DFV in the community
- 2 x Men Who Use Violence – Self-awareness training for men who use violence.
- Approximately 150 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.

Lifeline H2H duration of calls

Average duration of calls between 1 July 21 and 30 June 22 was 15.5 minutes.



An estimated 6,878 suicide safe plans were created by CSs at Lifeline H2H

Clinical Services

Simone Isemann,
Clinical Services Manager

Lifeline H2H’s 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, and we support clients with a wide range of presenting issues. The Clinical team has responded creatively and rapidly to the challenges of the past year, and has been proficient in delivering services through both telehealth and in-person modes.



1,547
individual
counselling
sessions

3,180
bulk-billed
psychological
sessions



Counselling & Psychological Service

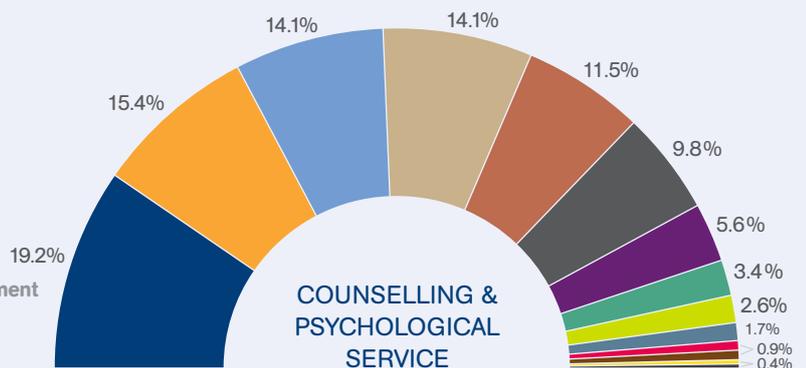
The Counselling & Psychological Service provides low cost/no cost counselling to clients 18 years and older. The Community Suicide Response service (CSR) provides psychological support to small groups in the community following a suicide. There has been an increase in service delivery from the volunteer counselling service during FY21/22; counsellors saw 147 clients and provided 1,547 counselling sessions. The bulk-billed psychological service is available to clients referred by their GP under the Mental Health Treatment Plan. In FY21/22, this team supported 311 clients and provided 3,180 sessions.

KEY ACHIEVEMENTS

- Expanding the bulk-billing psychological team from 3 to 5 psychologists to meet increased demand for psychological services.
- Extensive professional development in suicidality, self-harm, PTSD, Complex PTSD.
- Active participation in the North Sydney Youth Suicide Interagency network and supporting the expansion of this group to adult suicide prevention and postvention.
- 96% of clients who completed the Your Experience Survey rated impact of the service on their wellbeing as “good”, “very good” or “excellent”.

Presenting issues reported by new clients in FY21/22

- Anxiety
- Suicide bereavement
- Depression
- Depression with suicidality
- Relationship issues
- Hoarding
- Trauma / Stress / PTSD
- Suicidality / Self harm
- Grief & loss
- Gambling (Gambler)
- Anger management
- Self esteem / Personal development
- Drugs & alcohol
- Bipolar Disorder



Group Services

In FY21/22, various groups were coordinated by Lifeline H2H for adults and adolescents. During this period, 20 PHN (Primary Health Network) funded groups commenced, and six Lifeline H2H funded groups ran, while three Lifeline H2H Monthly Open groups continued to meet. Service delivery was mainly via telehealth (video).

A Lifeline H2H Psychological Groups Service Review was conducted with the PHN regarding PHN-funded groups, with key findings and recommendations being instituted. The PHN contract was renewed for a further one-year period. During this financial year, 226 clients attended a total of 2,543 PHN group sessions. Within the LLH2H suite of groups, 85 clients attended a total of 492 group sessions.

KEY ACHIEVEMENTS

- Piloting of a pre-group in an effort to enhance group readiness for the 16-week Manage your Mood program.
- Online measurement of consumer feedback via the YES survey showed 86.5% of respondents rated their overall experience of the PHN funded Groups Service as “very good” or “excellent”.
- The Eclipse support group for survivors of a suicide attempt was run successfully via telehealth – a significant service-delivery innovation for this group.



“I loved this group, it ended up being the highlight of my week. I was able to speak without feeling nervous or anxious about saying something negative.”

Veterans Mental Health & Wellbeing Service

The Veterans Mental Health & Wellbeing Service (VMHS) is a no-cost, independent service aimed at reducing the risk of suicide for veterans, their family members and carers. VMHS offers the ex-service community confidential, non-judgmental support, as well as immediate access to the full suite of Lifeline H2H’s clinical and group support services. The VMHS is available (in person or via telehealth) to veterans residing in the northern Sydney region.

KEY ACHIEVEMENTS

- Development of the VMHS Pilot was funded by the Black Dog Ride.
- Building and maintaining significant referral pathways, including the Veterans Wellbeing Centre Hornsby (associated with Hornsby RSL Sub-Branch) and RSL LifeCare.
- Development of service delivery infrastructure with staff from both Clinical and Community Services trained in veteran-centric service provision.
- Promotional material developed, including a promotional video.



“Talking to someone really felt like it took a weight off my shoulders.”

● Community Services

Natasha Hughes,
Community Services Manager

During this year, we provided services to clients experiencing financial stress and isolation, and living with issues including poor physical and mental health, and domestic violence. Moreover, we expanded our support beyond our local community, assisting clients impacted by floods. Once again, we are grateful to our wonderful team for their commitment, resilience and flexibility, which enabled us to successfully deliver our community services through the pandemic while simultaneously navigating a changing landscape.



101
Community Services
volunteers
assisted
893 clients

“Community Services is an entry point to the many other services offered at Lifeline Harbour to Hawkesbury.”

Community Aid & Support Line

This year the priority for both Community Aid and Support Line was ensuring people didn't feel alone and isolated during the extended lockdown. The majority of our clients are over 85 and almost 65% of them live by themselves. By increasing the number of phone calls made to clients, they remained socially connected, knowing they were not alone and that Lifeline cares. Through collaborating with both our clients and volunteers, we provided ongoing personalised care.



Community Aid
163 clients provided with 2,653 services



Support Line
23 clients, 414 phone calls

Community Aid is funded by the Commonwealth Department of Health.

Community Visitors Scheme (CVS)

CVS volunteers played a vital role in maintaining social connections with their recipients through the extended lockdown. During the last year, only 42% of visits were made face to face. Instead, 'virtual visits' were facilitated by phone, video call or letter writing. Our volunteers were innovative and adaptable in continuing to provide companionship to recipients during a challenging time.



74 visitors made 1,770 visits to 97 recipients



Strong partnerships with 23 Residential Aged-Care Facilities and 5 Home Care Package providers



Community Visitors Scheme (CVS)
funded by the Australian Government



Financial Counselling

During the last year, we have seen a number of people in financial stress due to job loss, health issues, relationship breakdown and increased cost of living. Clients experiencing financial distress often feel overwhelmed and anxious. Talking with a counsellor and being given information and options supports clients to feel empowered. This helps alleviate stress, improves self-confidence and builds coping skills.

Partnerships with external organisations enabled us to provide additional individualised care to support clients and their families, including the purchase of six laptops for use at school.

 470 clients, 2,373 appointments

 Team expansion to 8 counsellors and 3 trainees

 Financial Counsellor Anne Holmes' Westfield Local Hero award provided further support for clients experiencing domestic violence

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



“With a sincere heart, I would like to say thank you for spending your valuable time with me. The discussions we had gave me comfort, hope and courage to move on with life, no matter the circumstances.”

Emergency Relief

Emergency Relief (ER) provides short-term support for people experiencing financial crisis. The major reasons for seeking Emergency Relief are job loss, mental and physical ill health, and medical issues. The majority of clients were supported with vouchers for shopping, part payment of utility bills and food parcels.

A partnership with Winmalee Neighbourhood Centre enabled us to support clients impacted by floods in the Hawkesbury region. One third of appointments in the last quarter of the year were flood related.

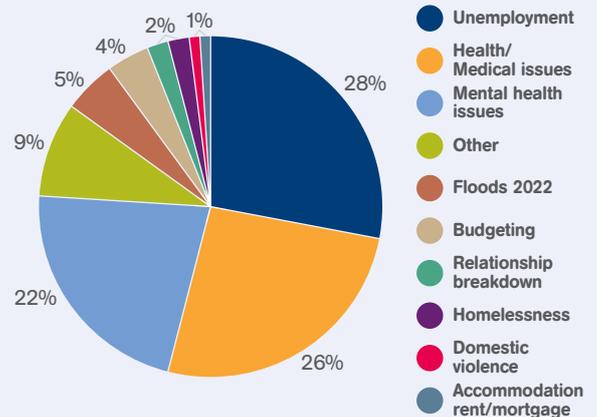
 178 clients, 368 appointments

 361 food parcels

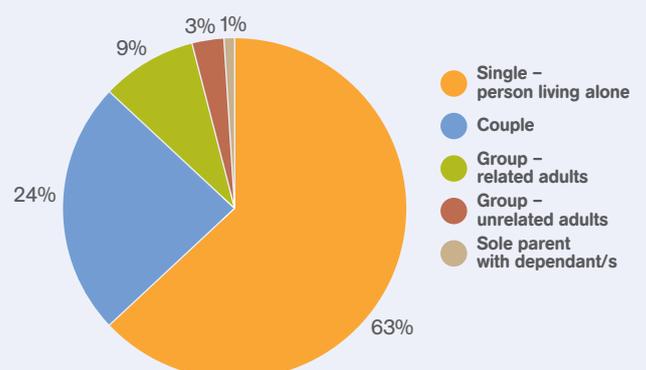
 185 Christmas hampers delivered to vulnerable people and families in our local community

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

Emergency Relief – crisis triggered by



Community Aid – living situation



● Workplace & Community Training

Julie Wicks, Chief Operating Officer

Workplace & Community Training (WCT) at Lifeline is an integral service whose goal is to educate our communities in mental health and suicide prevention. Once again, this year we were met with the unpredictability of the pandemic interrupting our ability to meet demand and build capacity.

We did, however, continue to deliver at a modest pace our Accidental Counsellor course, which empowers individuals across our communities with the confidence and skills to 'Recognise, Respond and Refer', and at times tailoring the training to meet the specific needs of the client. These skills contribute to our mission of building resilient, suicide-safe communities.

As part of our commitment to engage with our local community, we continued to offer a monthly Accidental Counsellor workshop in our Gordon office, alternating each month between online and face-to-face delivery.

In total, the training was delivered to 535 people, with the majority participating via Zoom and around 30% attending in person.

Through the provision of this valuable quality training, we will continue to support our local communities and workplaces.



RECOGNISE when someone may be experiencing a crisis



RESPOND with empathy, and



REFER them to appropriate help when necessary.

“ I have gained a greater insight into the role of supporting another person during their difficult moments. The course exceeded my expectations. ”



Fundraising & Events

Emma Bagley, Fundraising Manager

This year the Lifeline H2H calendar of fundraising events was significantly impacted by pandemic restrictions, lockdowns and severe weather. The Fundraising Team rose to the challenge of holding events within a COVID-safe framework where possible, and adapting events and partnerships to minimise lost fundraising revenue.

Unfortunately, the Sapphire Gala Ball was again cancelled due to lockdowns and ongoing government restrictions. Lifeline greatly appreciates the support of sponsors and guests who very kindly donated the value of their tickets and tables to help fund our vital services.

A revised lockdown fundraising strategy led H2H to launch our first digital appeal: Help Lifeline When More Lives are On the Line. Lifeline H2H thanks marketing agency Department S for their generous support in providing pro-bono services to design and deliver this campaign.



Digital
Appeal

Due to severe weather brought on by the La Niña climate cycle, the much-loved Bobbo, scheduled for March, had to be postponed to mid-September 2022. Our thanks to the sensational organisation team and four Rotary Clubs who work year-round to make this event possible.

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.



Go For
Broke

KEY HIGHLIGHTS

Go For Broke

In November 2021, Lifeline H2H was the charity partner of Go for Broke (GFB), a 180-km endurance cycling event that focuses on riding to beat depression. Unfortunately, Sydney's COVID lockdown had forced us to push back the event's original September date to November, and posed serious challenges for riders who struggled to train for a long-distance event while restricted to their own LGAs. The event was reconfigured to comply with NSW Health COVID-safe operating plans and was able to be held at all because of the hard work and dedication of the GFB Committee. This event once again had a high rider-to-fundraising ratio, and we are extremely grateful to be the beneficiary of all funds raised. A huge thank-you to founder Ed Kirk, event sponsors, the organising committee, and the fantastic riders and volunteers.

Lifeline Golf Day

In June 2022, the Lifeline Golf Day went ahead with blue skies above and golf carts on the course. Four weeks earlier, inclement weather and course closure caused the event to be dramatically cancelled just prior to tee-off. This successful event would not have been possible without the generous support of our corporate sponsors, golfers, volunteers and the marvellous Golf Day Committee members Peter Tuchin, Peter MacMillan and Paul Peachey. Special thanks to CS volunteer Ruben Mackellar for sharing his personal story as guest speaker.



Annual
Golf Day



● Retail

Bob Williamson, Retail Manager

Lifeline Harbour to Hawkesbury's Retail Shops started this financial year in lockdown for 3 months and resumed trading in October. Our customers eagerly returned and our sales built quickly across all five Lifeline H2H shops. This was despite the challenges posed by the ongoing pandemic, inclement weather, and the resultant volunteer shortage experienced.

As ever, the funds raised by Retail provided much-needed support for H2H's activities in crisis support and suicide prevention. These strong results were made possible by the hard work, adaptability and commitment of shop managers, the Retail teams and many devoted volunteers.

In November, we opened our new – and fifth – shop in Lane Cove. This has been a huge success and a welcome boost to our overall revenue. The local community and our loyal customers have overwhelmed us with support and the shop has since become a popular destination store in Lane Cove. One delighted customer called it:

“One of my favourite places to find some amazing treasures. And the icing on the cake is knowing my purchases help people who are struggling.”

We are moving forward with plans to open a sixth shop at Pennant Hills in September 2022. This shop will replace our previous Pennant Hills shop, which we closed in June 2021 due to the end of its lease. With our shops strategically located in Asquith, Waitara, Gladesville, Lane Cove, Naremburn, and soon in Pennant Hills, we cover an expansive area and demographic in Sydney.

Each of our shops now has its own engaging Instagram account, broadcasting its latest wares and highlighting special stock. The up-to-date messaging from each shop targets appropriate markets and promotes retail efforts and activities.

Item donations from the public remained stable throughout lockdown and continue to support our shops. Every week we collect 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. Our fleet of five vans is kept busy collecting and delivering donations and sold stock.

Over the past 10 years, Retail has grown from having a single shop to six and now has a workforce of almost 200 people. Volunteers still make up the large majority of the workforce, with a small paid management team at each shop.

Even with staff and volunteer numbers at an all-time low, sales in all our shops this year returned to pre-lockdown levels. Our Lifeline brand has built a reputation for quality and value, and has strong community support at all our locations. Our Retail teams are committed to providing a sustainable future for all Lifeline services, which help people in crisis, and our Retail business will continue growing in the coming years.



● Books

Bob Page & Michael Cleary, Book Depot Coordinators



The volunteers at H2H Hornsby and Lindfield book depots have once again risen to major challenges posed by the continuing pandemic. Overall, book fairs and book shops continued to provide much-needed funds for H2H's activities despite cancellations and closures to meet government health regulations, while new online book shops also provided critical revenue. Book donations rose during this period, increasing the quantity of stock needing to be processed at the two depots. Both volunteer teams demonstrated great resilience and loyalty to Lifeline H2H in the face of another very challenging year.

KEY HIGHLIGHTS

- **Book fairs and book shops provided record funds to H2H through pandemic constraints.**
- **New online bookshops established when the pandemic closed shops and depots.**
- **Highly successful book fairs at Chatswood, Barker and Hornsby broke revenue records.**
- **Book donations increased and more warehouse space leased for extra storage.**

Book Fairs

July 2021: Wahroonga Book Fair at Knox was cancelled less than a week before it was due to open. Book fairs at Thornleigh and Oakhill College also had to be cancelled because of the pandemic.

December 2021: An extremely successful book fair was held at a new venue, Barker College.

February 2022: Book fair at the Chatswood Concourse achieved a record sales result.

May 2022: A very successful \$2 Clearance Sale at Hornsby.

Many thanks to our teams of volunteers for their hard work, flexibility and dedication to achieving outstanding funding results for H2H in the face of various challenges throughout this financial year. Appreciation also for the wonderful support from Knox Grammar, Barker College, Ku-ring-gai Council and The Concourse in Chatswood.

Book Shops

The Lindfield and Hornsby shops were closed as a result of pandemic restrictions from July–October 2021.

To maintain revenue and support the community, two H2H online bookshops were established and brought funds of over \$40,000 in 10 weeks.

The two physical book shops reopened and continued to be very popular, providing a substantial revenue stream for Lifeline. The two book depots also continued to supply books, CDs and DVDs to H2H's retail shops.

Bob Page stepped down from being the Hornsby Book Depot Coordinator in June 2022. Bob's 15 years of volunteering to date have seen him fill inspirational leadership roles, firstly at the Lindfield depot, then in establishing the Hornsby depot, as well as working with management at Lifeline's office and on H2H Board committees. Bob's energy and commitment to volunteering have been and remain exceptional.

Thank you, Bob!



● Volunteer profiles

Meet a small selection of our amazing volunteers



Sophie Carse

“I’ve been a part of the Clinical Services team for my student placement and am incredibly grateful for the experience. New clinicians can often feel out of their depth, but I’ve been so fortunate to have a friendly, inclusive team supporting me during this placement. Lifeline has provided an opportunity to facilitate both individual sessions and group therapy, and my time here has definitely shaped me into the clinician I am now. **It’s been a pleasure to be part of an organisation that helps provide mental health to the community**, and I’ve loved every minute of my time here.”

Nita Brooks

Lindfield book depot volunteer Nita Brooks achieved an incredible milestone in 2022 when she clocked up **35 years of volunteering with Lifeline H2H**. Over this time, she has performed many rewarding roles, including crisis supporter and supervisor, Board member and Board Vice President. She now focuses her energies on the Lindfield Book Depot, where she inducts new volunteers and coordinates category leaders, as well as looks after the Travel & Adventure category. Thank you from all of us, Nita, for your exceptional service.



Peter Shaw

In June 2020 we welcomed Peter to our Financial Counselling team to complete his 220-hour work placement. He showed commitment, dedication, skill and energy as he juggled paid employment and a busy family life while volunteering with us. Mentored by Anne Holmes, **Peter displays all the attributes that we value in our team: empathy, respect and non-judgment.** He became a fully-fledged member of the team when he earned his diploma in July 2021 and is now managing his own caseload of clients.



Sarah Haddrick

Sarah joined Lifeline H2H as an office volunteer in March 2015, and has been a huge support to our team ever since. While she assists Community Services with entering the monthly data, she has always shown abundant willingness to help out across all services. **Sarah is the ultimate quiet achiever and an inspiration.** In her varied roles, she offers her knowledge and expertise generously and brings her smiling, happy face and gentle nature to all her personal interactions. She is a great asset to our centre and we are extremely grateful to have her on our team.



Georgina Harricks, Sally Kell & Barbara Rothenberg

A big thank-you to three of our long-serving Crisis Supporters who have been on the same shift together for about twelve years. Georgina Harricks, Sally Kell and Barbara Rothenberg all started on the Lifeline phones at different times but quickly formed a strong bond when they were rostered on an afternoon shift together. This connection has meant they've stuck together over the years, **offering warmth, support and a listening ear to countless Lifeline callers – and to one another.** We are so fortunate to have this terrific trio as part of our Crisis Support team.



● Our Board



Carel Bothma

OUTGOING PRESIDENT

Carel joined the Board in September 2012 and retired as President in October 2021. He has had a career of over 20 years in Human Resources internationally. He has held executive roles within The Salvation Army, Hearing Australia, Sara Lee and Northern Beaches Council; currently, he leads the HR function for the Mission Aviation Fellowship. Carel has a Master's degree in HR Management and a BComm Hons in Business from the University of Johannesburg. Carel has also served on the board of FACE and as President of the Northbridge Swimming Club.



David Scott

INCOMING PRESIDENT

David joined the Board of Lifeline Harbour to Hawkesbury in September 2013 and became President in October 2021. David has degrees in Science and Business & Policy and is presently undertaking a PhD in Social Policy at UNSW. Most recently, David was a senior executive at Commonwealth Bank where he had responsibility for group mergers and acquisitions in the group strategy division. He is also a Fellow of the Australian Institute of Company Directors.



Chris Kinsella

VICE PRESIDENT

Chris joined the Board in 2013 and is a member of the Finance & Audit Committee. He is a partner in the law firm Holding Redlich and has over 35 years' experience practising as both a lawyer and a chartered accountant, including as a partner in leading Big Four advisory firms. Chris holds a Master of Laws degree and a Master of Economics degree, and is a Graduate of the Australian Institute of Company Directors. He is also an Ambassador for the Vinnies CEO Sleepout.



Mark Hedges

TREASURER

Mark has been a member of our Finance Audit & Risk Committee since he joined the Lifeline H2H Board in 2016. His career spans more than 40 years in commercial and financial roles in listed corporates. He is a member of Turramurra Rotary serving as its President in 2016–17. Mark has a Bachelor's degree in Business Studies, and Master's degrees in Business Administration and Applied Finance. He is a CPA and a graduate of the Australian Institute of Company Directors.



Arabella Tuck

SECRETARY

Arabella is a lawyer at MinterEllison in the Corporate Tax team and she joined the Lifeline H2H Board in 2020. She is involved in the MinterEllison pro bono practice, providing tax and charities law advice to a number of charities. She also provides income tax advice to large corporate Australian and international clients. Arabella also volunteers for the RAILS Afghan clinic, providing legal advice to Afghan refugees. Arabella has a BA in Government and International Relations, and a Bachelor of Laws from the University of Sydney.



Guy Amon

DIRECTOR

Guy joined the Board in April 2022. He has been a member of the Finance, Audit and Risk Committee from June 2017 to April 2022, and will be taking on the role of Chair of the Retail & Property Committee. A certified financial planner with degrees in Commerce and Law, Guy is a Director of a financial planning practice founded in 1997. Guy is also a board member on three other not-for-profit boards. He is actively involved in other charitable projects associated with housing victims of domestic violence in Australia and working to educate prisoners in Indonesia.



Doreen Kirby

DIRECTOR

Doreen joined the Board in 2017 and is Chair of the Fundraising, Marketing & Communications Committee. She has a career of over 20 years in institutional banking and financial markets. She is a marketing leader with the Australian Securities Exchange, and has held senior marketing roles with RBC Capital Markets and the Commonwealth Bank of Australia. A graduate of the Australian Institute of Company Directors, her qualifications include a Bachelor of Business, and she is currently completing an Executive Masters of Business Administration.



Peter Tuchin

DIRECTOR

After 27 years at Macquarie University, Dr Peter Tuchin retired as Associate Professor in 2018, and has been a member of the Lifeline H2H Board from 2017. He was President of the Chiropractic & Osteopathic College of Australia (COCA) and was recently made a Life Member of COCA. Peter is also a member of the World Federation of Chiropractic (WFC) Disability and Rehabilitation committee and has had over 30 papers accepted for WFC Congresses, where he received several international research awards. Peter is a member of the Gala Ball and Golf Day committees and is also a Crisis Supporter.



Barbara Ward

DIRECTOR

Councillor Barbara Ward is the Deputy Mayor of Ku-ring-gai Council and joined the Board in 2017. Her career spans senior public and private sector roles in the areas of health, education, overseas aid, fundraising, mental health, women's agenda as well as corporate. She is a seasoned Director on boards in Australia and internationally, which include UN Australia NSW and the Ministerial Advisory Committee for Ageing. She is an influential and accomplished business and community leader with significant exposure to both domestic and international markets.



Bruce Young

DIRECTOR

Bruce joined the Board in early 2020 and is Chair of the Risk & Compliance Committee. He spent over 20 years with Ernst & Young, serving as an audit, risk and advisory partner for 16 years, and was Chief Risk Officer for the Commonwealth Bank Information Technology & Group Operations for six years. Bruce holds a BSc., BCom (Honours) Accounting and MCom (Computer Auditing), is a GAICD, and a member of the CA ANZ, and is currently General Manager for the Operational Resilience unit of the Australian Prudential Regulatory Authority (APRA).

● Our Team

BOARD SUB-COMMITTEES

Finance & Audit Committee

Mark Hedges (Chair), Chris Kinsella,
Mahesh Nair, Wendy Carver, Angela Dodd

Retail & Property Committee

Guy Amon (Chair), Julie Owen, Wendy Carver,
Michael Cleary, Angela Dodd, Ross Mulcahy,
Merlyne Thompson, Julie Wicks, Bob Williamson

Risk & Compliance Committee

Bruce Young (Chair), Arabella Tuck,
Mahesh Nair, Angela Powell, Julie Wicks

Fundraising, Marketing & Communications

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

Services Committee

Peter Tuchin (Chair), Kirstie D'Souza,
Natasha Hughes, Simone Isemann, Julie Wicks

Membership Committee

Arabella Tuck (Chair), Angela Dodd, Julie Wicks

HR Committee

Barbara Ward (Chair), Wendy Carver,
Angela Dodd, Julie Wicks



MANAGEMENT TEAM

CEO	Wendy Carver
Finance	Angela Dodd
Operations	Julie Wicks
Crisis Support Services	Kirstie D'Souza
Clinical Services	Simone Isemann
Community Services	Natasha Hughes
Fundraising & Events	Emma Bagley
Marketing & Communications ...	Keri Garnys
Retail	Bob Williamson

● Treasurer's Report

Mark Hedges, Treasurer

As we foreshadowed last year, FY21/22 was a difficult one. For the year ending June 2022, Lifeline Harbour to Hawkesbury recorded a loss of \$551,774. This was the first loss in 13 years and was largely due to COVID-19.

The COVID lockdown at the start of the year meant that all of our shops were forced to close. Once trading resumed in October, the shops again delivered outstanding results, assisted by the opening of the newest store at Lane Cove in November. Sales from all our retail stores delivered revenue of \$2,099,000 (2021: \$2,845,000).

The lockdown impact also included closure of the two book stores and cancellation of four book fairs. The shops reopened in October and continued to generate much needed revenue of \$389,000; successful book fairs were held at Chatswood and Barker, contributing to the total book revenue of \$807,000 (2021: \$825,000).

Overall fundraising and donations came to \$473,000 (2021: \$523,000), despite fundraising activities being significantly affected, including the cancellation of the Gala Ball and Bobbin Head Cycle Classic. However, the annual Go For Broke and Charity Golf Day were able to be held and, along with online fundraising through The Push-Up Challenge and our own online appeal, the gap was able to be somewhat mitigated. Thank you to all who donated their ticket price from the cancelled events and also our generous donors, including Neilson Foundation, Darling Carol Foundation, TISM Foundation and Rodwell Foundation.

During FY21/22, Lifeline H2H received grant funding to support our services, including additional funds for increased capacity on our 13 11 14 service and for individuals affected by the financial stress brought on by COVID and the more recent flood disaster, totalling \$1,410,000 (2021: \$2,055,000). Funding bodies included the Department of Health, Department of Social Services, NSW Ministry of Health, the Sydney North Health Network as well as funding from Black Dog Ride Australia to assist in development of a program for Veterans.

As a result of market downturns in the latter part of the year, investment income deteriorated and an unrealised (non-cash) loss of \$342,000 has been recorded.

Despite a continued unprecedented call on our services for the year, service provision costs were contained and remained steady at \$5.56 million in FY21/22, a similar spend to FY21/22 at \$5.66 million.



We adopted the accounting standard for leases in FY21/22. Consequently the financial statements are slightly different this year with the inclusion of assets that are leased and also the liabilities relating to those leases.

Our balance sheet remains strong with reserves of over \$5.4 million as at 30 June 2022. The balance sheet has provided the financial resilience to allow us to continue to provide the services sought by our community during this difficult time. It is too early to declare that COVID is behind us, and there is always a risk that we could have further disruptions to our operations. The same caution applies to investment markets as they respond to geopolitical issues, inflation and interest rate rises. The strength of reserves therefore places Lifeline Harbour to Hawkesbury in a solid position to weather and respond to these uncertainties as and should they arise.

Outlook

We have started the 2022/2023 financial year strongly with above-budget revenues and continued cost containment. The Knox Book Fair was successful and delivered a financial result slightly ahead of plan. Our retail shops have kicked off the year with strong trading, and the new Pennant Hills store, which opens in September, is gathering interest from keen shoppers.

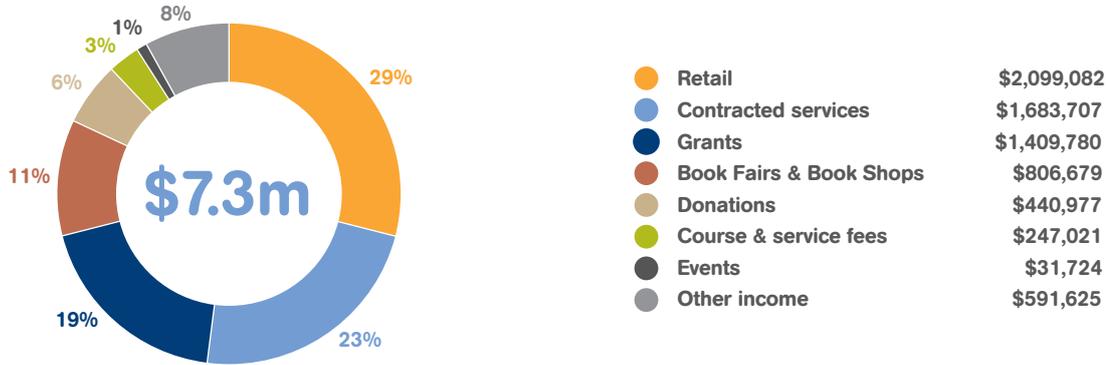
We have a full suite of fundraising in the coming year, including the Sapphire Gala Ball, our popular book fairs, the Go For Broke ride and two Bobbin Head Cycle Classics scheduled for the year.

Thank You

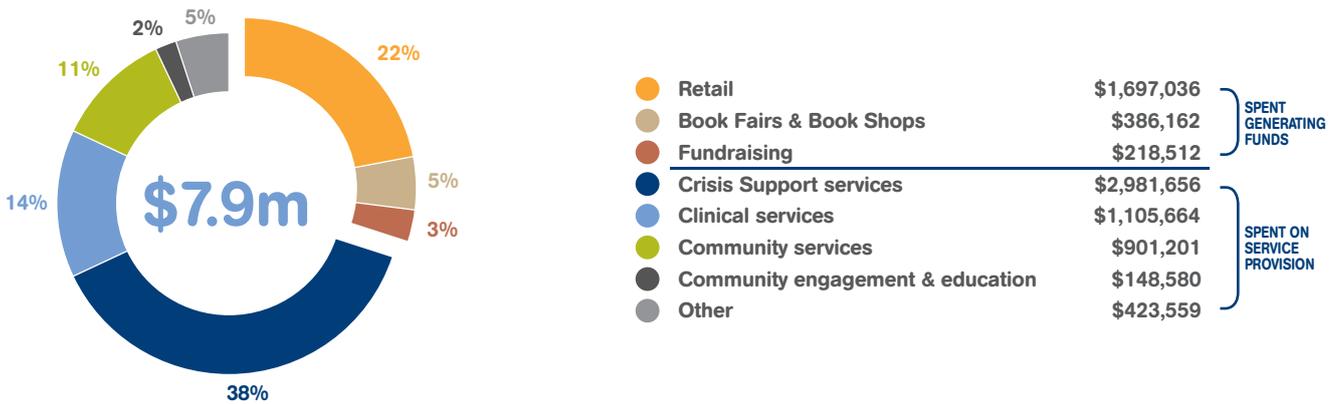
The entire Lifeline Harbour to Hawkesbury team has worked tirelessly during the year to deal with the many challenges of COVID-19 and has adapted quickly to continue to serve our community. Thank you to each of you.

“The strength of reserves therefore places Lifeline Harbour to Hawkesbury in a solid position to weather and respond to these uncertainties as and should they arise.”

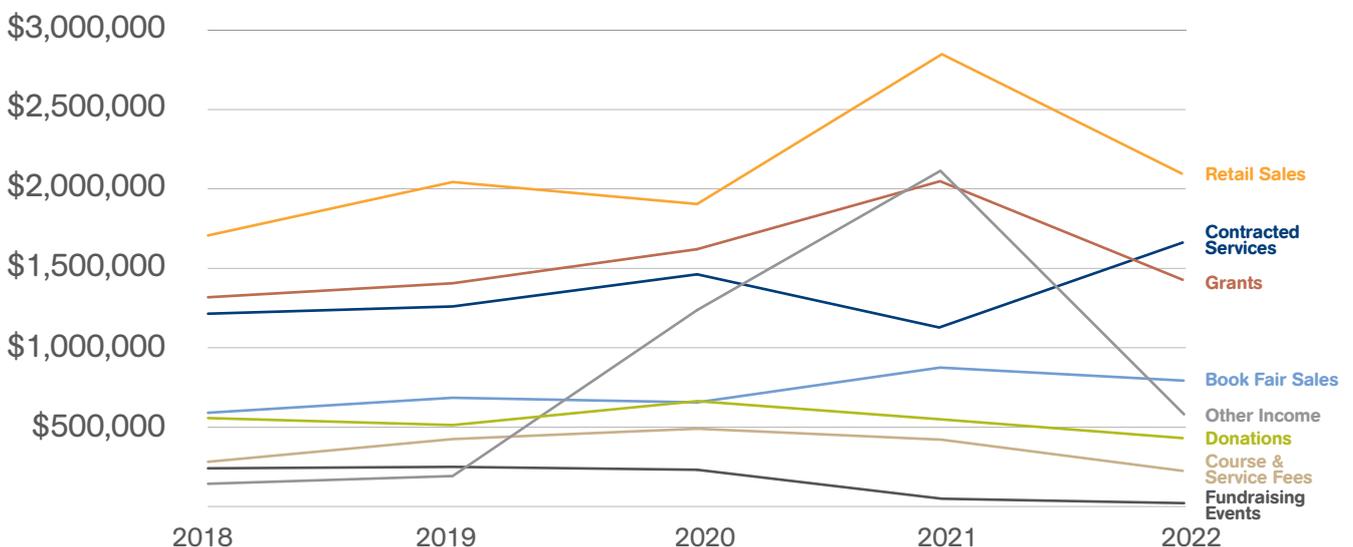
Where our funds come from



Where the money goes



Five-year revenue comparison



● Statement of Profit or Loss and Other Comprehensive Income

For the year ending 30 June 2022

	2022	2021
	\$	\$
Revenue	6,790,696	8,050,607
Finance income	87,296	145,931
Other income	432,603	1,885,900
Employee benefits expense	(5,425,799)	(5,897,452)
Loss on investment revaluation	(341,993)	(52,384)
Depreciation expense	(640,673)	(190,715)
Other expenses	(1,399,246)	(1,848,766)
Finance expenses	(54,658)	-
(Loss)/Profit before income tax	(551,774)	2,093,121
Income tax expense	-	-
(Loss)/Profit from continuing operations	(551,774)	2,093,121
Other comprehensive income for the year, net of tax	-	-
Total comprehensive (loss)/income for the year	(551,774)	2,093,121

Statement of Financial Position

As at 30 June 2022

	2022 \$	2021 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,294,720	1,895,390
Trade and other receivables	815,394	367,817
Other financial assets	600,000	1,001,015
TOTAL CURRENT ASSETS	2,710,114	3,264,222
NON-CURRENT ASSETS		
Other financial assets	4,098,589	3,847,091
Property, plant and equipment	1,547,371	313,774
TOTAL NON-CURRENT ASSETS	5,645,960	4,160,865
TOTAL ASSETS	8,356,074	7,425,087
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	359,620	418,434
Lease liabilities	580,080	-
Employee benefits	718,369	615,458
Other financial liabilities	358,420	258,333
TOTAL CURRENT LIABILITIES	2,016,489	1,292,225
NON-CURRENT LIABILITIES		
Lease liabilities	745,755	-
Employee benefits	138,913	126,171
TOTAL NON-CURRENT LIABILITIES	884,668	126,171
TOTAL LIABILITIES	2,901,157	1,418,396
NET ASSETS	5,454,917	6,006,691
EQUITY		
Retained earnings	5,454,917	6,006,691
TOTAL EQUITY	5,454,917	6,006,691



RHODES DOCHERTY & CO AUDIT SERVICES
Chartered Accountants

22 September 2022

TO WHOM IT MAY CONCERN

The following snapshot of financial information has been produced from the audited financial statements of Lifeline Harbour to Hawkesbury Ltd of which we signed an unqualified audit report on 22 September 2022. A copy of the full financial report is available on request

Yours faithfully

Maria Krnjulac

Registered Company Auditor

● Governance

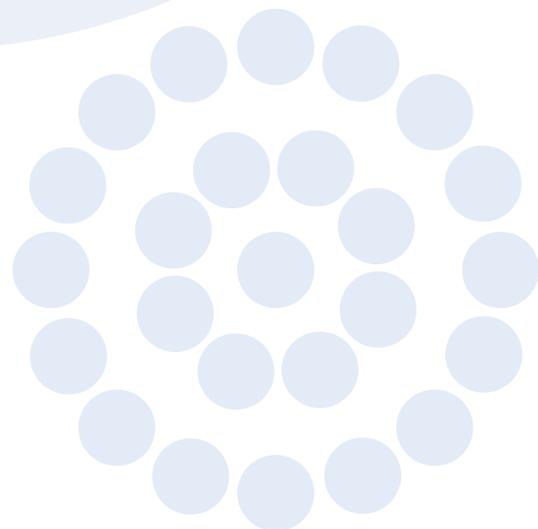
Corporate governance and accreditation

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, workplace, health and safety, 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).





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 use of our premises in Gordon and Lindfield.

We also acknowledge and thank everyone who supported our fundraising events, our book fairs and our Christmas Hamper project, and those who made anonymous donations. Lifeline H2H was able to rise to the challenges of this financial year because of all these generous contributions, as well as those from the following organisations and individuals.

Our government funding bodies and service delivery partners

Department of Health	Lifeline Australia	Sydney North Health Network
Department of Social Services	Lifeline Northern Beaches	Sydney Trains
Dougherty Community Centre, Chatswood	Metro Trains	Unity Youth Enhanced Support Service (YESS)
Gidget Foundation	Mission Australia	Willoughby City Council
Ku-ring-gai Municipal Council	NSW Ministry of Health	
KYDS	Office of Energy and Climate Change	

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

Barker College	Holy Cross College, Ryde	Normanhurst Rovers
Black Dog Ride Australia	Hornsby Connect	Oakhill College
Bobbin Head Cycle Classic	Hornsby-Kuringai Post	Saint Ignatius College Riverview
Century Venues, The Concourse	Knox Grammar School	The Push-Up Challenge
Denistone Bowling Club	Ku-ring-gai Connect	Veterans Wellbeing Centre – Hornsby
Go For Broke	The Lions Club of Hornsby Inc.	
Gordon Community Preschool	Loreto Normanhurst	
Gordon Pymble Uniting Church	Macquarie University	

Our trust, foundation, institute and association supporters

AMP Foundation	Darling Carol Foundation	TISM Foundation
Australian Chinese Charity Foundation	The Rodwell Foundation	World Federation of Chiropractic
Australian Taiwanese Womens Association	Neilson Foundation	

Our workplace giving supporters

Ausgrid	Blackmores	Google	Salesforce	Suncorp
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Our corporate supporters

3E Advantage Pty Ltd	Data #3	IAG	Richard Green Consulting
Anthony Hamer & Associates	Department S	LexisNexis	Salesforce
Arnotts	Elizabeth Arden	Lindt	Scentre Group (Westfield)
Bendigo Community Bank – Turramurra & Lindfield Branches	Employment Innovations	McCarroll's Automotive Group	Share SMR
Black Dog Institute	Evolution Mining	Minter-Ellison	Soak City
Bunnings Pymble	FIG Securities	Multigate Medical Products	Stanford Brown
Cisco	First Sentier Investors (Aust.) Services	oOh! Media	Unilever
Cognizant Consulting	Glengarry Jinwen Gallery	Platinum Asset Management	Vinva Investment Management
Corporate Edge	GoTo Skincare	Proactive Contracting	Westpac
Commonwealth Bank of Australia	Guzzi Pasta	Rebel Sports	Zendesk
CouncilJobs Holdings	Haliard	Revlon	

Our individual supporters

Paul Fletcher MP	Tom Day	Luke Keary	Mary Rayner
Alister Henskens SC MP	Louise Ellis	Cathy Kinsella	Pam Roberts
Julian Leeser MP	Jacqueline Every-Burns	Ed Kirk	Ian Rodwell
Jo Abi	Tiffany Fillingham	Jason Kirk	Rhett Rollan
James Aitchison	Janice Ford	Anne Leece	Peter Shaw
Jan Allan	Norman & Josephine Godden	Chris Lisha	Stewart Skinner
Alan Bardwell	Deepa Gopalakrishnan	Peter MacMillan	Myla Sozonnyk
Amelia Beaney	Mark & Sue Hancock	Phil McCarroll	Jane Stone
Alan Blake	David Hirsch	Cyril Melman	Wendy Wallin
Therese Bolin	Anne & David Holmes	Andrew Moylan	Brett Williamson
Vanessa Bortolin	Rebecca Hooke	Shirley Norris	Junius Wong
Cherri Carol	Paul Hosking	Tony & Lisa O'Brien	Family & friends of Gabi Dodd
Andrew & Sue Cripwell	Anne Howe	Stephen & Kate Parker	Family & friends of John Bain
Matt Cross	Sian Ineson	Paul Peachey	

● 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!**”



Guy Amon	Catherine Graycon	Anne McCormack	Birgit Schubert-Kingcott
Grant Anderson	Catherine Green	Anne McInnes	Christine Shea
Thanadon Auddoddorn	Hilary Guthrie	Della McKenzie	Lu Sierra
James Baker	Jennifer Hamblen	Helen Merrick	Marli Taylor
Fiona Balzer	Hayley Hext	Martin Molenda	Tee Temsutthilap
Louise Blum	Sandy Hickey	Georgia Monk	Gil Thew
Elaine Boyd-Clark	Rebekah Holman	Sue Morris	Sarah Thompson
Annette Brink	Susanne Hopcroft	Sharon Muffett	Emma Tilley
Sallyanne Butcher	Janet Jeffreys	John O'Neill	Masooma Trout
Sandra Chia	Bastian Jones-Dunn	Gaye Pelly	Richard Vowell
Paul Clune	Christine Kerry	Hugh Percival	Jackie Wagstaff
Bryony Cox	Scott Kirby	Swee Phang	Barbara Ward
Ellise Foster	Jennie Kyles	Natasha Plunkett	
Gillian Fox	Li Li	Juni Salvador	
John Gibb	Karen Luland		

10 YEARS

Dominic Bowden
 Nancy Chester
 Tom Day
 Gerard Draper
 Sanja Durdevic
 Christine Fogarty
 Zena Gardiner
 Suzanne Kelly
 Judy Lynne
 Tony Matthews

Joy McPherson
 Joan Mitchell
 Chandra Pal
 Wendy Phillips
 David Platt-Hepworth
 Keith Richardson
 Cameron Robinson
 Barbara Rothenberg
 Sally Rutherford

Francis Scott
 Sarah Seldon
 Penelope Smith
 Carolyn Stephenson
 Margaret Swithenbank
 Michael Todd
 Jennifer Walter
 Chris Watt

15 YEARS

Peggy Cameron
 Sally Kell
 Ceiny Maybury
 Robert Page

Lea Smedley
 Ian Stuart
 Jeanette Svehla

20 YEARS

Grace Armah
 Jean Hartshorne
 Christine Murchison

25 YEARS

Anne Holmes
 Sandy Logie

35 YEARS

Brenda Barber
 Nita Brooks

