



Lifeline

Harbour to Hawkesbury



Here to help
through any crisis

2020

ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

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

Contents



“

This past year has seen the largest number of people reach out to Lifeline for support due to impacts of the drought, bushfires, floods and COVID-19. We've adapted our services to overcome coronavirus restrictions and we're here to help through any crisis.

**Wendy Carver
CEO**

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Who we are

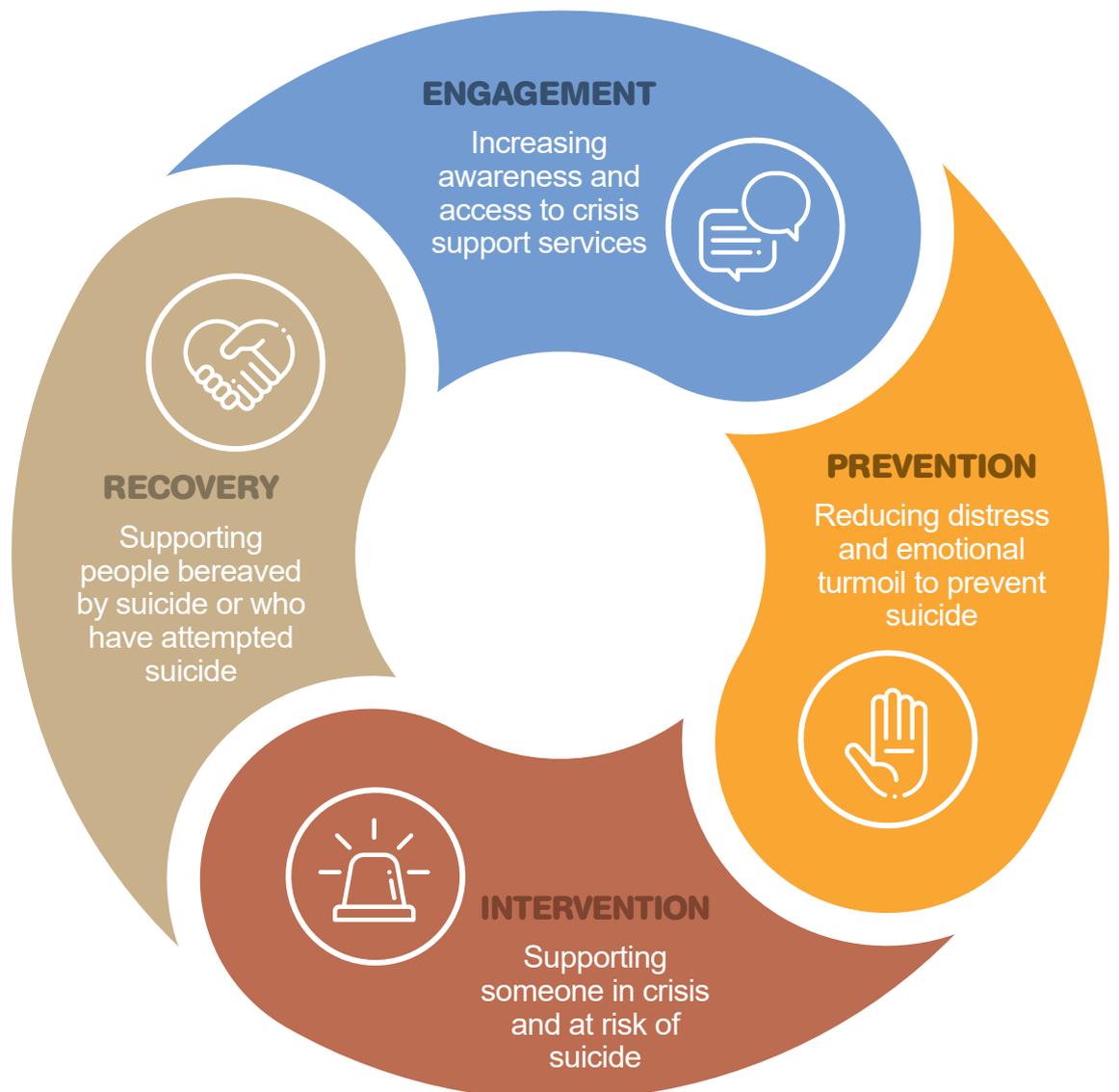
Lifeline Harbour to Hawkesbury (H2H) is an independent Lifeline centre within Lifeline Australia's network. We provide a suite of crisis support and suicide prevention services, including Lifeline's national 24/7 telephone crisis line 13 11 14, counselling services and community support programs.

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.



What we do and how we do it

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



What we stand for

Our vision states our purpose at the highest level – we want to see an Australia free of 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 gain measurable advances in the quality and reach of services we offer.



APPROACH

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

PRINCIPLES

Our guiding **PRINCIPLES**:

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

PRIORITIES

Our strategic **PRIORITIES** are to:

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

Our Services

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

These four stages are represented in the following diverse areas:



Crisis Support Services

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

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

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

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

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

Clinical Services



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

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

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

Way2Wellness – trained supporters connect people with online mental wellbeing tools and support.

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

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



Community Services

Community Support

Community Aid – volunteers help people in the community to remain independent by accompanying them to appointments and social activities, as well as providing assisted shopping and supportive home visits.

Community Visitors Scheme – volunteers visit residents of aged-care facilities on a regular basis to maintain their connection with our community.

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

Emergency Relief – immediate assistance to people in severe financial hardship; this service provides food parcels and/or vouchers to purchase necessities, and assistance with utility bills.

Financial Counselling – face-to-face counselling and support for individuals/families facing financial hardship.

Legal Support – preferred referral pathway to a lawyer, providing pro bono legal assistance to Lifeline clients.

Community Engagement & Fundraising



Book Fairs – annual community events throughout the year in multiple locations, where donated books are sold to raise vital funds for Lifeline H2H's services.

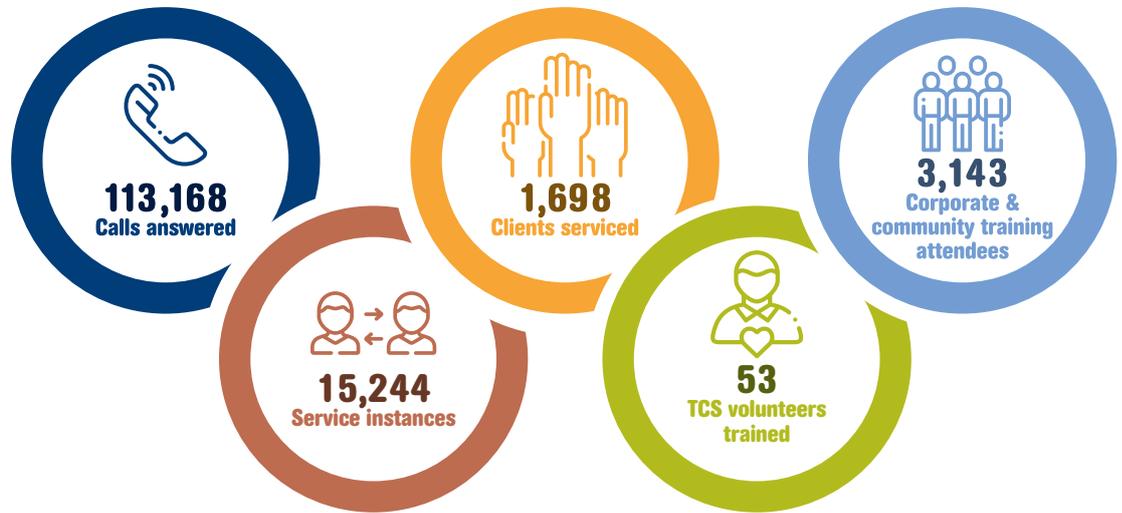
Lifeline Shops – vibrant community store network that sells pre-loved items generously donated by our community, with all proceeds helping to fund Lifeline H2H services.

Fundraising and Events – major events held throughout the year, including the Sapphire Gala Ball, Bobbin Head Cycle Classic and Go for Broke.

Corporate & Community Training – general and tailored training sessions for businesses and community organisations to empower their volunteers and staff to support each other and clients using Lifeline's recognise, respond, refer model.

Our Impact

Lifeline Harbour to Hawkesbury's team answered more crisis calls to 13 11 14 than any other Lifeline centre.



Our People

as at 30 June 2020

Our Workforce
FTE 53.22



Our Volunteers
some volunteers have multiple roles





Board President's Message

Carel Bothma, President



The difference we are making to the lives of others has made it necessary to find new ways to continue answering our phones with “Hello this is Lifeline; may we help you?”

Never in Lifeline H2H's history has the need for our services been greater. The bushfires, drought and now the pandemic have brought enormous burdens and hardships that have weighed heavily on the human spirit this past year. Circumstances have called for all of us at Lifeline H2H to adapt and demonstrate resilience in keeping our services running. The difference we are making to the lives of others has made it necessary to find new ways to continue answering our phones with “Hello this is Lifeline; may we help you?” and maintain our commitment to make Australia free of suicide.

Our primary focus has been, and always is, on the health and wellbeing of staff and volunteers. A new Compliance and Risk Committee, led by Bruce Young, was subsequently set up to guide the board and management in ensuring we operate safely and within government guidelines around COVID. The second focus was on maintaining the continuity and quality of our services. JobKeeper and past reserves have helped bolster our financial situation to enable this, given that our fundraising ability has been severely curtailed because of coronavirus. Thirdly, it was imperative that the board support management in handling the significant pressures placed upon them to perform their work away from the office. Wendy and her team had to endure many challenges, and I applaud them for the resourcefulness and flexibility shown over many months.

NSW's Department of Fair Trading has required Lifeline H2H to change its legal structure. We have opted to become a company limited by guarantee. This means that the current constitution must be amended to reflect this new structure. On a pro bono basis, Minter Ellison offered to take on this task, and a new constitution has been drafted and is waiting to be accepted by Lifeline H2H's members. I would especially like to thank Natalie Bentley, from Minter Ellison, and Merlyne Thompson who have so untiringly persevered in seeing this process through.

We are pleased to have welcomed a new Board Secretary and member of the Board, Arabella Searle, who has already made a significant contribution.

Lifeline Australia provided significant support to the community during the bushfire crisis with the establishment of the Bushfire Recovery 13HELP (13 43 57) service, with Lifeline H2H Telephone Crisis Supporters (TCSs) deployed to answer calls on this new helpline. I would also like to thank Lifeline Australia for their support of Lifeline Centres during COVID to help us better withstand the financial impacts of this crisis.

Our efforts in preventing suicide during this difficult period were stepped up to meet the increased demand for our 13 11 14 service, with record numbers of calls received during March and April. Lifeline H2H's TCSs answered a significant proportion of these calls – the largest number in the Lifeline network. We have shown that, with our common purpose, ability to improvise and resilience of our people, we will continue to save lives.

The true spirit of Lifeline H2H has shone through in the perseverance and dedication of our staff and volunteers in the face of pandemic restrictions and fears. Our centre's operations were modified to make them COVID-safe; we shifted our face-to-face services, TCS training and corporate and community training to digital delivery; and we found a new source of revenue through pop-up book shops. I am thankful to everyone involved in these crucial transitions to ensure Lifeline H2H provides support through any crisis.

On behalf of all the board members, I thank Wendy, her management team, and all the staff and volunteers for a tremendous year, and for their dedication to, and care of, this very special organisation.

CEO's Message

Wendy Carver, CEO



The last year has been unlike any other I have experienced in my many years at Lifeline Harbour to Hawkesbury. The impact across our great country of long-term droughts, devastating bushfires and floods, closely followed by the COVID-19 pandemic, led to the upheaval of everything that was normal or 'business as usual'.

Despite these challenges, I am very pleased to report that our Lifeline mission – 'to support Australians in times of crisis, and to reach out to and equip individuals and communities to be resilient and suicide-safe' – remained our absolute focus, with high levels of service provision achieved in all areas. Our crisis support services continued operating, through flexibility, adaptability and responsiveness in service delivery and through the efforts of our dedicated and committed workforce of staff and volunteers.

In reality, the year was divided into two very different phases. The first phase of the year (pre-COVID) saw us attain a number of achievements, including:

- A strong and well-above-projected surplus, enabling growth in service delivery
- The renewal of external ISO9001:2018 certification of all our services
- Internal LASP (Lifeline) accreditation
- A high Call Answer Rate (CAR) on the Lifeline national crisis line 13 11 14
- A significant role in developing and implementing a new framework, CARE, for 13 11 14
- Diverse and growing Clinical and Community Services meeting changing community needs
- Growth in Corporate and Community Training
- An Australia Day Community Award from Kuring-gai Council for our Financial Counselling service and team
- Very successful results with our retail shops, book fairs and fundraising events, including:
 - The opening of a large new shop at Gladesville
 - Book fairs to date increasing overall sales
 - A highly enjoyable and outstanding Gala Ball, attended by NSW Premier Gladys Berejiklian
 - An enormously successful Go for Broke cycling event, championed by event founder Ed Kirk, for which we were the sole Charity Partner.

The second phase commenced in March with the onset of COVID-19. Almost overnight, demand for our services increased with service delivery models needing to adapt dramatically, yet at the same time the majority of our diverse funding pathways ceased. Our Board held emergency meetings to steer us through the pandemic – prioritising the safety and wellbeing of our volunteers, staff, clients and customers, while ensuring the continuity of our vital support services. Our Management team set to

work on a specific COVID-19 Business Continuity Plan for the whole of our organisation. All Lifeline H2H activities (except 13 11 14) shifted to remote service delivery models, such as telehealth and Zoom delivery. The speed and professionalism with which all of this was achieved was outstanding, and demonstrates the strength, resourcefulness and abilities of our workforce.

In March, the financial viability and sustainability of our centre and services appeared at considerable risk. Thankfully, this situation was turned around through the financial support of both the federal and state governments, Lifeline Australia and many of our generous Lifeline friends. The quick and considerable government support in additional funding initiatives, such as JobKeeper and hardship funding, were game-changers. Lifeline Australia's vital role in securing government support for the Lifeline network ensured sufficient funding to not only see us comfortably through this financial year, but also to securely position our services for the unpredictable year ahead.

An extraordinarily generous donation of over \$33,000 from Mars Wrigley helped our 13 11 14 workforce stay safe during the pandemic by enabling us to purchase 200 individual headsets for Telephone Crisis Supporters and students. Further magnificent support came from our Bobbin Head Cycle Classic Rotary partners – the Rotary Clubs of Kuring-gai, Turrumurra, Wahroonga and St Ives – who donated \$65,000, even though the event was cancelled due to COVID. As in previous years, we received significant and generous financial support from many organisations and individuals, with particular thanks to Kuring-gai Council, the Neilson Foundation, Platinum Asset Management, Darling Carol Foundation and Judy Timms.

Our main goal for the year ahead is to continue to position ourselves for post-COVID, whenever that might be. This would not be possible if it weren't for our extraordinary volunteers and staff. Adjectives that come to mind to describe these people are 'responsive, caring, agile, creative, skilled, committed and dedicated', and I could not be prouder of them. Special acknowledgement and thanks go to our Executive and Management teams and our Board of Governance members, led by Carel Bothma, who steered us through this most difficult year.

To conclude, Lifeline Harbour to Hawkesbury finished a year full of challenges – such as we hope never to see again – in a remarkably solid position. We are well positioned, both financially and through our adaptable suite of services, to continue to weather the ongoing storm until we reach calmer, safer waters in the year ahead.



Our main goal for the year ahead is to continue to position ourselves for post-COVID, whenever that might be. This would not be possible if it weren't for our extraordinary volunteers and staff.

Telephone Crisis Support and Training

Kirstie D'Souza, Telephone Crisis Support Manager

Once lockdown began in early 2020, many things changed on the 13 11 14 service.

Calls to Lifeline increased markedly, so we had to work hard to keep up with demand.

This financial year has been one of two distinctly different chapters for the Telephone Crisis Support (TCS) service.

From July 2019 to January 2020, the focus was on training Telephone Crisis Supporters (TCSs) and In-Shift Supporters (ISSs) in CARE – the new framework for working with a caller to 13 11 14. Current TCSs attended bridging training to learn CARE and student TCSs – undertaking the semester 2 training course at Lifeline H2H – were among the first to trial the student version of CARE training.

The new framework has been well received by TCSs and callers alike. Lifeline H2H will be providing extra suicide skills training in the coming months, designed to support TCSs in using the CARE framework with at-risk callers.

Lifeline H2H also provided out-of-hours phone support for clients of the Suicide StandBy service, which supports people bereaved by suicide. Training was provided by StandBy with Lifeline H2H personnel taking calls from home, covering early mornings, evenings and weekends during this short contract from July to December 2019.

The TCS team also turned further attention to volunteer retention. In an effort to provide more social contact for people working on the phones, a

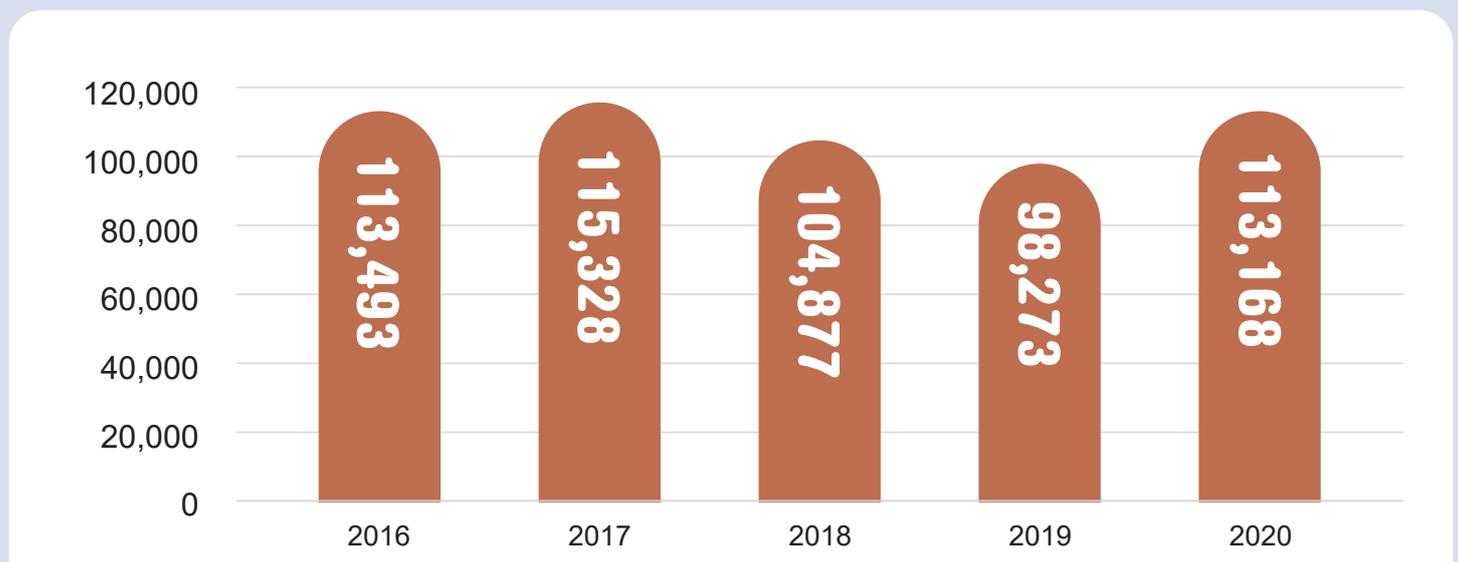
dinner at a local restaurant and a dedicated TCS end-of-year gathering were organised. Both events were well received and we hope to provide more opportunities for social interaction post-COVID.

Once lockdown began in early 2020, many things changed on the 13 11 14 service. Calls to Lifeline increased markedly, so we had to work hard to keep up with demand. The TCS room was reconfigured to allow for improved physical distancing. Some booths were moved into the training room; entry and exit routes were carefully marked to avoid crowding at shift changeovers; cleaning and sanitising materials were supplied; and we received a large donation from Mars Wrigley that allowed us to supply personal headsets for all our TCSs. Many of the structural and interior design changes made to the TCS room were the work of TCS/ISS Dominic Bowden.

In the early stages of the lockdown, when it wasn't clear whether Lifeline centres would be able to continue operating, huge efforts were made to train all TCSs and ISSs for possible remote working. There was an enthusiastic response from TCSs at Lifeline H2H because everyone understands the importance of keeping the service going. Thankfully, we have been able to continue safely operating from Gordon and remote call-taking has yet to be implemented.

Lifeline H2H call volumes

● Number of calls answered



Telephone Crisis Support and Training



1 new call every
30 seconds
(Mar–Apr 2020)



113,168
Calls answered

A number of our TCSs and ISSs went into isolation due to health concerns of their own or a family member, so our workforce numbers were depleted. However, many of the remaining TCSs and ISSs gave more of their time to support people who were struggling with the effects of lockdown or the pandemic itself. As a consequence, our call answer rate increased and Lifeline H2H's TCSs answered more calls in April 2020 than any April in our centre's history. Across the Lifeline network we also saw significant increase in demand with a record number of calls in March and April 2020 – a new call to 13 11 14 every 30 seconds. We look forward to having all our TCSs back on board eventually!

Group supervisions, which are so important in supporting TCSs, have been held as teleconferences rather than face-to-face sessions, and this transition has gone very smoothly.

Our call answer rate increased and Lifeline H2H's TCSs answered more calls in April 2020 than any April in our centre's history.

Training

Our CSWT Training team, headed by Rosanne Petters, offered the following training courses over the past year.

- 2019 - Crisis Support Workplace Training (CSWT) CARE pilot course
- 2020 - The national roll-out of the CSWT CARE framework
- DV-Alert (2 days) recognising and responding to Domestic and Family Violence
- DV-Aware (2 hours) raising awareness in our community about domestic and family violence.

During the CSWT CARE pilot course, Rosanne, volunteer mentors and students provided invaluable feedback on each topic, all of which informed the final CSWT CARE training. The training was then delivered nationally from January 2020. The training team worked extremely hard from March onwards to move the CSWT course to Zoom, changing not only the way they delivered content and organised role plays but also the way they interacted with students.

Despite the huge demands of the situation, the whole TCS service rose magnificently to the occasion and has barely missed a beat. As TCS Manager, I'm very proud of everyone involved.



Clinical Services

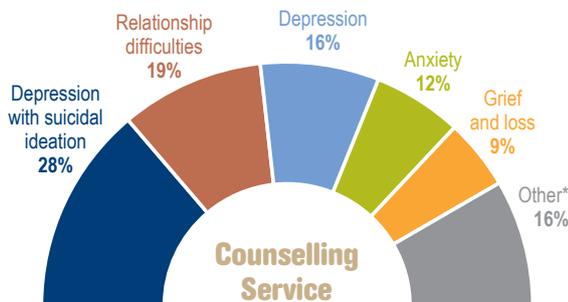
Simone Isemann, **Clinical Services Manager**

Clinical Services strives to connect our local community with a suite of effective, flexible and responsive mental health services. Our services support clients through crisis by developing caring and professional relationships and providing skills to reduce emotional distress, promote resilience and improve coping strategies. During 2020, we have rapidly adapted our delivery model from predominantly face-to-face delivery to offering telehealth (video and telephone) services in response to COVID-19. A total of 1,014 clients benefitted from our service during the financial year.

“
My experience has been phenomenal and I am positive that without Lifeline, I would not be living today.”

Counselling Service

This generalist counselling service is funded by the Neilson Foundation and sees clients with a variety of concerns. Our volunteer counselling team saw a total of 176 clients and conducted 1,021 sessions during 2019/2020.



* Includes Suicide bereavement 7%, Bipolar disorder 4%, Anger management 3%, Trauma & PTSD 1%, Hoarding 1%

Highlights

- The transition to remote delivery facilitated service continuity while maintaining a COVID-safe work environment for our clinical team. From March to June 2020, the team conducted just under 84% of service sessions via telehealth – a significant change to service delivery. Previously, just 2% of service sessions were delivered via telehealth from July 2019 to February 2020.
- High client satisfaction indicated through annual Client Experience Evaluation. Over 95% of clients reported their experience of the service as being very good or excellent.
- In response to COVID-19, upskilling and equipping our workforce to work from home using telehealth services and transitioning to online record-keeping; documenting session records using Salesforce.

“
Kindness and authentic caring from all staff.”

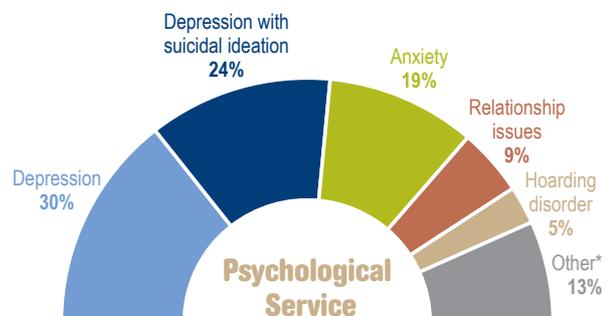
“
The support and care to help redirect my life.”

Psychological Service

This service sees clients who have a mental health care plan from their GP. Clients present with a range of clinically diagnosable mental health issues that significantly interfere with their ability to cope and function. This year we have increased our bulk-billing clients by almost 7%, with 323 clients accessing the service and 2,401 psychological sessions conducted.

Highlights

- An increasing number of GPs in the Hornsby and Ku-ring-gai LGAs have been referring clients to our bulk-billing psychological service. In addition, changes to Medicare now allow rebates to be applied to telehealth sessions conducted under a mental health care plan. This has enabled members of the local community to access ongoing psychological support safely during the pandemic.



* Includes Bipolar 4%, Trauma/Stress & PTSD 4%, Suicide bereavement 3%, Suicidality & self harm 1%, Anger management 1%





1,014
clients assisted by
Clinical Services

Clinical Services



Gambling Help Service

Funded by the NSW government's Responsible Gambling Fund (RGF), the Gambling Help service continued to provide holistic care for community members impacted by problem gambling – with access to therapeutic counselling, financial counselling and legal support. In 2019/2020, we saw 128 clients and provided 1,051 sessions. In this period, the number of new Gambling Help clients decreased, probably because of the closure of clubs and pubs for a period. However, sessions per month increased and existing clients reached out for additional sessions.

The RGF-funded Gambling Help one-year pilot program for decentralised legal support, provided assistance to both gamblers and family members. Many clients accessed financial counselling, legal support and therapeutic counselling at the same time.

Highlights

- Extension of Funding and Performance Agreement between Lifeline H2H and the NSW government to 30 June 2021
- A team of 10 clinical services counsellors, seven financial counsellors and one lawyer served Gambling Help clients
- Exceeding KPIs. Gambling Help service significantly exceeded its target of 384 sessions.
- Excellent client satisfaction with 100% of clients rating the service 5/5.



I am so grateful for everything Lifeline and my counsellor has done for me and my family. She has literally been my lifeline.



Group Services

During FY 2019-2020, 114 clients attended a total of 541 group sessions self-funded by Lifeline H2H, and 238 clients attended a total of 2,402 group sessions funded by Sydney North Primary Health Network (PHN).

- Lifeline H2H self-funded groups included seven closed groups and three open monthly groups
- Lifeline H2H's PHN funded groups
 - Six Being Mums groups in Mona Vale and North Sydney
 - One Hoarding Treatment group at Gordon;
 - Six Adolescent Managing Your Mood groups in Avalon, Balgowlah and Lindfield;
 - Two Young Adult Managing Your Mood groups in Chatswood and Gordon;
 - Five Adult Managing Your Mood groups at Gordon, Balgowlah and Ryde.

Highlights

- Maintaining the availability of group services by responding rapidly to the challenges of COVID-19 and transitioning face-to-face groups to telehealth delivery. This enabled most groups to resume and/or commence after the development of appropriate protocols, telehealth consents and procedures, and staff training on telehealth platform use.
- Development of online versions of outcome measures enabled clients to complete surveys via an emailed link.



Knowing that I wasn't alone.



I felt well supported by facilitators and other participants.



Way2Wellness

Way2Wellness (W2W) is a telephone-based coaching service funded by the PHN for people aged 16-years and over who are living, working or attending school in the northern Sydney area. W2W supports people experiencing mild to moderate mental health concerns, such as anxiety, low mood or stress, and assists them to access e-mental health tools or local face-to-face services. In 2019/2020 the hours of operation of the service were reduced. A total of 35 clients used the service, with 127 sessions conducted.

Highlights

- Extensive promotion and marketing throughout the northern Sydney community to both health professionals and consumers.
- Exceptional client service. Client feedback shows that 100% of clients felt respected and safe when using the service.



The thing I found best about the service was the excellent skills of my Online Supporter, mainly in supporting me through a difficult period and providing resources.





Community Services

Natasha Hughes, Community Services Manager

Community Services provide immediate and long-term support to vulnerable people experiencing isolation and distress. We enable clients to take control and understand their situation, and provide support to alleviate anxiety and stress. Within the past year we assisted 930 clients, many utilising multiple services.



930 clients assisted by Community Services

A number of our clients have become more anxious as a result of COVID-19. It has been crucial to deliver stable, caring and responsive services. To deliver COVID-safe services, we changed appointments from face-to-face to phone or online platforms. We have been creative and implemented new services and initiatives, such as delivering food parcels and care packs to clients while negotiating with nursing homes so Lifeline H2H volunteers can maintain social connections with clients. All of this has been made possible through the effort, commitment and dedication of our staff and volunteer teams.

Additional funding received due to COVID-19 and the bushfires has enabled expansion of some services. We increased our workforce to offer a larger number of Financial Counselling and Emergency Relief appointments. In partnership with Lifeline Central Coast we are delivering a Financial Counselling service for Central Coast residents affected by bushfires. We also partnered with Anglicare to provide Financial Counselling on the south coast for bushfire relief.



I just wanted to say a big thank you for the generous gift box together with your wonderfully uplifting message. It truly touched my heart. Having been associated with Lifeline Gordon over the years I realise the invaluable work you all do.



Community Support

Community Support encompasses Community Aid, Community Visitors Scheme and Support Line. These programs provide social support for older people. The majority of our clients live by themselves, identify as being socially isolated and are over 85.

Clients are vulnerable and may be experiencing loss and bereavement, deteriorating physical health and have limited or no family connection. These factors can lead to feelings of anxiety, depression and hopelessness. By engaging with clients we build strong social networks, increase community participation and prevent people from reaching a crisis point.

Clients' physical and mental health, and general wellbeing, is improved by coordinating activities

of choice and social interactions with volunteers. Initially, we transported clients to appointments, shopping, outings and made regular visits to homes or residential aged care facilities. In the latter half of the year, our focus has been making support phone calls and COVID-safe face-to-face visits to reassure clients by staying in touch and helping them feel less alone while also ensuring they have sufficient groceries, up-to-date information and appropriate referrals to further support as needed.

Overall, we have assisted 250 clients with almost 4,000 service requests, including more than 1,660 phone calls and 3,700 hours of social support. The majority of these service requests have been delivered by our team of 60 wonderful volunteers.

Community Aid and the Community Visitors Scheme are funded by the Commonwealth Department of Health.



That is just so amazing!! Totally beyond anything I even hoped for, you're a miracle worker. I can't thank you enough, it's just the best outcome and it's going to be life-changing.



Financial Counselling

Financial Counsellors assist individuals, couples and families experiencing financial hardship and related distress. The service is free of charge, non-judgmental and totally confidential.

Clients experiencing financial distress are at an increased risk of anxiety, depression and suicide. By engaging with clients to address immediate financial concerns, we alleviate stress and worry. Clients feel supported and empowered to

exercise control in determining immediate and ongoing plans of action to build long-term financial resilience through the assistance of a Financial Counsellor.

Our team of seven accredited Financial Counsellors have a broad range of skills and knowledge to address the ever-increasing complexity of financial issues, and provided almost 2,800 hours of service in the past year. We assisted in negotiating hardship relief for many clients from a number of creditors, including banks, credit card companies and the ATO.

Community Services



Legal Support

Legal Support helps individuals, couples and families with legal issues who cannot afford private legal assistance.

Legal problems are frequently accompanied by financial issues; this combination can lead to stress and anxiety. The pro bono lawyers provide short-term crisis management where clients are equipped to understand how the law applies to their unique situation and possible options. Longer-term support includes advocacy on behalf of clients and providing referrals to other services.

Priority is given to existing clients of Lifeline H2H services, particularly Gambling Help and Financial

Counselling. This enables clients to access a wide range of support services under the one roof. Assistance is immediate as there are minimal wait times. Legal Support has also been extended to clients of Lifeline Northern Beaches.

Legal Support operates with two pro bono lawyers, Richard Brading and Trevor Collier (since January 2020).

Within the last year we assisted 77 clients over almost 300 hours of casework. Most clients were either involved in court matters relating to debts or contemplating debt-related litigation.



The lawyer was amazing. He produced a Will, enduring power of guardianship and enduring power of attorney within a day. Those were exactly according to my wishes. He explained all aspects and I am amazed at the brevity and clarity of these legal documents. I would recommend the lawyer strongly and thank him very much.



Emergency Relief

Emergency Relief supports people through the crisis of trying to manage living with limited funds. People accessing Emergency Relief typically have low or no income and feel overwhelmed as they are unable to purchase basic necessities for daily living.

Emergency Relief offers short-term crisis management, where clients may be given immediate financial and/or material aid. Long-term support strategies focus on addressing the underlying causes of the financial crisis, e.g. providing referrals to other services such as Financial Counselling or Personal Counselling. Emergency Relief is a no-fee service.

Emergency Relief held 280 appointments with 142 clients this year. Almost 65% of clients were single,

of which almost 30% were single parents. The majority of our clients seek assistance with food parcels, food vouchers and part-payment of utility bills.

Throughout COVID-19, Emergency Relief has been even more vital to clients who lost jobs, were temporary visa holders, or were struggling in other ways. The service remained open by holding phone appointments with clients then providing vouchers, cheques or food parcels under strict COVID-safe conditions. We also delivered food to clients who were unable to leave their homes.

More than half of clients accessed the service only once, finding this support enough to regain hope and build self-reliance.

Emergency Relief is funded by Department of Social Services.



280

Emergency Relief appointments

Overall client numbers of 571 were lower than the previous financial year. This is due to the government's stimulus packages, leniency of banks and rental agreements. Although new client numbers have fallen, hours of service have remained high. Many of our recent clients were in financial hardship prior to COVID and are seeking help because their situation has been exacerbated. Clients experiencing domestic violence and relationship breakdowns have increased in numbers. However, there has been a fall in the

number of people presenting with gambling problems as a result of venues being closed.

In the coming year we will continue to grow our Financial Counselling Service as we mentor three new trainees.

Financial Counselling is funded by the Department of Social Services and the Responsible Gambling Fund.



2,800

hours of financial counselling service

Corporate and Community Training

Cutty Felton, Corporate and Community Training Manager

The past year has been full of challenges for many businesses and the demand for training of staff continues to increase.

The past 12 months saw continued growth in demand for Lifeline H2H's training courses. The training is tailored to meet the needs of each organisation, with overwhelmingly positive feedback received from participants and clients. The quality and content leads to referrals to new clients and new industries desiring to upskill and support their people.

From July to March, all courses were delivered in training sessions face-to-face at clients' premises. COVID-19 restrictions from late March meant that face-to-face sessions were no longer an option and the opportunity to re-tool to deliver our training virtually via online platforms was taken quickly. Courses were adapted within two weeks and this enabled a swift resumption of training. Since April, we have had a full calendar and the ability to deliver via video-link has increased our capacity to empower employees to support each other and customers.

We continued to offer community Accidental Counsellor training sessions throughout the year. These are very popular and are part of Lifeline H2H's community engagement to build resilience and equip people to be safe from suicide. Our Accidental Counsellor training imparts skills and knowledge to members of our community to recognise when someone may be experiencing crisis, respond with empathy and refer them to appropriate help where necessary.

The Recognise, Respond and Refer model (along with Lifeline H2H's unique 5 E's Framework) have been successfully adapted to diverse industries – from banks and insurers to the House of Representatives, and from not-for-profits to peak industry bodies.

The past year has been full of challenges for many businesses and the demand for training of staff continues to increase. Corporate and Community Training is well placed to meet these needs.



3,026
corporate training
session participants



117
community training
session participants



106
training sessions



Fundraising and Events

Emma Bagley, Fundraising Manager

This year our fundraising team focussed on three major annual events: the Bobbin Head Cycle Classic, the Sapphire Gala Ball and Go for Broke. We achieved strong results despite entering into a difficult period towards the end of the financial year. These results are due to generous support from organisations and individuals, including Rotary, Ed Kirk and the organising committee of Go for Broke, and the Sapphire Gala Ball committee, along with Lifeline H2H's amazing network of volunteers, staff and friends who continue to embrace and support our fundraising efforts in the community.

2
major annual events expanded



We saw encouraging growth in the two major events that were able to proceed, Go for Broke and the Sapphire Gala Ball, and continued to develop corporate partnerships to maintain a sustainable fundraising platform for our services.

In September 2019, we hosted the annual Sapphire Gala Ball at the Westin Hotel in the Sydney CBD. The event was attended by 580 guests, including valued corporate sponsors and individuals passionate about supporting Lifeline. This event would not be possible without the amazing support of the Gala Ball committee, including Phil McCarroll and his company McCarroll's Automotive Group, as well as the event's Diamond Sponsor – The Star. Special guests included Master of Ceremonies Jim Wilson, auctioneer Geoff Smith, the Honourable Gladys Berejiklian Premier of NSW, and guest speaker Jill Stark. Jill is an award-winning journalist, author and mental health advocate who shared her personal story. We thank all the Sapphire Gala Ball guests for generously supporting Lifeline.

Also in September 2019, Lifeline H2H was once again the charity partner of Go for Broke, a challenging long distance cycling event that focusses on riding to beat depression. 120 cyclists rode 180km from Berowra to Broke, raising funds for Lifeline and awareness of mental health. The sold-out event had a high rider-to-fundraising ratio and we are very grateful to be the beneficiary of all funds raised. A huge thank you to founder Ed Kirk, major sponsor City Tattersalls Club, event sponsors, the organising committee, and the wonderful riders and volunteers.

Our longstanding partnerships with local Rotary Clubs continue to be of vital importance. Lifeline H2H is the charity partner of the iconic Bobbin Head Cycle Classic (the Bobbo) organised by the Rotary Clubs of Turramurra, Ku-ring-gai, Wahroonga and St Ives. Disappointingly, the 2020 Bobbo in March had to be cancelled due to

COVID-19. In the face of extreme circumstances, riders and sponsors came together to generously donate registration fees, sponsorship fees, and funds already raised by riders to Lifeline. As always, our sincere gratitude goes to the four Rotary Clubs, the Bobbo's executive committee, Official Partner Platinum Asset Management, event sponsors, incredible volunteers, and all the dedicated riders and fundraisers who continue to provide extraordinary support to Lifeline.

In the wake of COVID-19 and the increased demand for Lifeline's services, Lifeline Australia invited all centres to participate in the organisation's first-ever national emergency appeal. The appeal was delivered by Lifeline Australia and supported by 17 centres. The campaign's '30 seconds to save a life' message received extensive national media coverage and the appeal was generously supported by corporates and individuals. We thank Julia Zemiro and Trent Dalton for supporting Lifeline by recording short messages that we were able to share across social media.

Lifeline H2H is also grateful to receive financial support in the form of generous donations from individuals and businesses. These donations form a significant part of our strategy for achieving financial sustainability. Special thanks to Cherri Carol, Mark and Sue Hancock, and Jonathan Macleod for their wonderful ongoing support. Mars Wrigley provided extremely generous support, plus we were supported by individual fundraising efforts throughout the year, including Lisa and Tony O'Brien who raised over \$6,000 in October at their annual Bunnings BBQ stall in memory of their son Billy.

Finally, my sincere thanks to the hardworking fundraising team members at Lifeline H2H, the office staff for their never-ending support, and Lifeline H2H's volunteers who help make each event a success.



Retail

**Bob Williamson,
Retail Manager**

Now with a total of five retail shops, we have continued to grow this year and reach a larger customer base with sales and donations.

Our new Gladesville Lifeline Shop opened in November and was an instant success with local community and business. It is our largest shop, with 500 square metres of retail space, and gives us a new suburb and community to serve in the Hunters Hill and Ryde LGAs.

Due to COVID-19, we temporarily closed our two smallest shops to ensure the safety of our staff, volunteers and customers. Both Asquith and Pennant Hills were closed from March until the end of the financial year.

During the store closures, we were able to complete the long-awaited makeover of the Lifeline Shop in Asquith. The store has been a part of Lifeline H2H for more than 20 years and the renovations have created a brighter, well laid-out, modern space that improves the working and shopping environment for our volunteers and customers. The works were made possible through a \$15,000 grant awarded at the end of 2019 by Julian Leaser MP, our local member for Berowra, and lots of local volunteer help.

All our retail stores have COVID-safe plans in place and provide a safe environment for our staff, volunteers and Lifeline customers to enjoy. Because our larger stores in Waitara and Naremburn remained open, and with the opening of Gladesville, we have maintained similar turnover and sales as last year to support the vital services of Lifeline H2H. With government JobKeeper support we have been able to retain our paid retail workforce, which puts us in a strong position to cope with any future event.

It was with regret, but health and safety in mind, that we recommended that our at-risk long-serving volunteers temporarily stop attending shifts and not resume their positions until the COVID-19 danger is over. We look forward to being able to welcome all our volunteers back in our stores soon as all are greatly missed.

Huge thanks go to our retail staff and volunteers who have stuck by Lifeline H2H, working tirelessly and loyally throughout this time, knowing the work they do is helping Lifeline support people in crisis.



Book Fairs

Bob Page and Michael Cleary, Book Fair Coordinators

The start of the year was full of optimism that the year's book fairs were going to produce another strong and positive result. The enthusiasm and momentum was initially well rewarded with record achievements at each event. Unfortunately, COVID-19 took over and all book fairs since February have been cancelled and the book depots were temporarily closed.

The temporary closures in March were due to the risks associated with COVID-19. The health and wellbeing of our volunteers and the people we deal with is paramount. The depots were completely shut down until 18 May when we started to open for donations and cleaning. Under the guidance of Lifeline H2H's Board, we gradually increased operations and have managed to clear the backlog of book donations. However, we continue to operate under strict rosters to limit the number of people and ensure physical distancing and adherence to Lifeline H2H protocols.

Once we reopened for limited operations, we continued to build up stocks of books and anticipated that we would not be able to hold book fairs for the foreseeable future. So, we turned to other avenues to sell books and continue raising funds for Lifeline. Several initiatives were implemented.

During the year, we were approached by two aged care homes, who were refurbishing their premises,

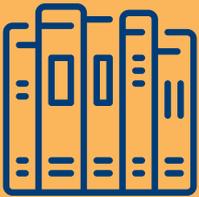
to see if we could donate some books to stock their libraries. In August 2019, we provided books to HammondCare for their new facility for homeless people. In May 2020, we gave books to Scalabrini Village at Allambie Heights for their new library, designed to deliver normalised and enriched living for residents to continue learning.

As with previous years further additional income came in via:

- a book stall at Pennant Hills Baptist Church
- sales directly to day care centres/pre-schools
- DVD sales
- a continuation of the regular supply of books to "Paint the Town REaD"

Sincere appreciation goes to the Corporate support received from Sydney Trains, Metro Trains, CBRE, CBA, Ooh!Media, Data#3, Chatswood Rotary. In addition to the corporate support, we also thank Macquarie University students, Rovers, and family and friends who greatly assisted in our successful events.

BOOK FAIRS



4
book fairs held

Knox

The Knox book fair was held in July 2019. This book fair saw another sales increase with funds raised more than \$15,000 above 2018. The expanded display area, which was trialed the year before, provided increased comfort for customers and allowed us to present a larger number of books. It was another example that the quality of the books on display and the collaborative, cheerful way in which everyone works together enables a great result.

Macquarie Uni

The second Macquarie Uni book fair was moved to September from November at the request of the University. This meant this event was on the Father's Day weekend and the result was a remarkable 26% growth in revenue compared to 2018.

Oakhill

We had another record-breaking result at our fourth Oakhill College book fair in October with 11% more than the previous year. It's also pleasing that sales have almost doubled since our first year at Oakhill in 2016. Our success is due to an amazing (and huge) team of people who step-up time and again to do what is needed. Thank you very much for all your hard work.

\$2 Sale

November 2019 was our first time holding the \$2 Sale at Beaumont Road Public School in West Killara. The sale had previously been at our book depot and subject to the vagaries of the weather as well as disrupting our day-to-day operations. Hopefully Beaumont Road will become a regular fixture on our

calendar. Financially, the sale was also a resounding success – an increase of \$6,000 over 2018.

Chatswood

Although this event at Chatswood in February 2020 was held during the initial stages of COVID-19 and on a very hot weekend, the results demonstrated once again that the Civic Pavilion is an ideal venue for a book fair. We achieved a record result and 10% growth in revenue from 2019.

COVID close down

- April – Thornleigh book fair – Cancelled
- May – \$2 Clearance sale – Cancelled

ALTERNATIVE INITIATIVES

Roseville pop-up shop

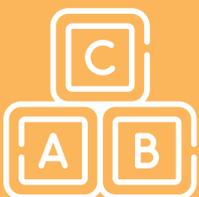
On 9 June, we opened a "pop-up" book shop at Roseville. We were offered the premises by Craig Marshall of Marshall Chan Yahl Real Estate rent-free. The shop was open from 10am to 4pm Tuesday to Saturday and staffed by our book depot volunteers. This was a very successful venture and proved that we could operate such a book shop profitably.

Direct sales

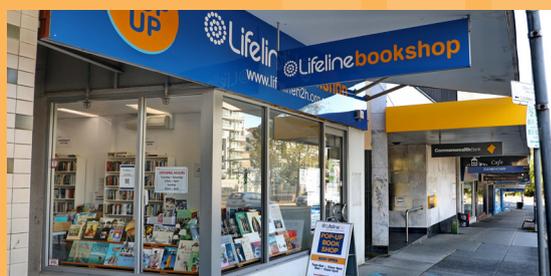
Book sales have been made to day care centres and pre-schools, plus a range of our regular customers have purchased directly from our book depots.

Lifeline Shops

Book depots supply cleaned and priced books to the Lifeline Shops at Asquith, Gladesville, Naremburn and Waitara with no book fairs at the moment, sales have increased in stores.



direct sales to
day cares and
pre-schools



Profiling

Our CSWT training team

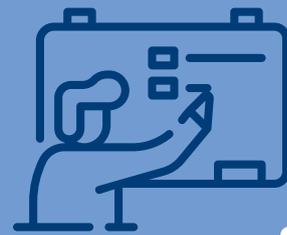


ROSANNE PETERS
TRAINING MANAGER

Rosanne has artfully crafted many creative greeting cards, but as a gifted trainer, she has created many hundreds of well-prepared TCSs.

Rosanne Petters began her association with Lifeline in Durban, South Africa, 25 years ago, and now heads Lifeline H2H's CSWT and DV-Alert programs. She has nurtured, motivated and inspired hundreds of students, and has spent more than 15 years as a TCS herself.

Since 2008, under Rosanne Petters' leadership:



28
CSWT
courses
conducted

874
students
trained



GRAEME GOW
TRAINING MENTOR

Graeme loves to cook up a storm, but when training, he is the epitome of calm.

Graeme Gow has been at Lifeline for six years, five of those as part of the Training team. He has already mentored 33 students and spent many hundreds of hours as a mentor and in his ongoing volunteering as a TCS.



HAYLEY HEXT
TRAINING ADMIN
COORDINATOR

Hayley loves a good page-turner, and is the person we all turn to for help with navigating our complex student training needs.

Hayley Hext joined Lifeline's Training team four years ago. Working on both CSWT and DV-Alert, her helpful nature, keen eye for detail and organisational talents are worth writing about.

Meet a Small Selection of a Select Team

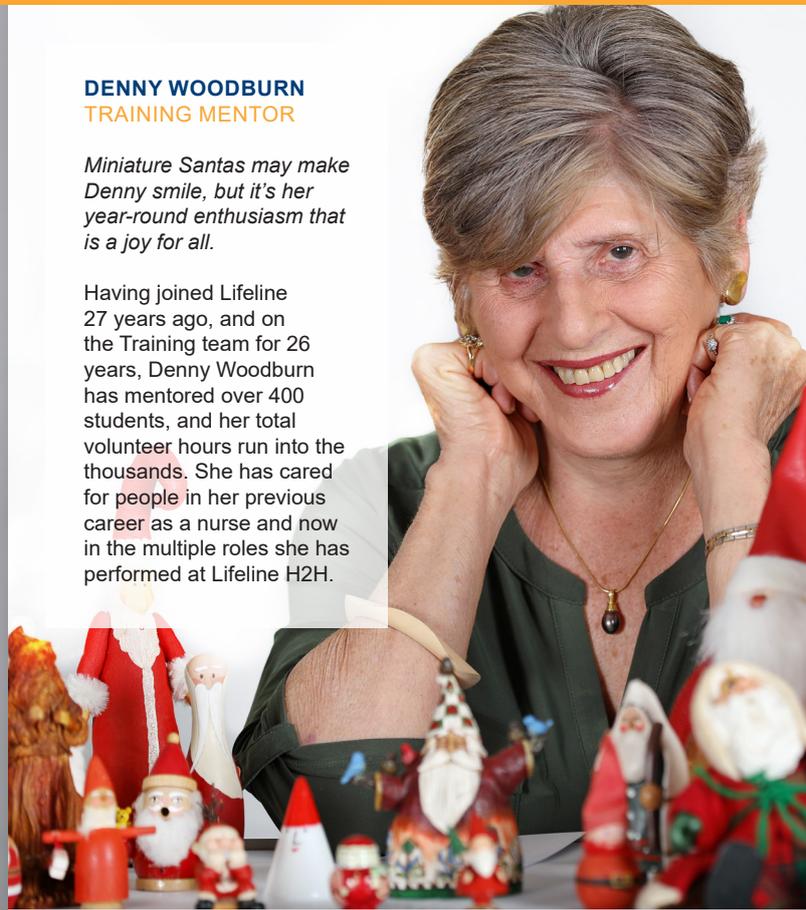
Lifeline H2H's fantastic CSWT Training team is made up of a wide variety of individuals with an even wider variety of interests and backgrounds – but they're all united in their passion for preparing our students to join the 13 11 14 crisis line as the best prepared Telephone Crisis Supporters possible.



DOMINIC BOWDEN TRAINING MENTOR

A builder for many years, Dominic is now helping to build the skills and confidence of aspiring TCSs.

Dominic Bowden joined Lifeline in 2012 and the Training team in 2015. As well as being a Training Mentor, he is also a TCS, an ISS, a Coaching Supervisor and a WHS committee member. Somehow on top of all of this, Dominic managed to resurrect his building skills to totally transform our phone room for the benefit of all who use it.



DENNY WOODBURN TRAINING MENTOR

Miniature Santas may make Denny smile, but it's her year-round enthusiasm that is a joy for all.

Having joined Lifeline 27 years ago, and on the Training team for 26 years, Denny Woodburn has mentored over 400 students, and her total volunteer hours run into the thousands. She has cared for people in her previous career as a nurse and now in the multiple roles she has performed at Lifeline H2H.

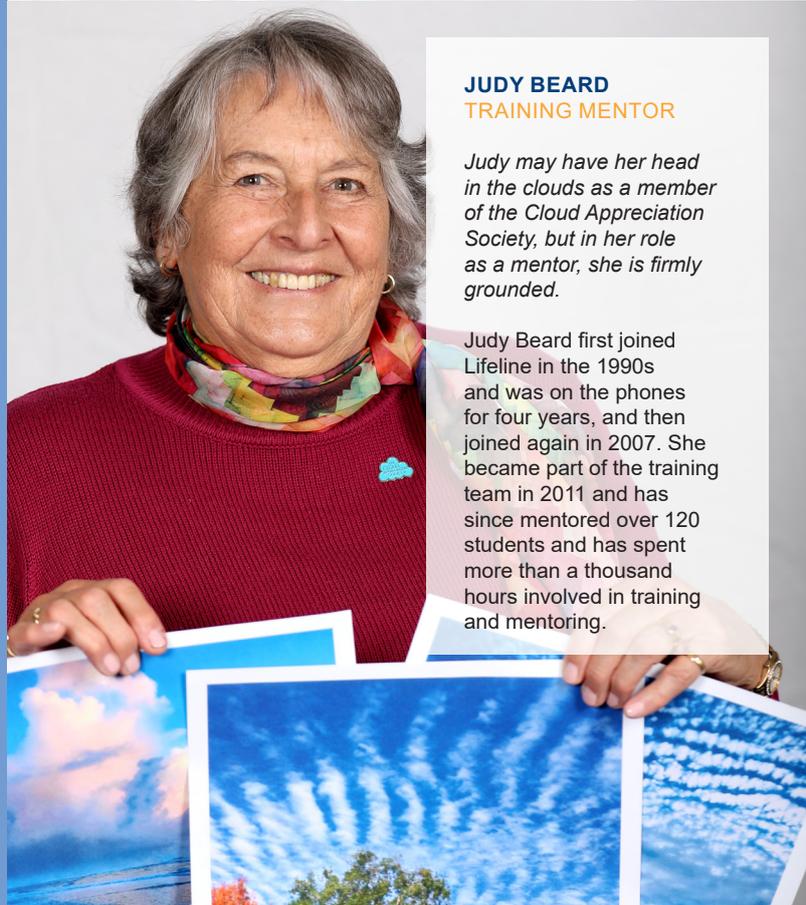
385,000*

help-seekers supported



73

DV-Alert
community
courses
delivered
(since 2012)



JUDY BEARD TRAINING MENTOR

Judy may have her head in the clouds as a member of the Cloud Appreciation Society, but in her role as a mentor, she is firmly grounded.

Judy Beard first joined Lifeline in the 1990s and was on the phones for four years, and then joined again in 2007. She became part of the training team in 2011 and has since mentored over 120 students and has spent more than a thousand hours involved in training and mentoring.

* Since 2008, based on TCSs staying for an average of 2 years, in which they do approx. 46 shifts of 4 hours each, and take approx. 2.4 calls per hour

Our Board



CAREL BOTHMA, PRESIDENT

On the board since September 2012, Carel has an honours degree majoring in Business Economics and Organisational Psychology, a postgraduate diploma in Industrial Relations, and a Masters Degree in Human Resources. He has worked for many years in recruitment, industrial relations, organisational development, and more recently HR, across South Africa, Asia, New Zealand and Europe.



DAVID SCOTT, VICE PRESIDENT

Chair of Retail & Property (RP) Committee

A Fellow of the Australian Institute of Company Directors, David became a board member in 2013. With degrees in Science, Business and Policy, David was most recently a senior executive at the Commonwealth Bank in group mergers and acquisitions, and is currently undertaking a PhD in Social Policy at UNSW.



MARK HEDGES, TREASURER

Chair of Finance, Audit & Risk (FAR) Committee

With a career spanning over 40 years in the securities industry, Mark joined the board in 2016. He has a long association with community projects and was Turrumurra Rotary's 2016–17 President. He is also a CPA, a Fellow of the Finance and Treasurers' Association, plus Director and Deputy Chair of the Hunter United Employees Credit Union and Newcastle Anglican Church Corporation.



ARABELLA SEARLE, SECRETARY

Arabella is a lawyer at MinterEllison in the Corporate Tax team and works with large corporates to provide legal and taxation advice on income tax issues. She is involved in the MinterEllison pro bono practice, providing tax and charities law advice to a number of charities. She also volunteers as a lawyer with the Homeless Persons Legal Service, providing pro bono legal advice to homeless people in Sydney, and is a volunteer mentor with the Diverse Women in Law network. Arabella joined the board in April 2020.

Our Board



CHRIS KINSELLA Member of FAR Committee

Chris joined the board in 2013. A lawyer and chartered accountant with over 30 years' professional experience in Sydney, London and Singapore, Chris is a partner at MinterEllison. Chris has a Masters of Law from Cambridge University and a Masters of Economics from Macquarie University. He also holds a diploma in Applied Finance and Investment from FINSIA.



DOREEN KIRBY Chair of Fundraising, Marketing & Communications Committee

Doreen joined the board in December 2017. With a career of over 20 years in institutional banking and financial markets, Doreen currently leads the marketing strategy for the derivatives business at the Australian Securities Exchange. She has held senior marketing roles in Sydney with Royal Bank of Canada and Commonwealth Bank and business administration roles with County NatWest and Salomon Smith Barney in London. Doreen has a Bachelor of Business majoring in Marketing, Certificate in Financial Markets from FINSIA and is a Member and Graduate of the Australian Institute of Company Directors.



PETER TUCHIN

Dr Peter Tuchin worked at Macquarie University for over 27 years and was an Associate Professor. Peter has been 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 more than 30 papers accepted for WFC Congresses, where he received several international research awards. Peter joined the board in September 2017.



BARBARA WARD Member of FMC Committee

Barbara joined the board in February 2017. In the same month she was awarded Ku-ring-gai Local Woman of the Year. Currently President of the Rotary Club of Sydney, Lupus Association, SHARE (SMR) Inc, and Nutrition Australia NSW, Barbara has high-level executive experience in fundraising, welfare services, humanitarian aid, finance, business administration, human resources, state and local government, and management consulting.



BRUCE YOUNG Member of FAR Committee

Bruce spent over twenty years with Ernst & Young, serving as a risk & advisory partner for sixteen years. He held the position of Chief Risk Officer for Commonwealth Bank of Australia Enterprise Services for over six years, covering all Information Technology & Group Operations. He also served as CRO for an additional five CBA Group Support functions and has been on the board since February 2020.



Treasurer's report

Mark Hedges, Treasurer



We prepared a worst case scenario plan that included reduction of costs and services. Fortunately, this was not necessary, due to the quick response of many stakeholders.

For the financial year ended June 2020, Lifeline H2H recorded a surplus of \$1.019 million. This is a surprisingly strong result given the challenges that we have faced since the onset of COVID-19 in March.

Our year had two distinct phases, being pre-COVID and COVID. The pre-COVID phase saw all of our revenue streams performing at or better than expectation. We had a successful Sapphire Gala Ball, opened a new shop at Gladesville, had record book fair sales, and saw strong results from Corporate and Community training; while keeping our costs around budget.

Once COVID-19 hit, all revenue sources quickly stopped or declined. We were forced to stop our book fairs, the Bobbin Head Cycle Classic was cancelled and some of our stores were temporarily closed. Demand for our services rapidly increased as did our costs.

In late March, we held a crisis meeting to project the impact of COVID-19 on Lifeline H2H and it was clear we faced a bleak outlook with a significant projected drain on our reserves. This could have seen Lifeline H2H running out of cash in 2021 or 2022.

We prepared a worst case scenario plan that included reduction of costs and services. Fortunately, this was not necessary, due to the quick response of many stakeholders. Federal and NSW governments responded quickly to requests from Lifeline Australia for funding to ensure that Lifeline Centres, including Lifeline H2H, remained viable and had capacity to respond to the forecasted increase in demand for 13 11 14 through this pandemic. Lifeline H2H also approached other stakeholders for assistance.

Sale of Goods

Despite a downturn in sales, firstly due to the effects of the bushfires, then COVID and the temporary closure of our smaller shops, overall revenue from Retail was \$1,905,000 (2019: \$2,043,000).

Our book fairs started the financial year with record sales at every event up until the forced cancellation of the Thornleigh book fair in April. The introduction of a pop-up book shop in June was a successful innovation, which contributed to total book sales for the year of \$656,000 (2019: \$685,000).

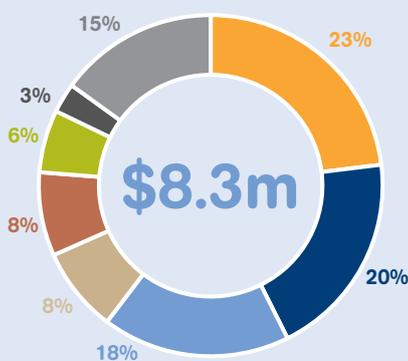
Fundraising

Our fundraising events commenced well with a hugely successful Sapphire Gala Ball and Go for Broke ride. The Bobbin Head Cycle Classic, scheduled for March 2020, was cancelled, although we were still the recipient of supporter fundraising for the event. Our regular supporters, including the Neilson Foundation, the TISM Foundation and the Darling Carol Foundation, continued to provide financial assistance. Overall fundraising events and donations raised \$523,000 after costs (2019: \$436,000).

Grants

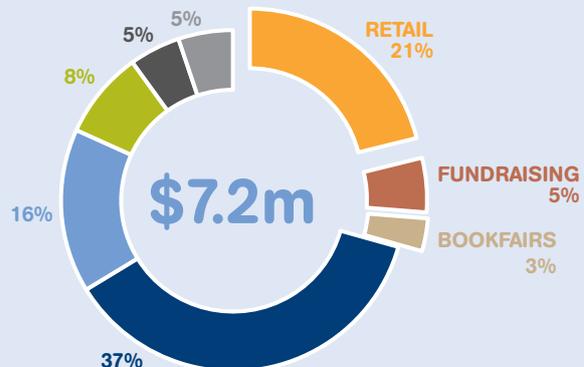
Lifeline H2H received grant funding for service provision during the year to June 2020 totalling \$1,620,000 (2019: \$1,406,000). Our funding bodies include the Departments of Health and Social Services, NSW Ministry of Health, Responsible Gambling Fund and Sydney North Primary Health Network. A detailed list of grants can be found in the notes to the financial statements.

Where our funds come from



Retail	\$1,905,345
Grants	\$1,620,006
Contracted services	\$1,462,526
Donations	\$663,439
Book Fairs	\$656,325
Course and service fees	\$490,649
Events	\$232,373
Other income	\$1,237,919

How we spend our funds



Retail	\$1,531,239	SPENT GENERATING FUNDS
Fundraising	\$373,071	
Book Fairs	\$225,061	
Telephone crisis support services	\$2,674,960	SPENT ON SERVICE PROVISION
Clinical services	\$1,124,779	
Community services	\$599,777	
Community engagement and education	\$348,839	
Other	\$371,710	

Treasurer's report

We want to acknowledge the assistance from government, Lifeline Australia and private benefactors, together with the critical help from our volunteers over this unprecedented time. We are grateful to a wide range of supporters who assisted with funding to help us to step up to meet the increased demand for our services.

- Federal Government for JobKeeper and Cashflow Boost schemes
- Department of Social Security for COVID funding, the majority of which will be expended in FY21
- NSW Ministry of Health for hardship support and funding to increase capacity on 13 11 14 during FY20 and FY21
- Our landlords for providing rent relief during the worst of the shutdowns
- Mars Wrigley for providing funds to purchase headsets for our TCSs and Zoom capability for our Corporate and Community Training, and
- Corporate and individual supporters with donations in response to COVID-19

Without this extraordinary assistance, and despite the excellent results achieved pre-COVID, it is likely we would have ended the year with a loss.

All of this additional funding allowed us to respond to increased requests for our services, to answer more calls to 13 11 14 and to quickly develop the capacity to move our services to a digital delivery mode.

We are also grateful to our staff and volunteers who kept our larger shops open throughout this time when we had to temporarily close shops and book depots until we could devise a COVID-safe working plan.

Corporate training moved to virtual delivery and continued to grow in response to the demand from corporates and NFPs for training for their staff.

We were nimble in developing different forms of funding so as not to just rely on donations and government assistance. For example, we quickly opened a pop-up book shop in Roseville that was very successful and has since led to other pop-up book shops.

Our balance sheet as at June 2020 was boosted by virtue of the surplus. Lifeline H2H has ended the financial year with net assets of \$3.913 million. This level of reserves has given the board greater confidence in our financial resilience in meeting future demands on our services as the COVID-19 crisis unfolds and in the face of future crises.

Outlook

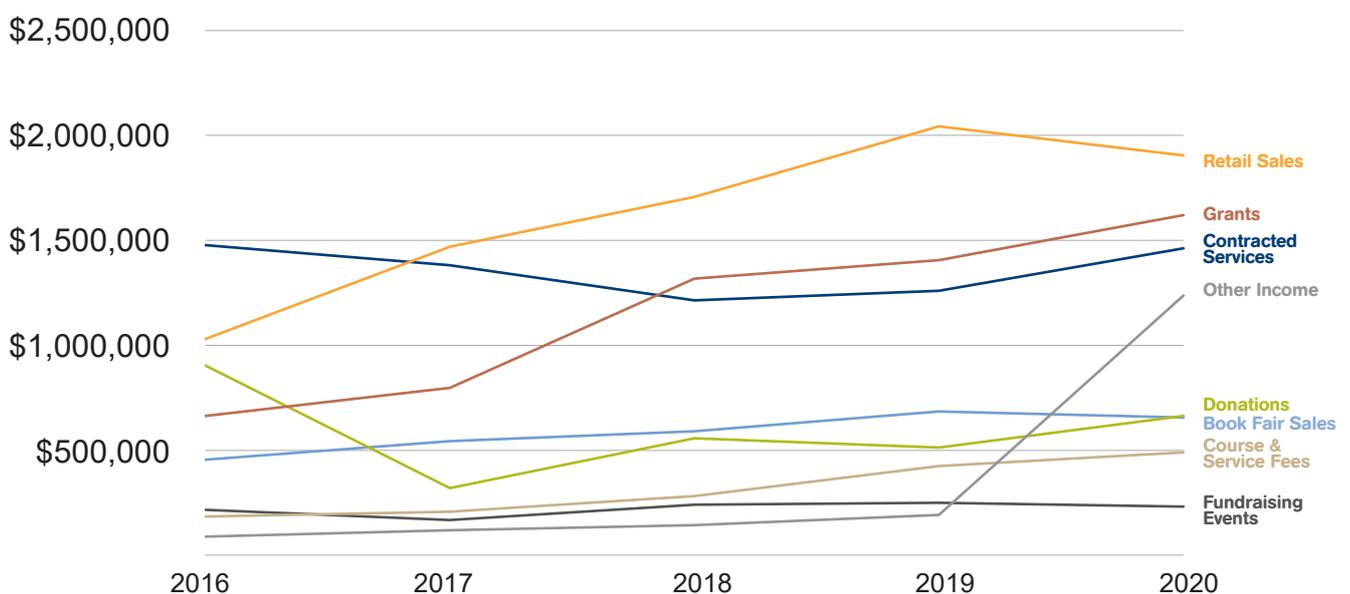
COVID-19 has meant that some sources of funding are still not accessible, such as the Gala Ball which has been cancelled for 2020. Other community events have also been cancelled, and we have not held a traditional book fair since February 2020. We do not know when we will be able to re-commence these activities, but are planning to do so as soon as restrictions allow.

We note that JobKeeper will reduce in October and we are unsure about our ongoing eligibility. In short, it is extremely difficult to forecast the impact of COVID-19 on Lifeline H2H in the new financial year, however the increase in reserves from 2020 gives us greater confidence in our ability to respond to community needs during this immensely difficult time.

My thanks go to my fellow members of the Finance, Audit and Risk Committee – Chris Kinsella, Guy Amon, Bruce Young, Wendy Carver and Angela Dodd – for working tirelessly and professionally to see Lifeline H2H through this challenging year.

We were nimble in developing different forms of funding so as not to just rely on donations and government assistance.

Five-year revenue comparison





Statement of financial position

Balance sheet as at 30 June 2020

	NOTES	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash on hand and at bank		240,248	132,377
Short term deposits	8	695,691	855,478
Investments	9	3,840,722	2,300,648
Trade and other receivables	10	669,006	452,685
Total current assets		5,445,667	3,741,188
NON-CURRENT ASSETS			
Plant and equipment	11	330,346	311,846
Total non-current assets		330,346	311,846
Total assets		5,776,013	4,053,034
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	569,717	355,968
Other liabilities	13	705,402	287,375
Provisions	14	587,324	515,268
Total current liabilities		1,862,443	1,158,611
Total liabilities		1,862,443	1,158,611
Net assets		3,913,570	2,894,423
EQUITY			
Reserves	17	3,913,570	2,894,423
Total equity		3,913,570	2,894,423



Statement of financial performance

for year ended 30 June 2020

	NOTES	2020 \$	2019 \$
Revenue from sale of goods	2	2,561,670	2,728,510
Contracted services	3	1,462,526	1,260,326
Grants	4	1,620,006	1,406,317
Donations	5	663,439	513,590
Fundraising events		232,373	250,874
Course and service fees		490,649	425,217
Other income	6	1,237,919	191,700
Total revenue & other income		8,268,582	6,776,534
Gross operating surplus for the year		8,268,582	6,776,534
Employment costs		5,379,384	4,590,956
Occupancy costs		868,575	810,411
Operating costs		766,565	840,068
Administrative costs		55,593	63,758
Compliance costs		11,171	14,832
Other expenses		5,310	5,310
Depreciation		162,837	177,246
Total expenses	7	7,249,435	6,502,581
Net operating surplus for the year		1,019,147	273,953



Statement of cash flows

for year ended 30 June 2020

	NOTES	2020	2019
		\$	\$
Cash flows from operating activities:			
Receipts from customers		7,976,175	6,467,375
Payments to suppliers and employees		(6,382,765)	(6,201,400)
Interest received		76,086	121,127
Net cash provided by (used in) operating activities		1,669,496	387,102
Cash flows from investing activities:			
Purchase of plant and equipment		(181,338)	(128,649)
Net cash used by investing activities		(181,338)	(128,649)
Cash flows from financing activities:			
Proceeds for fully paid shares			
Net cash used by financing activities		0	0
Net increase(decrease) in cash and cash equivalents held		1,488,158	258,453
Cash and cash equivalents at beginning of year		3,288,503	3,030,050
Cash and cash equivalents at end of financial year		4,776,661	3,288,503

Note: The cash and cash equivalents consist of cash on hand, cash at bank, short term deposits and liquid investments.



Notes to the financial statements

for year ended 30 June 2020

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, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). 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. All provisions are classified as current rather than non current.

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.

Accrued and prepaid expenses and income are calculated and brought to account.

Note 2: Revenue from sale of goods

	2020	2019
	\$	\$
Retail	1,905,345	2,043,383
Book fairs	656,325	685,127
	2,561,670	2,728,510

The revenue received from Retail reflects eight months trading at the new Gladesville store. Total revenue from sale of goods reflects the effect of temporary shop closures, cancellation of Book Fairs and drop in revenue due to COVID-19 restrictions.

Note 3: Revenue from contracted services

During the year Lifeline H2H provided services such as the Paid Overnight Service and 13HELP 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 to the financial statements

for year ended 30 June 2020

Note 4: Grants

During the year Lifeline H2H received the following grants:	2020 \$	2019 \$
Department of Social Services Commonwealth Home Support Program - to fund our Community Aid service	90,286	88,854
Department of Social Services Financial Counselling Grant - to support the costs of Financial Counselling Service	112,758	100,950
Department of Health Emergency Relief Grant - to support the costs of Emergency Relief Service	52,664	25,664
Department of Health Community Visitors Grant - to support the costs of Community Visitors Service	14,000	7,000
Department of Communities and Justice - Community Building Partnership funding for new van	45,000	0
Department of Infrastructure & Regional Development - funding for fit out of Wade Lane premises	0	20,000
Responsible Gambling Fund - to support the costs of Gambling Help Service	127,269	119,625
Responsible Gambling Fund - to support the pilot of Gambling Help Legal Project	2,805	25,250
NSW Ministry of Health - to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	384,664	409,286
NSW Ministry of Health - to support Increased Capacity for 13 11 14 in Lifeline NSW Centres	227,269	0
NSW Ministry of Health - funding for REACH and Wellness Group Program	5,477	22,188
Sydney North Health Network - funding for Low Intensity Mental Health Services	110,000	200,000
Sydney North Health Network - funding for Group Psychological Services to Underserved Groups	387,500	387,500
United Synergies Limited - funding for Standby Support After Suicide After Hours Service	60,315	0
	1,620,006	1,406,317

Note 5: Donations

During the year Lifeline H2H received donations generated by fundraising initiatives, such as the Gala Ball and events conducted jointly with Rotary Clubs and community organisations, as well as general unsolicited donations and bequests.



Notes to the financial statements

for year ended 30 June 2020

Note 6: Other Income

During the year Lifeline H2H received government support through the JobKeeper Scheme (\$1,046,500) and the Cashflow Boost (\$50,000) put in place in response to the outbreak of the COVID-19 virus. These funds were used to offset the expected decline in revenue and support the change in service delivery required under the COVID-19 restrictions.

Note 7: Expenses

	2020 \$	2019 \$
Net operating surplus includes the following specific expenses:		
Depreciation:		
- Furniture and fixtures	45,987	35,345
- Office equipment	13,122	27,549
- Shop fixtures and fittings	85,677	103,012
- Motor vehicles	18,051	11,340
	162,837	177,246
Accounting advice - Rhodes Docherty & Co	0	0
Audit and review of financial statements - Rhodes Docherty & Co	9,391	11,115

Note 8: Short-term deposits

Deposits at call	445,691	445,478
Term deposits	250,000	410,000
	695,691	855,478

Note 9: Investments

Exchange traded funds	55,957	48,151
Floating rate bonds	1,211,870	1,222,181
Managed investment funds	2,572,895	1,030,316
	3,840,722	2,300,648

Note 10: Trade and other receivables

Trade receivables	463,174	217,584
Other assets	28,762	42,000
Deposits paid	143,914	147,634
Prepayments	33,156	45,467
	669,006	452,685



Notes to the financial statements

for year ended 30 June 2020

Note 11: Plant and equipment	2020	2019
	\$	\$
Motor vehicles	189,966	149,031
Furniture and fittings	64,341	54,866
Office equipment	135,421	115,896
Leasehold improvements	668,584	557,181
	1,058,312	876,974
Less provision for depreciation	(727,966)	(565,128)
	330,346	311,846

Note 12: Trade and other payables		
Trade payables	74,520	68,169
Accruals	87,378	45,632
Helping Hand funds	63,647	60,216
Other payables	344,172	181,951
	569,717	355,968

Note 13: Other liabilities		
Unexpended grant funds	458,877	168,184
Deferred income	246,525	119,191
	705,402	287,375

Lifeline H2H received additional government grants in response to the expected increased demand due to the COVID-19 virus. These grant funds were for increased service provision to be provided over the periods to June 2021.

Note 14: Provisions		
Provision for Long Service Leave	250,893	207,788
Provision for Annual Leave	336,431	307,480
	587,324	515,268

Note 15: Leasing commitments		
Operating lease commitments payable - minimum lease payments:		
- No later than 1 year	429,615	421,148
- After 1 year	432,624	271,178
	862,238	692,327

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



Notes to the financial statements

for year ended 30 June 2020

Note 16: Cash flow information	2020	2019
	\$	\$
Reconciliation of result for the year to cash flows from operating activities:		
Surplus for the year	1,019,147	273,953
Non-cash flows in surplus:		
- Depreciation	162,837	177,246
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(245,590)	(132,051)
- (increase)/decrease in other assets	29,269	(55,980)
- increase/(decrease) in trade and other payables	213,750	(27,493)
- increase/(decrease) in provisions	72,056	54,482
- increase/(decrease) in other liabilities	418,027	96,945
Cash flow from operations	1,669,496	387,102

Note 17: Reserves

Retained surplus at beginning of financial year	2,894,423	2,620,470
Current year surplus	1,019,147	273,953
Retained surplus at end of financial year	3,913,570	2,894,423

Note 18: 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 \$362,444 (2019 \$535,419) from the collection and subsequent sale, through our shops, of donated second hand clothing, books and other items. Our Book fairs contributed a net surplus of \$421,342 (2019 \$459,280). These results include a conservative allocation for administrative support necessary for these business centres to be successful.

Donations were received amounting to \$663,439 (2019 \$513,590).

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 \$1,019,147 (2019 \$273,953) was transferred to accumulated funds.

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

Note 19: Accumulated funds

	2020	2019	2018	2017	2016
Accumulated funds, including specific reserves:	3,913,570	2,894,423	2,620,470	2,228,308	1,887,191

Statement of the board

Statement of the board of Lifeline H2H Incorporate



STATEMENT OF THE BOARD

We state that:

In the opinion of the Board of Lifeline Harbour to Hawkesbury Incorporated:

- (a) The financial statements and notes are in accordance with the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-For-Profits Commission Act 2012 (Cth), including:
 - (i) complying with Accounting Standards and;
 - (ii) giving a true and fair view of Lifeline Harbour to Hawkesbury Incorporated's financial position at 30 June 2020 and of its performance for the financial year ended on that date and;
- (b) 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 and payable.

On behalf of the Board.

President

A handwritten signature in blue ink, appearing to read "Carel Bothma".

Carel Bothma
24th September 2020

Treasurer

A handwritten signature in blue ink, appearing to read "Mark Hedges".

Mark Hedges
24th September 2020

Independent Audit Report to the Members of Lifeline H2H



RHODES DOCHERTY & CO AUDIT SERVICES
Chartered Accountants

Lifeline Harbour to Hawkesbury Inc

ABN 56 766 506 533

Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Inc

Opinion

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 2020, and the statement of financial performance, a cash flow statement, a summary of significant accounting policies, other explanatory notes and statement by the Board.

In our opinion, 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 2020 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 Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth);
- 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;
- 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; and
- 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.

Emphasis of Matter - Basis of Accounting

Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibilities under the Association's Incorporation Act 2009. As a result, the financial report may not be suitable for another purpose.

Emphasis of Matter - Subsequent Event

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

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 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth) 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 Report

Independent Audit Report to the Members of Lifeline H2H

Lifeline Harbour to Hawkesbury Inc

ABN 56 766 506 533

Independent Audit Report to the members of Lifeline Harbour to Hawkesbury Inc

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 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). 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.

Independence

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

Rhodes Docherty & Co Audit Services Pty Ltd



Maria Krnjulac
Registered Company Auditor
Registered Audit Company Registration No. 413053

828 Pacific Highway, Gordon, NSW 2072

Dated: 24 September 2020

Our heartfelt thanks

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



Our government funding bodies and service delivery partners

Department of Family & Community Services
Department of Health
Department of Premier and Cabinet
Department of Social Services
Dougherty Community Centre Chatswood

Ku-ring-gai Municipal Council
KYDS
Lifeline Australia
Lifeline Northern Beaches
Mission Australia
NSW Ministry of Health

Responsible Gambling Fund
Sydney North Health Network
Uniting NSW/ACT
Willoughby City Council

Our Rotary Club partners

Rotary Club of Chatswood
Rotary Club of Ku-ring-gai

Rotary Club of St Ives
Rotary Club of Turramurra

Rotary Club of Wahroonga

Our community supporters

Bobbin Head Cycle Classic, The Century Venues, The Concourse
Go for Broke
Gordon Uniting Church
India Club

Knox Grammar School
Macquarie University
Oakhill College
Ravenswood School for Girls
Saint Ignatius College Riverview

The Generous and the Grateful
Tsinghua University Alumni Association of Australia
Westleigh Tennis Club

Our trust, foundation, institute and association supporters

Beluga Foundation
Darling Carol Foundation

Dick and Pip Smith Foundation
Nelson Foundation

TISM Foundation

Our workplace giving supporters

Apple
Ausgrid
Blackmores

Hewlett Packard
Microsoft

Salesforce
Unilever

Our corporate supporters

AAA Tyres
Access Control
Ben & Jerry's
Bendigo Community Bank – Turramurra & Lindfield Branches
Benedict Industries
Black Dog Institute
Caltex Australia
City Tattersalls Club
Commonwealth Bank of Australia
Data 3
Datacom
Edtex Australia
Energetics Pty Ltd
E-Sac Pty Ltd

Evolution Mining
Fitness First
Guylian
IAG
JTL Super Holdings Pty Ltd
Mars Wrigley Australia
Marshall Chan Yahl Real Estate
McCarroll's Automotive Group
McCarroll's Body & Paint
MFAA
Minter Ellison
Mizuho Bank
MLC
Moch Pty Ltd
National Australia Bank

Nexia Australia
oOh! Media
Platinum Asset Management
Ray White Lower North Shore
Raycell Pty Ltd
Ruralco
SNAP Printing Parra Phillip
Souffle Pty Ltd
Suncorp
The Star Pty Ltd
Toyota Financial Services
Unilever
Unique Window Tinting
Vinva Investment Management
Westpac

Our individual supporters

Gladys Berejiklian MP
Paul Fletcher MP
Alistair Henskens SC MP
Julian Leaser MP
Philip Basche
Adrienne Bennett
Shannie Bracht
Cherri Carol
Martin Chan
Tom Day
Alan Eather
Judy Gill
Mona Griffin
Mark & Sue Hancock
William Heinz

David Hirsch
Keith Holder
Anne and David Holmes
Robert Ivey
Suzanne Kelly
Andrew & Libby King
Ed Kirk
Jason Kirk
Richard & Pip Knell
Helen Logie
Margot Maneschi
Craig Marshall
Phil McCarroll
Sarah McPherson
Cyril Melman

Tony Miller & Friends
Glenn Mitchell
Robert Napoli
Lisa O'Brien
Alan Onslow
John Rawson
Tim Richards
Alistair Robinson
Liudmyla Sozonnyk
Judy Timms
Ruyu Xing
Family & Friends of Timothy Dalton
Family & Friends of Angela Keighery

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!



Our
Heartfelt
thanks
to you all

35 Thirty-Five Years

Cherie Donaldson

25 Twenty-Five Years

Sally Andrews

20 Twenty Years

Paul Bicknell
Sandy Logie

15 Fifteen Years

Patricia Barnett
Angela Baxter
Barrie Butt
Beverley Dawson
Soniya Gune

10 Ten Years

Emma Bagley
David Barnett
Margaret Carey
Kathleen Cheng
Judith Dalgarno
Roger Dampney
Angela Dodd
Christopher Gower
Rob Hall
Suzanne Hartley
Margaret Hickey
Kyoko Hodgkinson
Rebecca Hooke
Philip Howe
Simone Isemann
Ian James
Patricia Kaye
Hilary Larcombe
Anne Matthews
Margaret Owens
Sandra Stuart

5 Five Years

Nola Bramble
Glenda Butler
Finetta Cannon
Richard Cannon
Paul Carnachan
Francine Cavanagh
Anna Cerreto
Veronica Cracknell
Amy Dyson
Rosemary Forbes-Smith
Colin Goddard
Sarah Haddrick
David Hazell
Judith Hipsley
Robyn James
Julia Joy
James Keegan
Margaret Love
Rhondda Maltby
Siobhan Mcdearmid
Lynn Mcwilliams
Jane Montague
Susan Moor
Linda Newcomb
Fay Palmer
Pat Pang
Steven Pendlebury
Aleha Pillay
Daryn Poulden
Margaret Riddett
Pamela Roberts
Clayton Rumbel
Lynette Schaverien
Birgit Schubert-Kingcott
Eileen Sinclair
Raymond Sinclair
Peter Stepek
Mary Thompson
Simon Vinson
Philippa Williams
Kevin Wilson



Incorporation

Lifeline Harbour to Hawkesbury is incorporated under the Associations Incorporations Act 2009.

ABN 56 766 506 533

Charitable status, tax concessions 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 Tax Office as a Deductible Gift Recipient, which means all donations \$2 and over are tax deductible.



How you can help Lifeline

Our volunteers provide support in all areas of our operations including service delivery, administration, retail, book fairs and fundraising.

There are many ways to help Lifeline:

- Make a financial donation or bequest
- Become a Telephone Crisis Supporter
- Donate to our book fairs or retail stores
- Volunteer at our book fairs, retail stores or fundraising events
- Help us raise awareness of the issues surrounding suicide and crisis help

www.lifelineh2h.org.au

Looking for support?

Call **13 11 14** (24/7)

Text **0477 13 11 14** (6pm-midnight)

Chat lifeline.org.au (7pm-midnight)

For ongoing support, contact Lifeline H2H on:

T: 02 9498 8805 E: admin@lifelineh2h.org.au

Contact Us

4 Park Avenue
Gordon NSW 2072

T: 02 9498 8805

F: 02 9498 2338

E: admin@lifelineh2h.org.au



LifelineH2H



lifelineh2h



Lifeline

Harbour to Hawkesbury