



We care
because
LIVES
matter




Lifeline

Harbour to Hawkesbury

annual
report
2016

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“Lifeline Harbour to
Hawkesbury
is a volunteer organisation.
We value the time and skill
donated to our services by
our large volunteer base”

Wendy Carver, CEO

Our Vision

An Australia free of suicide

Our Mission

To support Australians in times of crisis and to reach out to and equip individuals and communities to be resilient and suicide safe.

Our Guiding Principles

We value integrity and open communication

We believe in empathy and respect

We listen to others without judgement

We share Lifeline Australia's Vision and Purpose

We promote effective and responsive crisis support and suicide prevention services.

Our Strategic Priorities

Ensure our future by maintaining a financially viable, sustainable centre

Meet the identified needs and demands within our community

Ensure our volunteer workforce is skilled, committed, recognised and rewarded

Increase our profile in the community to raise awareness of services available

Develop our information and technology capacity to maximise our efficiencies and effectiveness.

We strive to fulfil our mission by focussing on these four key areas:



Support for individuals at risk



Support for carers and others



Community education and engagement



Services Provided by Lifeline Harbour to Hawkesbury



Telephone Crisis Support Services

Telephone Crisis Support	Trained volunteers provide telephone crisis support to 13 11 14 help seekers.
Paid Overnight Service	Paid staff provide overnight 13 11 14 telephone crisis support.
Support Line	Trained volunteers provide regular care calls for lonely and isolated people.
Lifeline Suicide Crisis Support Program	Trained volunteers provide one-on-one telephone support for those at risk of suicide, and survivors of attempted suicide.
Cannabis Information and Helpline	Paid staff national free-call service providing confidential, evidence-based information on cannabis for the general community.
Training	Paid staff and volunteers provide: Telephone Crisis Support Training, Applied Suicide Intervention Skills Training (ASIST), Mental Health First Aid, Mental Health Aware, safeTALK, Domestic Violence (DV-Alert), Domestic Violence Aware (DV Aware) and Customised Community and Workplace Training.



Clinical Services

Personal Counselling	Face-to-face counselling without judgement or religious or cultural bias in a safe and respectful environment for couples and individuals – by appointment.
Psychological Services	Bulk-billed psychological services under Medicare's Better Access to Mental Health Scheme - by appointment.
Gambling Help Service	Both individual and group Gambling Help counselling for individuals and family members - by appointment. Financial counselling service included.
Suicide Bereavement Support Group	A safe, confidential environment for people bereaved by suicide to share their experiences and support each other.
Anger Management Group	An eight-week program for men and women, over 18 years experiencing difficulties controlling their anger.
REACH Depression Group	A free nine-week educational support program developed by the Black Dog Institute for people with a mood disorder.
Hoarding Group	A 15-week group program with individual sessions for people with a compulsive hoarding disorder, whose clutter interferes with how they live and causes significant distress.



Community Services

Financial Counselling	Face-to-face financial counselling - by appointment.
Community Aid	Community Aid volunteers help older people in the community by accompanying them to appointments and social activities, as well as providing assisted shopping, supportive home visits and telephone calls.



Retail

Op Shops	The sale of used clothing, homewares and books provides funds for Lifeline Harbour to Hawkesbury services.
Book Fairs	Currently, there are four annual book fairs and four discount sales per year, all raising funds for Lifeline Harbour to Hawkesbury services.

Board President Message



Lifeline H2H continues to demonstrate that its focus is always directed towards the mantra – Saving Lives – through crisis support and suicide prevention and the national vision - An Australia free of suicide

As I prepare my final report as President of Lifeline Harbour to Hawkesbury (Lifeline H2H) I look back on my nine years on the board and reflect on the incredible difference in our centre today to the one I joined in 2007.

From a centre looking at possible closure, Lifeline Harbour to Hawkesbury is now strong and vibrant, boasting a high call rate; an extensive suite of services; passionate and committed staff and volunteers; financial sustainability and a diverse, skill-based Board of Directors. Success has been achieved by the courage, dedication and drive of our CEO Wendy Carver and the loyal support of staff, volunteers and donors, all committed to our single purpose – SAVING LIVES.

This year we were fortunate to have the leadership of professional, Nick Ingram, for our strategic planning sessions. Board members and executive staff worked together discussing our external environment, challenges and opportunities.

Goals determined were:

- Support for individuals at risk
- Support for carers and others
- Community education and engagement
- Capability and organisational health.

The implementation of those goals involves Engagement, Prevention, Intervention and Postvention, demonstrating that all lives matter at every stage of our crisis support. The Board has developed a Skills Matrix to ensure diversity, intelligence and strength in its membership.

Current skills include finance, law, human resources, administration, media, counselling and business. In line with this policy, Mark Hedges was selected to join us. With a background in corporate finance, Mark has joined the Finance, Audit and Risk Committee and has already proved his value with his work on an Investment Policy and our Charitable Spend.

During the year we farewelled two members of the board, Maria McNamara and Paulus Briels. We will miss Maria's expertise in marketing and communication and Paulus's skills in information technology.

In July, three board members travelled to Canberra to attend Lifeline Australia's Special General meeting. LLA members approved the establishment of Lifeline Direct, an initiative that will incorporate some Lifeline centres into a subsidiary company of Lifeline Australia. Lifeline H2H will continue as an independent centre. Board director, David Scott, has been heavily involved, working on a LLA planning committee.

Lifeline H2H continues to demonstrate that its focus is always directed towards the mantra – Saving Lives – through crisis support and suicide prevention and the national vision – An Australia free of suicide.

A handwritten signature in dark ink, appearing to read 'P Pritchard'. The signature is fluid and cursive, written over a light background.

Pam Pritchard
Board President

CEO Message



The past year saw a strong, steady, unwavering focus on two critical areas - provision of a suite of crisis support and suicide prevention services and ensuring the financial stability and sustainability of those services.

Our services, whether provided by phone or face-to-face, all worked to support people who, for a multitude of reasons, found themselves under stress, pressure, in crisis and at times at risk of suicide. Throughout the year we remained committed to Lifeline's purpose of saving lives from suicide. This commitment was evidenced through:

- The number of crisis support services provided
- The quality of service provision
- The reach of our services - locally and nationally
- The feedback received from our callers and clients, and
- The enormous amount of time, dedication and care willingly given by our paid and unpaid workforce.

The year saw a genuine ethos of caring for those in need, for no reason other than all lives matter and are important to us.

As we move into our 50th year of providing crisis support services, Lifeline Harbour to Hawkesbury's Board of Governance consulted,

Maintaining existing relationships and building new relationships remained of utmost importance to us.

developed and approved a new three-year Strategic Plan in April. The plan included our mission "To support Australians in times of crisis and to reach out to and equip individuals and communities to be resilient and suicide safe"; and our approach "To prevent suicide in an individual's life by building their resilience and wellbeing". To achieve this strategic mission and approach, our service delivery will aim to provide holistic support by focussing on four areas (i) Engagement, (ii) Prevention (iii) Intervention and (iv) Postvention. This focus will enable us to look ahead to unmet crisis needs and respond as they emerge. It was a very strong year financially as we continued to reduce our dependency on Government funding through further growth in our retail business, book business, major fundraising activities and partnerships - all of which went from strength to strength. Our shops and warehouse sales trended particularly well. We opened a new op shop at Waitara which exceeded expectations from the day the doors opened. We also invested in building a large carport type structure as an extension to our warehouse at Asquith, which increased efficiencies.

Every book fair and sale throughout the year increased sales and profitability with planning completed for a new annual book fair scheduled at Castle Hill in October 2016. Our two other major fundraising events, The Sapphire Gala Ball and The Bobbin Head Cycle Classic (run by the Rotary Clubs of Turramurra, Ku-ring-gai, Wahroonga and St Ives) were also outstanding successes. Our strong overall financial performance, which included a very generous one-off financial donation, means our board and management are now in a position to consider and fund new identified and unmet crisis needs as they emerge in the community. This year saw us funding some high-demand 24/7 telephone crisis support shifts (which were

proving difficult for the network to meet), along with some additional group programs. We were also able to invest in updating office technology, including a new database system and rolling out a point of sale software system in all our retail outlets.

Maintaining existing relationships and building new relationships remained of utmost importance to us. Whether the relationships were with volunteers, staff, other Lifeline bodies, government, local councils, Rotary clubs, funding bodies, corporates, foundations, communities; anywhere - they mattered to us, they were valued and we cared about them. Together, our relationships enabled us to save lives from suicide and we thank everyone associated with Lifeline Harbour to Hawkesbury for your valued support.

It would be remiss of me not to highlight our volunteers, as Lifeline is and always will be a volunteer organisation. Our Lifeline centre currently has a staggering number of more than 500 volunteers who work in our office, crisis support services, businesses, fundraising, committees and board. None of our lifesaving work would be possible without your dedication, which is matched by the incredible dedication of our small band of paid staff. Thank you one and all for your commitment to saving lives from suicide and demonstrating that lives matter and are unquestionably important to us.

A handwritten signature in black ink that reads "Wendy Carver". The signature is written in a cursive, flowing style.

Wendy Carver
Chief Executive Officer

Telephone Crisis Support Services

The Telephone Crisis Support Service at Lifeline Harbour to Hawkesbury benefitted from a modest but significant expansion this year. The number of crisis line shifts staffed by paid telephone crisis supporters (TCSs) and in-shift supervisors (ISSs) increased; and Lifeline H2H employed more people in the TCS team to support and supervise those on the phones.

In July 2015, our centre introduced and funded two paid evening shifts per week - staffed by TCSs and ISSs - to provide more consistent coverage at times when the national call-answer rate is low and people at risk have difficulty accessing Lifeline's unique service. The shifts initially covered the four hours from 8 pm to midnight. After a few months one of the shifts expanded to start at 6 pm going through to midnight. The initiative enabled our centre to answer more calls. Outside paid overnight hours (from midnight to 6 am), our TCSs - both paid and voluntary - answered a total on 43,745 calls.



Lifeline H2H - Total number of calls answered 2015-2016

TOTALS

- VOLUNTEERS - 43,745
- PAID OVERNIGHT STAFF - 69,748
- JOINTLY - 113,593

JULY 3094 5401 8495	AUG 3365 5742 9107	SEPT 3443 6232 9675
OCT 3725 5878 9703	NOV 3640 6201 9841	DEC 3617 5934 9551
JAN 4095 6373 10468	FEB 3773 5767 9540	MAR 3914 5902 9816
APR 3588 5599 9187	MAY 3707 5352 9059	JUN 3784 5367 9151

Paid Overnight Service

The paid overnight team continues to provide a vital service to callers between the hours of midnight and 6 am. They consistently support a large number of people each night, answering 69,748 calls in total this year. Lifeline H2H has nurtured the service since its introduction almost five years ago, allowing it to grow steadily to its current level of efficiency, with a well-established team providing care when few other services are available.

Increased support for new TCSs

The first year on the phones can be particularly challenging for new TCSs as they get used to both the commitment necessary to complete all the requirements of accreditation and the nature of the calls made to the crisis line. With this in mind, we appointed Carolyn Stephenson

as TCS Coordinator in May 2016 to focus on supporting, mentoring and tracking the progress of TCSs who are in their probationary year on the phones, providing a vital point of contact and a listening ear.

At the same time we recruited another TCS supervisor, Dominic Bowden, to provide on-site supervision and coaching for our growing number of TCSs.

Supervision Pilot

Lifeline Australia's Supervision Pilot, which Lifeline Harbour to Hawkesbury joined in April 2015 along with a small handful of other centres, continued into this year and has been well-received by staff and volunteers. The pilot, which successfully trialed a more reflective approach to supervision generally, and to group supervision in particular, is now being introduced throughout the network. In May, Centre Supervisor, Nicola Probert,

and TCS Supervisor, Caroline McGrory, attended a three-day meeting in Melbourne to plan the roll out of this kind of supervision to all Lifeline centres.

Workforce Management (WFM)

Another year on and our TCSs and ISSs are using the national online rostering system with something bordering on enthusiasm! Lifeline H2H has been one of the leading centres nationally in using the system and this has largely been due to the efforts of our WFM Coordinator, Sarah Thompson. Her work in demystifying WFM for staff and volunteers, and encouraging them to use it whenever possible, has created a very solid base for us to continue rostering in this way and adapting to rostering changes introduced by Lifeline Australia.

Research

We have continued to support research conducted under the auspices of the Lifeline Research Foundation. Currently, some of our TCSs have volunteered to participate in online research by the University of Wollongong to improve understanding of how TCSs interact with, and apply their skills to, a range of caller profiles. The latest research builds on other TCS surveys completed in 2012 and 2013. It explores TCS responses to callers with depression, anxiety and thoughts of suicide.

Training

Between July 2015 and June 2016 a total of 60 potential TCSs completed the Crisis Supporter Workplace Training offered by our training team, headed by Training Manager, Rosanne Petters.

Two Mental Health First Aid workshops and three ASIST (suicide intervention) workshops were held at Lifeline H2H. Both these courses are mandatory for student TCSs. Our trainers also offered courses to external groups, primarily about recognising and addressing domestic violence. The two-day DV-Alert workshop was presented by trainers

from Lifeline H2H at Gordon three times, as well as in Tamworth, Armidale, Rozelle, Kempsey and Perth.

Trainers delivered DV-Aware, in the form of a two-hour workshop, at Gordon, Lane Cove, and Sydney, and presented the one-day DV-Aware workshop at Sydney's St Vincent's Hospital.

On four occasions trainers, Di Fletcher and Denny Woodburn, presented the safeTALK course, a short version of suicide intervention skills designed for members of the community.

Cannabis Information and Helpline

The Cannabis Information and Helpline (CIH) is a nationally available, free-call service providing confidential, evidence-based information on cannabis to the general community. Lifeline Australia, as a consortium member of the National Cannabis Prevention and Information Centre (NCPIC), was contracted to develop and operate CIH, which began in January, 2008. On 1 October, 2010, Lifeline H2H took over management of the Cannabis Information and Helpline and is pleased to be able to support this valuable service. The contract

for the national service ends on 30 December, 2016. We await news of further funding.

CIH provides information and targeted counselling on communication and engagement strategies for cannabis users, their families and concerned others. The service provides nationwide referrals linking into local support services. Callers are also referred to NCPIC's website for the latest information and supportive literature. CIH is staffed by professionally-trained counsellors and operates from 11 am to 7 pm, Monday to Friday, including public holidays. This service is managed by Peta Jesse.

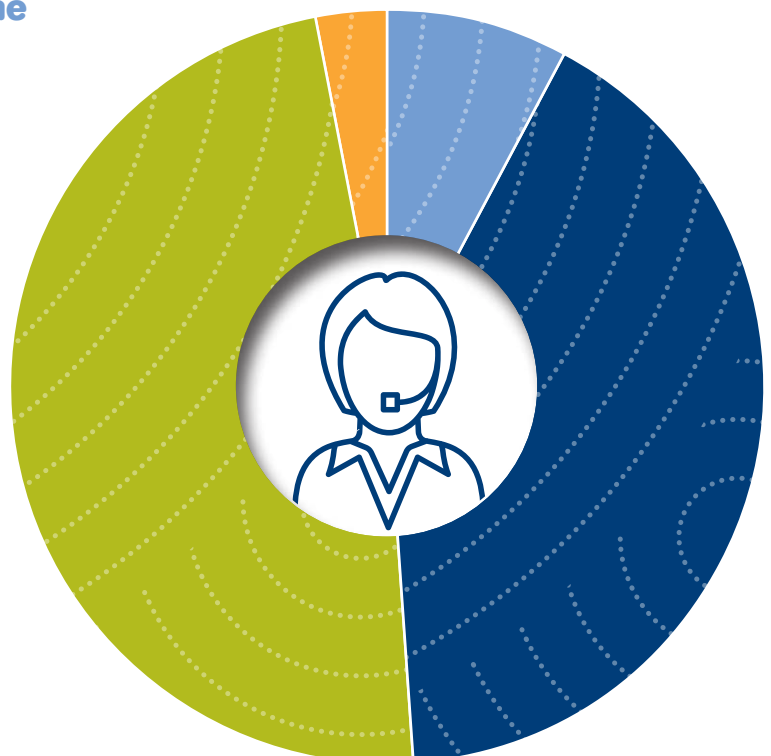
Typical feedback from callers to CIH include this – from a parent: "Thank you. I feel so much more confident now to talk to my son about his use. You have been very helpful". And from a user struggling to quit: "It is great that you are there. Without you I'd be lost. I now have some ideas to get started. I feel better and more alive and not judged".

Kirstie D'Souza
Telephone Crisis Support Manager

Cannabis Information and Helpline

In the period July 2015 to June 2016, CIH took 1,512 calls from cannabis users and concerned others. Of these calls:

- 3%** were from others, e.g. suicide, drug related, relationship, mental health
- 8%** were from cannabis users requesting information
- 41%** were from family and concerned others
- 48%** were from users wishing to engage in therapeutic counselling.

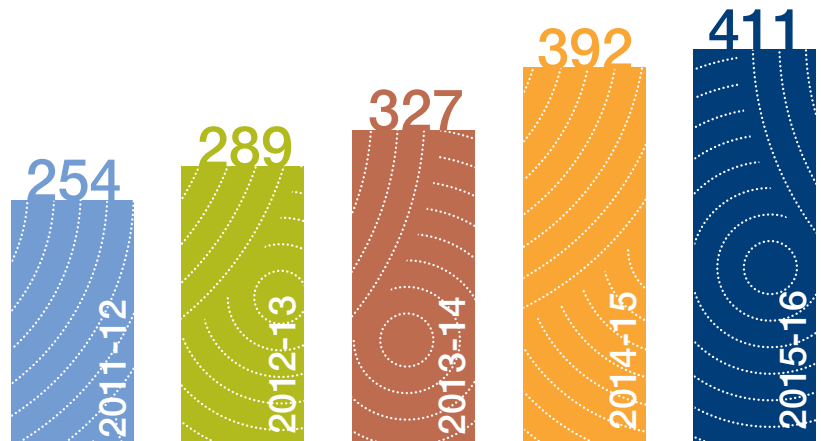


Clinical Services

Face-to-face Clinical Services

We understand that lives matter and Clinical Services strives to offer a suite of face-to-face services that reduce emotional distress, promote resilience and improve coping skills in clients who may be at risk of suicide. We offer caring, professional and cost-effective counselling options. These services can be offered individually or in a group format. The services continue to show year-on-year growth in the number of clients accessing our services and see clients from local government areas in northern Sydney, presenting with a wide range of issues.

Growth of clients in attending clinical face to face counselling services



Personal Counselling Service

This generalist counselling service sees clients with a wide range of presenting issues including anxiety, depression, relationship and adjustment issues. The team of volunteer counsellors saw a total of 254 clients who attended 1,705 sessions in 2015/2016.

Highlights

Expanding the Personal Counselling Team: Two new provisional psychologists joined the team in 2015/2016, both of whom provide individual counselling and co-facilitate group programs. We also recruited a new REACH group facilitator to the team.

Positive Client Feedback: In a client survey with 52 participants, the majority of respondents reported improvement in symptoms and there was also strong agreement that clients would choose to use the service again, as well as recommend our services to friends and family.

Bulk-billed Psychological Service

This service sees clients who have a Mental Health Care Plan referral or an Access to Allied Psychological Services referral from their general practitioner. The service allows clients to access limited psychological treatment

without incurring any out-of-pocket expenses. Clients accessing this service have a range of clinically diagnosable mental health issues that significantly interfere with their current functioning. In 2015/2016, 157 clients attended 865 bulk-billed sessions.

Highlights

Increasing ATAPS suicide prevention referrals: This year we have had an increase in Suicide Prevention referrals under ATAPS.

Increasing referrals from GPs: Marketing initiatives continue to increase local GP referrals to the service.

Gambling Help Service

The Gambling Help service, funded by the Responsible Gambling Fund (RGF), continues to provide a therapeutic counselling service and a financial counselling service for problem gamblers, their families and friends. The current funding round (2013-2017) has been extended for one more year - to 2018 - while the Department of Justice, Liquor and Gaming NSW decides how to fund the best possible Gambling Help service.

The number of new clients and number of sessions per month continue to grow. The team of therapeutic counsellors has also expanded to service the increasing number of sessions. There are now

nine Gambling Help therapeutic counsellors and 10 Gambling Help financial counsellors. Our team of counsellors worked with 148 individual clients providing a total of 1,206 therapeutic and financial counselling sessions.

Highlights

Funding and Performance Agreement (F&PA) 2013 - 2017:

The Annual Report, generated from the RGF database, demonstrated again that the Lifeline H2H Gambling Help service is meeting all its KPIs and significantly exceeding its targets for number of sessions per FTE. It is considered one of the most cost-effective services in NSW.

Funding Increase:

A 0.2 FTE increase in funding was approved, effective from 1 January, 2016.

Promotion of the Gambling Help service:

The focus of Responsible Gambling Awareness Week in May 2016, was educating family and friends about the signs of problem gambling. Another strong focus has been building links with the justice system. A successful referral pathway has been established.

Simone Isemann
Clinical Services Manager



Jan's Story

"I just knew I needed help," said Jan, explaining his introduction to Lifeline Harbour to Hawkesbury about 15 years ago.

Financial counsellor, Anne Holmes, was the first person Jan encountered at Lifeline and he can't speak highly enough of the help she gave him.

"I was pretty down," he said. "Anne was almost a mother to me, a financial advisor – lots of things. But she also saw me blossom."

He gives Lifeline – and its many services - great credit for that blossoming.

Jan says in those early days he was usually barefoot, in shorts and sleeping rough in his car. His bipolar disorder – as yet undiagnosed – was causing manic, extravagant highs that ended with debts, fines, homelessness and hopelessness.

"When I was on a high I would start up businesses, lose it all, change my name - I'd think I could run the country."

It was eventually Anne Holmes who untangled his complex financial affairs, helping him through bankruptcy, getting debts and fines cleared or waived and generally advocating for him.

"She wasn't judgemental, she was compassionate. Sometimes I get excited and people can't get a word in edgewise, so it wasn't easy for her, but she listened."

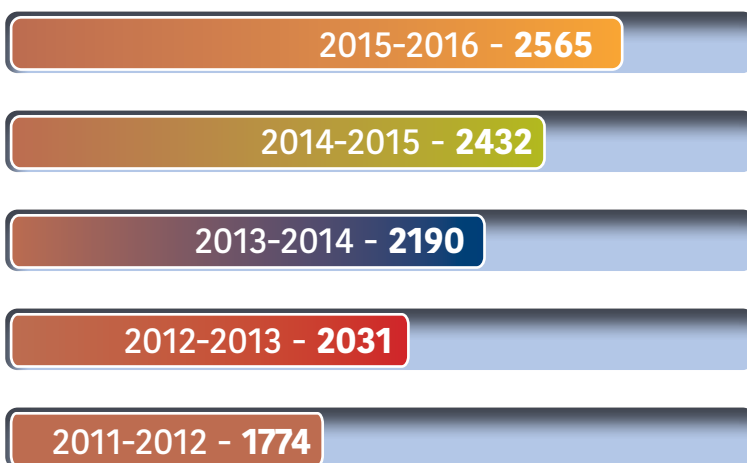
Jan now has a unit of his own and finds that even on his pension, he can save money.

He has stayed close to Lifeline at Gordon, amazed by its broad-based ability to help him on several levels. In personal counselling, Jan was able to work through the grief of losing his mother to cancer in his teens; he attended the REACH group for bipolar and depression, sought gambling help counselling when a close friend's gambling caused distress; and he's attending a hoarding support group, believing hoarding is his counterbalance to the times when he would lose everything.

"Lifeline was always there and that was very comforting," Jan said. "It's made me live a normal life."

Jan's journey with Lifeline illustrates how our wide range of services can help an individual to change and grow.

Number of Clinical Counselling Sessions



Client LGA's

Ku-ring-gai	31.5%
Hornsby	27.9%
Willoughby City	10.5%
Ryde City	8.7%
Lane Cove	7.3%
Warringah	5.5%
North Sydney	3.6%
Other	5.0%

Community Services

There are two services in the Community Services stream – Financial Counselling and Community Aid. Both of these services focus on providing practical and emotional support to members of the local community who are facing financial hardship or some difficulties and anxieties experienced in the later stages of life.

Financial Counselling

Financial Counselling is a free service, funded by Department of Social Services which provides confidential and independent assistance for all aspects of a client's debt crisis. A financial counsellor will negotiate with creditors and advocate on behalf of the client, in addition to providing information and referrals to other relevant services. The counsellor will also assist the client with budgeting and money management. In essence, a financial counsellor looks for individual solutions for each of the client's financial concerns.

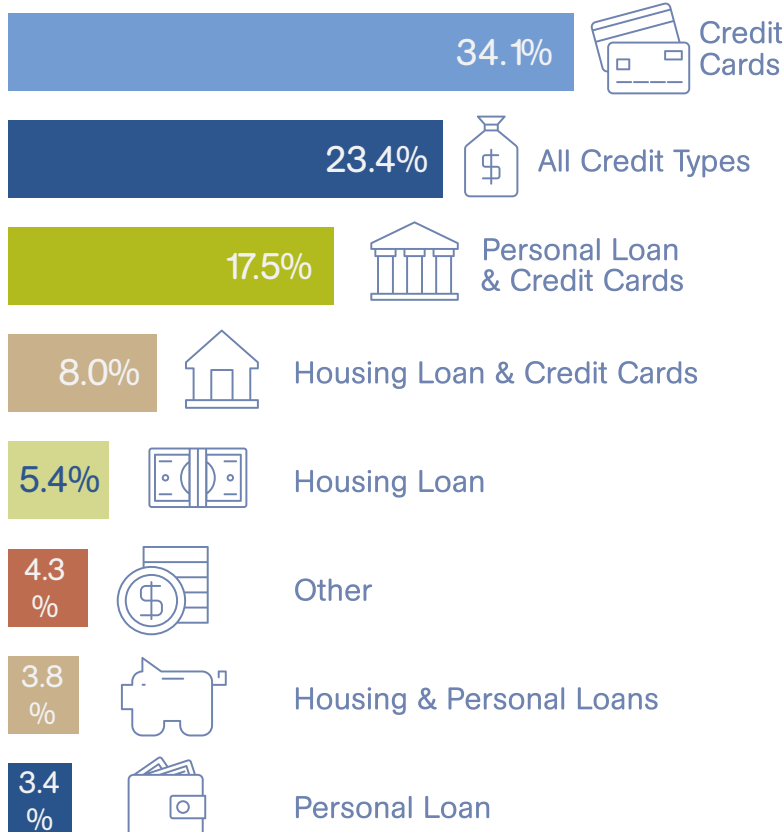
A very wide range of financial

issues confronts many people in our community. The most common difficulty (48.4%) confronting people seeking financial counselling this past year related to inadequate income and loss of employment, resulting in over-commitment and budgeting worries.

Many of our financial counselling clients present with a high degree of distress and anxiety. Huge debts, combined with no apparent way of resolving them, often leave clients feeling depressed and hopeless. The extent of debt experienced by our clients is repeatedly in the tens of thousands of dollars, most frequently incurred (69.9%) through credit cards.

The success and value of our Financial Counselling service can be seen in feedback from clients, one of whom recently wrote: "Thank you from the bottom of my heart for helping me through all my financial problems. You have helped me feel hope for the future instead of depression and feeling miserable". Such results are achieved through the dedicated, committed and creative work of our team of 11 financial counsellors. While supporting the client in their distress, the financial counsellor advocates for the client, resulting in workable payment plans or some form of debt settlement with the creditor, and in some cases the waiving of debts.

Consumer Credit Issues



Presenting Issues of Financial Clients

Inadequate Income	22.1%
Debt Recovery Action	10.8%
Budgeting	9.5%
Loss of Employment	8.9%
Overcommitment	8.7%
General Debt	6.6%
Credit Related	5.5%
Gambling	5.5%
Illness	3.9%
Relationship Breakdown	3.4%
Bankruptcy	3.2%
Housing	2.9%
Taxation Debts	1.6%
Other	7.3%

Community Aid

Community Aid is a service funded by the Commonwealth Department of Social Services, under the Commonwealth Home Support Program (CHSP), to provide social support to individual clients. The goal of the CHSP program is to enable people aged 65 and over (Aboriginal and Torres Strait Islanders aged 50 and over) to remain living in their own homes for as long as it is safe to do so. There are many psychological and social benefits for the older person if he or she is able to live independently. The program helps prevent premature admissions to residential care. CHSP is the aged care entry level service, managed through the government's My Aged Care service centre.

During the 12 months ending June 2016, our Community Aid service provided assistance for 156 aged and frail people - a 25% increase over last year. There was also a 65.6% increase in the number of new clients who contacted Community Aid. This was largely due to the introduction of the My Aged Care assessment and referral process. The common request for assistance was for a person to accompany the client to appointments – most of

them medical or health-related. The service also assisted clients with shopping and a wide range of other social support activities, such as companionship visits in the client's home or outings, such as a walk or a drive to a place of interest. The average age of the clients assisted was 81. The oldest client was 100.

The support and care for all our Community Aid clients is provided by a team of 36 dedicated volunteers. Most volunteers make themselves available on an as-needed basis, as and when they are able. However, some support specific clients on a regular basis.

The ongoing wellbeing of each of our clients is paramount in any service provided. One of the functions of a volunteer is to monitor the client's general wellbeing. If a volunteer notices any change in the client's circumstances which could impact on the client's wellbeing, the concern is reported and additional follow up or referral action is taken.

Graeme Daley

Community Services Manager



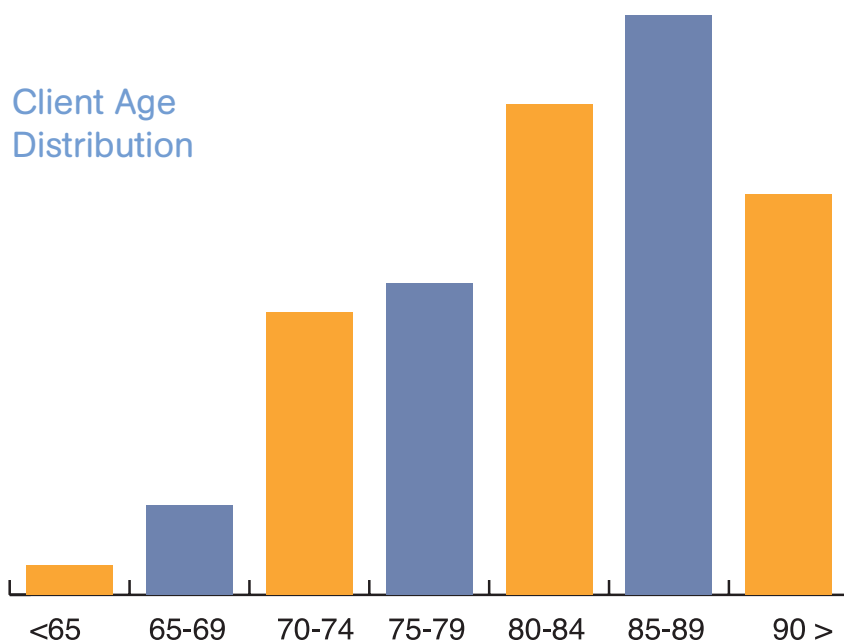
Ninety-year-old Ruth has been reliant on Lifeline's Community Aid volunteers to take her to and from appointments for the past two years – since becoming, in her words, "less ambulant".

"They're marvellous. Excellent. They've been absolutely marvellous," she enthused, bringing a smile to the face of new volunteer Martin.

After a successful career in IT, living in and travelling around a number of countries in Asia, Martin did post-graduate studies in psychotherapy and counselling and saw Lifeline volunteering as a natural extension of that work.

"I've always volunteered for something," Martin said. "Boy scouts, school sports for the children, that sort of thing."

Client Age Distribution



Fundraising and Business

Retail

Retail, over the 12 months, has continued to grow with our new shop at Waitara adding to the already strong retail presence of our stores at Asquith, Epping and Pennant Hills. Turnover has grown and takings have increased due not only to our expansion but also to our experienced retail team and their loyal volunteers.

Community support for all our shops has been overwhelming and generous, maintaining our reputation for high quality goods.



Asquith

Sales have again increased over the past 12 months and Asquith is still one of the North Shore's top op shop destinations. Popular with all age groups, the shop's customers continue to compliment the quality and presentation of our displays and stock. The Asquith Shop is also home to Lifeline H2H's warehouse and storage where all products are sorted for distribution to all four shops. During the past year we have expanded our warehouse to be more efficient. After restructuring a new retail team at the beginning of the year the current two store coordinators are bringing new strength to Asquith.

Epping

The Epping shop has also had a great 12 months. Even after major redevelopment in the area we have seen an increase in donations of furniture and clothing from local residents who are downsizing and relocating; and a resultant increased demand from new arrivals to the area. This has all had a positive impact on the shop. The Epping

shop has a reputation for quality designer labels and homewares. The recent redefining of the store's small space and storage areas into a more efficient and workable place, has increased efficiency for staff and customers alike.

Pennant Hills

Pennant Hills is now in its second year of trading, with a continued increase in sales. It has an established and strong following of clients from all over Sydney, with an emphasis on retro and vintage clothing, furniture and decorative items. It is also the place to find the unusual. With good management of a good mix of staff and volunteers, this shop consistently changes every week. Due to the two street frontages our branding has been very successful.

Waitara

Our fourth shop opened on 15 April, 2016, at Waitara. It has the largest retail floor space, allowing us to sell much larger items of furniture with a very effective "designer" slant among our displays of quality, high

fashion clothing and homewares. The complete ground-up refurbishment of the store reflects the changing face of retail op shops. A skilled team, made up from management and many willing volunteers of all ages, is growing from strength to strength. This shop, from its inception, has exceeded all expectations and budgets and trading sales continue to increase. The local community's support, in the form of their donations, has been of very high quality, due to its demographic. The store's location enjoys a high visibility at the main traffic junction and great Lifeline signage reinforces our branding. This shop, through its popularity, reflects the modern retail shopper's changing attitude towards 'op-shopping'.

Robert Williamson
Retail Manager

Hornsby and Lindfield book depots

The book-loving volunteers at the Hornsby and Lindfield book depots surpassed their previous best efforts in the 2015-2016 financial year.

Both depots continued to streamline their activities and implement initiatives to ensure book presentations of the highest standard. Each presented a number of impressive fairs and clearance sales.

July: Our big Wahroonga book fair at Knox Grammar School was another fantastic success with revenue again up on the previous year

August: Our new venture - the clearance sale at Chatswood's Dougherty Centre - saw pleasing results and, with the final clearance under canvas at our Lindfield Book Depot, yielded a combined gross nearly twice that of 2014's single clearance

November: The sixth annual Hunters Hill book fair at Hunters Hill Town Hall attracted takings \$10,000 higher than the previous record

December: Our \$1 and \$2 Fiction Sale included some non-fiction and came in at an amazing 50% increase on last year's result

January: A tremendous sales result at our second-only Chatswood Book Fair, held at the Civic Pavilion at the Concourse, instilled confidence in its future as a community favourite.

April: Already a well-established family event, our eighth Thornleigh book fair at the Thornleigh Community Centre again attracted huge support

May: Our \$1 Clearance sale in Hornsby was bigger than ever. The bargains were many and the customers came in their thousands

The year's highlights:

- Hornsby book depot moved to larger premises with 50% more floor space
- Weekly provision of books to the Asquith and Waitara op shops
- Regular supply of books to Paint The Town Read - an organisation that motivates communities to read, talk, sing and rhyme with their children
- Large bins installed at the Lindfield book depot for disposal of unwanted books, enhancing workplace safety
- A new pod system for storage of some of the boxes of books at Lindfield increased storage and eliminated the need to load and unload to take to Knox

- Also at Lindfield, a small computer installed enabling a link to the new computer systems being adopted by the Gordon office, to share, store and discuss documents, look up references and improve communication
- Preparation for a new Castle Hill book fair at Oakhill College in October 2016.

In all, our book fairs and book sales made more than \$450,000 for Lifeline H2H, around 12% more than the previous year. Our thanks go to all who were involved and contributed to this success, including the provision of venues and ongoing volunteer support from Ku-ring-gai Council, Wrigley, the Commonwealth Bank, National Australia Bank and Rotary.

On behalf of Lifeline H2H

Strategic Book Fair Committee



Fundraising

This financial year, our growing fundraising team focused on stabilising our community fundraising events and building corporate relationships. We maintained our strategy of focusing on several major events, with the dual aims of creating a sustainable fundraising platform and raising awareness in the community about Lifeline's vital services in suicide prevention and crisis support. This year's fantastic results are a testament to the support we receive from Lifeline Harbour to Hawkesbury's amazing network of volunteers, staff, and friends who continue to embrace and support our fundraising efforts in the community.

In August 2015 we hosted the annual Sapphire Gala Ball at Sydney's Luna Park. We were able to build on the previous year's experiences and the event delivered strong financial returns and new corporate partnerships. The event continues to receive excellent support from the Gala Ball Committee, including Chair, 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, Simon Burke, Lifeline Australia Ambassador, Dan Conn, and guest speaker, Hayley Purdon, from Suicide Prevention Australia.

Our longstanding partnerships with local Rotary clubs continue to be of vital importance to the success of our fundraising initiatives. In October 2015, the Rotary Club of Chatswood once again partnered with Lifeline H2H to make us the major beneficiary of their Annual Charity Golf Day. Golfers enjoyed 18

holes of golf, followed by lunch at Chatswood Golf Club, with a raffle and auctions. Special thanks go to Michael MacQuillan for his tireless efforts on our behalf.

In March 2016 we were once again the charity partner of the 2016 Bobbin Head Cycle Classic (BHCC). Organised by the Rotary clubs of Turrumurra, Ku-ring-gai, St Ives and Wahroonga, the event attracted more than 2,300 riders and 400 volunteers. An enormous vote of thanks goes to the four clubs, the BHCC's Executive Committee, the incredible volunteers, and all involved in organising such a highly successful event.

In 2015-16 Lifeline Harbour to Hawkesbury were again selected to be a benefitting charity of the ASX Thomson Reuters Charity Foundation. Our role involved selling art union raffle tickets and providing volunteer support for the foundation's annual charity golf day. We are extremely grateful to ASX Thomson Reuters Charity Foundation and General Manager, David Brocklehurst, for this support.

Our Loose Change for Lifeline program again received fantastic support from students at Ravenswood School for Girls. Our thanks to everyone who popped their coins in the cans and in particular to Mr Hugh Turnbull and Mrs Catherine Leal for their dedication and commitment to supporting Lifeline.

Our Lifeline Centre is also fortunate to receive generous support in the form of financial donations from individuals and corporations throughout the year, which forms a vital part of our strategy for achieving financial sustainability.

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

Emma Bagley

Fundraising and Events Manager



Our Board



Pam Pritchard President

Pam joined the board in 2007, bringing with her senior executive and governance experience in many community-based, not-for-profit organisations. Two years later, she was appointed chair.

Pam started her working life as a teacher, progressing to primary school principal before making a successful transition in 1995 to real estate, based in Lindfield.

As a Turramurra Rotarian, Pam was District Governor in 2006-07, one of her many roles in leadership, training, mentoring, administration and event management.



Carel Bothma Vice President

Carel has been on the board since September 2012. With an honours degree majoring in Business Economics and Organisational Psychology, he has worked for many years in recruitment, industrial relations, organisational development and, more recently, HR, across South Africa, Asia, New Zealand and Europe. In 2015, he joined Aged Care Plus. He is also on the board of FACE.



Lee-Anne Purbrick Treasurer

Appointed to the board in February 2013, Lee-Anne chairs the Finance, Audit and Risk Committee.

She is a chartered accountant and worked for eight years in Britain's not-for-profit sector before moving to South Africa in 2009, where she led the International Air Transport Association's (IATA) African Finance team. Lee-Anne now heads Management Accounting at St Vincent's Health Network Sydney.



Merlyne Thompson Board Secretary

Since starting at Lifeline H2H in 1998, Merlyne has continued to work on the telephone crisis support line. She contributes to various administrative projects, serves on the Retail and Property Committee and is Secretary to the Board.

Her business experience includes leadership roles in superannuation and strategic procurement. Merlyne holds tertiary qualifications in science and administration.



Mark Hedges Board Member (Joined April 2016)

Mark is a member of the Finance, Audit and Risk Committee. His career spans more than 40 years in the securities industry.

Mark has a long association with community projects and is Turramurra Rotary's 2016-17 President. He is a CPA, a Fellow of the Finance and Treasurers' Association and Deputy Chair of Hunter United Employees Credit Union.



Roger Hogan Board Member

Chair of the Fundraising, Media and Marketing Committee, Roger is involved in developing Lifeline H2H's relations with media and the donor community.

He has more than 35 years' experience as a financial journalist, marketing and media relations executive and business owner. Roger is currently Director, Marketing Communications for the Australian subsidiary of a global investment company.



Chris Kinsella Board Member

Chris joined the board in August 2013 and is a member of Lifeline H2H's Finance, Audit and Risk Committee. A lawyer and chartered accountant, Chris has more than 30 years professional experience, gained in Sydney, London and Singapore, with a focus on corporate tax and ATO relationships. Chris is a partner in the law firm Minter Ellison.



David Scott Board Member

David became a board member in September 2013 and chairs Lifeline H2H's Retail and Property Committee. David has degrees in science, business and policy, and is undertaking a PhD in social policy at UNSW.

Most recently, David was a senior executive at Commonwealth Bank with responsibility for group mergers and acquisitions. He is a Fellow of the Australian Institute of Company Directors.



Paulus Briels Board Member (Until April 2016)

Paulus has been a board member since July, 2013. He has an extensive background in HR Technology, Sales and Marketing and Project Management in IT and the hotel industry. Paulus is currently developing new HR Technology-focused initiatives, consulting and running workshops for emerging organisations and start-ups. Born in the Netherlands, Paulus has worked in the Middle East, Asia and the US.



Maria McNamara Board member (Until February 2016)

Maria became a board member in October 2015. Maria is a marketing, communications and business development specialist who has worked in the public, private and not-for-profit sectors. She helps organisations develop, grow and resuscitate individual, team or corporate brands, focussing on the transformation of under-performing assets and the encouragement of startups.

Financial Highlights

Treasurer's report

This past year has been one of significant growth and sound financial stability for Lifeline H2H. We are incredibly thankful to our loyal donors and for those supporters who have chosen Lifeline H2H as their charity. Every dollar makes a difference to the work we do. As a not-for-profit, Lifeline H2H strives to make a surplus to keep our services sustainable and allow us to further invest in expanding services in our community.

Revenue and other income saw a substantial increase in 2016, reflecting strong performance in our retail, book fairs and continued success in our fundraising initiatives and a significant one-off contribution of \$595,461. Lifeline H2H's income is raised through a variety of sources with our main funding sources as follows:

Contracted services

During the year, Lifeline H2H serviced the national 13 11 14 crisis line midnight to 6 am shift, and the Cannabis Information and Helpline, on behalf of Lifeline Australia. The funding received covers the employment costs of our specialised counsellors, as well as an allocation of management and administrative overheads.

of our Waitara shop. Our shops raised \$1,030,099 in revenue and contributed \$249,713 (net of expenses) in vital funds for our crisis support and suicide prevention services.

Lifeline H2H held four book fairs and four discount events during the year. Our book fairs are run professionally by our dedicated team of volunteers. Our book fairs raised \$454,862 in revenue and contributed \$273,521 (net of expenses) to support our suite of lifesaving services.

continue to grow with increased patronage of our fundraising events such as our annual Sapphire Gala Ball and the Bobbin Head Cycle Classic. We continue to build strong relationships with our supporters: Rotary clubs, corporates, foundations and individuals.

Sale of goods

Lifeline H2H operates a small retail business with four retail op shops. 2016 was an exciting year for our retail arm with the opening

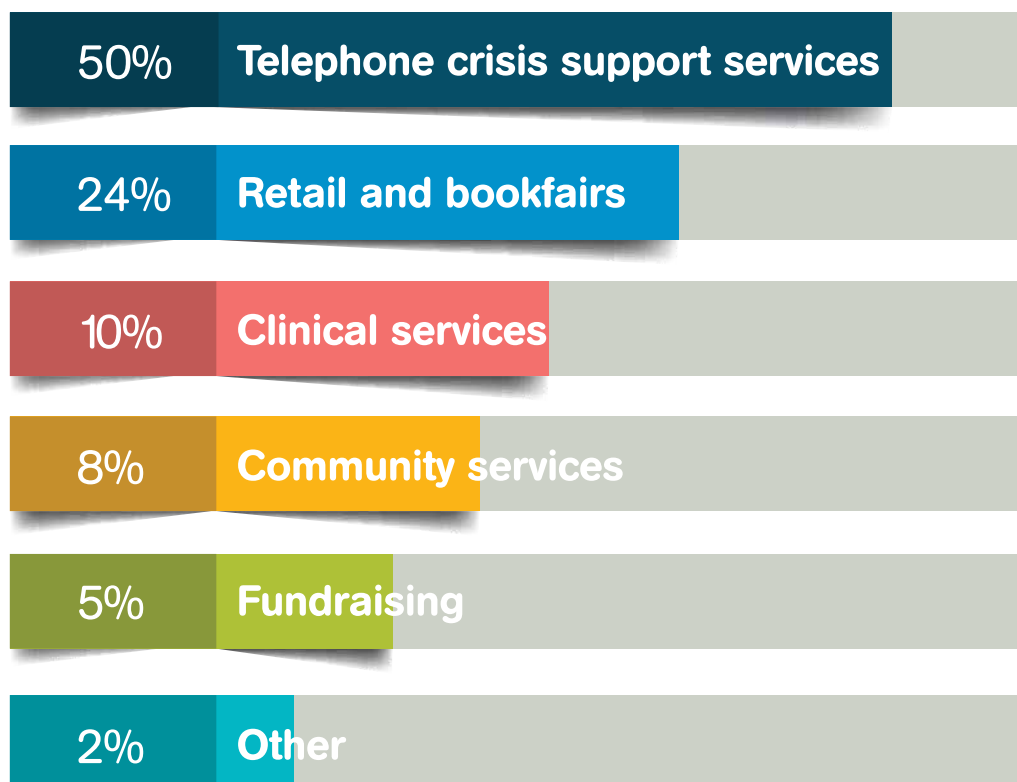
Fundraising

Lifeline H2H's fundraising initiatives

Grants

Lifeline H2H secured grant funding in 2016 of \$663,119. Lifeline H2H received funding from: NSW Ministry of Health to support Lifeline's 13 11 14 crisis support service; Responsible Gambling Fund to support our Problem Gambling counselling service; and Department of Social

Uses of Funds - as % of total income



Five Year Gross Revenue Comparison

	2016	2015	2014	2013	2012
Contracted Services	1,478,212	1,448,434	1,391,072	1,090,108	541,749
Sale of Goods	1,484,961	1,150,873	761,863	656,767	621,079
Fundraising Events	216,729	253,416	187,469	48,560	33,834
Donations	903,719	257,881	218,410	114,416	134,218
Grants	663,119	465,916	346,583	465,028	433,134
Course & Service Fees	184,081	125,054	92,798	74,869	64,267
Other Income	89,240	83,769	67,670	91,582	90,981

Services to fund our Financial Counselling and Community Aid services. A detailed list of grant funding is included in the notes to the financial statements.

Lifeline H2H's expenses increased by 14% on the previous year. Lifeline H2H continues to invest its resources wisely to put more of every dollar towards our lifesaving telephone support services, clinical services and community services. In 2016, Lifeline H2H increased its investment in high-demand 13 11 14 shifts and group programs identified as critical to our community.

Lifeline H2H also continues to invest in fundraising, retail and book fairs. This investment is part of a strategy

to diversify income sources and achieve greater financial security, protecting our future against adverse financial events.

At the end of the financial year, Lifeline H2H's balance sheet reflects a robust financial position. As part of safeguarding Lifeline H2H's assets, the Finance, Audit and Risk Committee undertook a review to establish a suitable investment policy. The new investment policy was approved by the Board in April 2016 and aligns with Lifeline Australia's investment policy. In line with this policy, Lifeline H2H appointed FIG as investment managers for a portion of its investment portfolio and in August 2016, \$624,936 was invested in a bond portfolio.

Suicide prevention starts with everyday heroes who care because LIVES matter. Lifeline H2H's numerous achievements during the year are a reflection of the significant work and dedication of our everyday heroes – our volunteers, our staff and the generous support of our donors and funding partners.

Lee-Anne Purbrick
Treasurer

Statement of Financial Position
Balance Sheet as at 30 June 2016

	Notes	2016 \$	2015 \$
Assets			
Current Assets			
Cash on hand and at bank		143,647	98,786
Short term deposits	7	2,037,456	1,165,835
Trade and other receivables	8	203,252	126,955
Total Current Assets		2,384,355	1,391,576
Non-Current Assets			
Plant & Equipment	9	253,742	160,365
Total Non Current Assets		253,742	160,365
Total Assets		2,638,097	1,551,941
Current Liabilities			
Trade and other payables	10	307,771	284,410
Other liabilities	11	96,539	95,530
Provisions	12	346,596	247,743
Total Current Liabilities		750,906	627,683
Total liabilities		750,906	627,683
Net Assets		1,887,191	924,258
Equity			
Reserves		0	0
Retained surplus	13	1,887,191	924,258
		1,887,191	924,258

Statement of Financial Performance
For year ended 30 June 2016

	Notes	2016 \$	2015 \$
Contracted services	3	1,478,212	1,448,434
Sale of goods	2	1,484,961	1,150,873
Fundraising			
Donations	5	308,258	257,881
Non-recurring Contribution	5	595,461	0
Events		216,729	253,416
Grants	4	663,119	465,916
Course and service fees		184,081	125,054
Other income		89,240	83,769
Revenue and other income		5,020,061	3,785,343
Costs of generating funds			
Fundraising		216,631	195,873
Retail and book fairs		961,727	815,743
Charitable services			
Telephone crisis support services		2,036,769	1,830,055
Clinical services		424,038	379,286
Community services		322,145	256,518
Other		95,818	90,908
Expenditure	6	4,057,128	3,568,383
Net surplus for the year		962,933	216,960

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.

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.

Some comparative information in the financial statements has been restated where required for consistency with current year presentation.

	2016	2015
	\$	\$
Note 2: Revenue from the sale of goods		
	1,030,099	744,149
Retail	454,862	406,724
Book fairs	1,484,961	1,150,873

Note 3: Revenue from Contracted Services

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

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

Notes to the financial statements
For year ended 30 June 2016

	2016	2015
	\$	\$
Note 4: Grants		
During the year Lifeline H2H received the following grants:		
Change Department of Social Services Commonwealth Home Support Program - to fund our Community Aid services	96,861	83,515
Department of Social Services Financial Counselling Grant - to support the costs of Financial Counselling Service	97,910	31,791
Department of Infrastructure & Regional Development - funding for security upgrade	13,352	0
Responsible Gambling Fund - to support the costs of Problem Gambling Counselling Service	89,671	80,236
NSW Ministry of Health - to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	296,922	177,836
Hornsby Community Development Support Expenditure Program	0	2,440
Ku-ring-gai Council Grant	0	1,863
Willoughby Council Community Grant	0	3,000
Northern Sydney Medicare Local	9,856	16,675
Northern Sydney Medicare Local: Northern Sydney PIR - Innovation Grant	0	49,835
Community Care Northern Beaches: Sydney North Shore & Beaches PIR	13,346	17,525
Aftercare: PIR Hunter	39,260	1,200
Turrumurra & Lindfield Community Banks Grant - to cover the costs of reviewing our Mens Anger Management program	5,940	0
	663,119	465,916

Note 5: Donations

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

Over the last 7 years, Lifeline H2H has received an annual contribution of between \$15,000 and \$30,000 from Monkey Bar as a condition of its licence. In 2016, there was a change to the conditions resulting in Monkey Bar making a final one-off contribution of \$595,461 in lieu of any further payments.

Notes to the financial statements
For year ended 30 June 2016

	2016	2015
	\$	\$
Note 6: Expenses		
Net operating surplus includes the following specific expenses:		
Depreciation:		
• Furniture & fixtures	11,426	11,426
• Office equipment	7,612	8,105
• Shop fixtures & fittings	28,972	17,913
• Motor vehicles	4,683	4,634
	<hr/> 52,693	<hr/> 42,078

Accounting advice - Rhodes Docherty & Co	0	740
Audit and review of financial statements - Rhodes Docherty & Co	7,240	8,860

Note 7: Investments

Deposits @ Call	536,294	366,583
Term deposits	1,468,286	754,194
Shares in listed companies at cost	32,876	45,058
	<hr/> 2,037,456	<hr/> 1,165,835

The shares held for the Helping Hand Fund are classified as current as technically they can be realised in the next 12 months, however it is the intention of Lifeline H2H to hold these as long term investments.

Note 8: Trade and other receivables

Trade receivables	58,082	47,780
Other receivables	0	0
Deposits paid	73,576	34,948
Prepayments	71,594	44,226
	<hr/> 203,252	<hr/> 126,954

Note 9: Plant & Equipment

Motor Vehicles	82,214	82,214
Furniture and Fittings	136,164	131,231
Office Equipment	111,296	79,944
Shop Fixtures and Fittings	183,664	76,327
Warehouse Fixtures and Fittings	4,967	2,518
	<hr/> 518,305	<hr/> 372,234
Less Provision for Depreciation	-264,563	-211,869
	<hr/> 253,742	<hr/> 160,365

Notes to the financial statements
For year ended 30 June 2016

	2016	2015
	\$	\$
Note 10: Trade and other payables		
Trade payables	43,123	32,243
Accruals	103,890	82,822
Helping Hand Funds	39,871	49,366
Other payables	120,887	119,979
	307,771	284,410

Note 11: Other liabilities

Deferred income	96,539	95,530
	96,539	95,530

Note 12: Provisions

Provision for Long Service Leave	87,433	61,207
Provision for Annual Leave	259,163	186,536
	346,596	247,743

Note 13: Retained surplus

Retained Profits at beginning of financial Year	924,258	707,297
Current year surplus	962,933	216,961
Retained Profits at end of financial Year	1,887,191	924,258

Note 14: 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 \$252,462 (2015 \$80,022) from the collection and subsequent sale, through our shops, of donated secondhand clothing, books and other items. Our book fairs contributed a net surplus of \$273,521 (2015 \$260,309). These results include a conservative allocation for administrative support necessary for these business centres to be successful.

Donations were received amounting to \$903,719 (2015 \$257,881).

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 \$962,933 was transferred to accumulated funds.

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

Note 15: Accumulated Funds

Accumulated Funds, including specific reserves	2016	2015	2014	2013	2012
	1,887,191	924,258	707,298	567,036	452,007

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 2016 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



Pamela Pritchard
29th September 2016

Treasurer



Lee-Anne Purbrick
29th September 2016

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

LIFELINE HARBOUR TO HAWKESBURY INC

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the statement of financial position as at 30th June 2016, and the statement of financial performance, a summary of significant accounting policies, other explanatory notes and statement by the Board.

Committee's Responsibility for the Financial Report

The committee of the entity is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Association's Incorporation Act 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 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

LIFELINE HARBOUR TO HAWKESBURY INC

Independence

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

Qualification

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

Qualified Audit Opinion

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

- The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2016 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.

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.

Rhodes Docherty & Co Audit Services Pty Limited



Maria Krnjulac
Registered Company Auditor
Authorised Audit Company Registration No. 413053
Dated 29th September 2016



Our heartfelt thanks...

As always, Lifeline Harbour to Hawkesbury extends heartfelt thanks to our army of volunteers. We have almost 500 volunteers who generously give their time and expertise. All contribute, directly or indirectly, to providing crisis support and preventing suicides within our community and across the nation.

With your help we continue to grow and achieve outstanding results. You enable us in our mission to save lives. We thank you.

A special thank you to Ku-ring-gai Council for their ongoing support and provision of premises, along with everyone who supported our fundraising events throughout the year - such as The Sapphire Gala Ball, The Bobbin Head Cycle Classic, Rotary Golf Day, our many book fairs and our Christmas Hamper Project.

Without your ongoing support, the financial success of our fundraising endeavours would not be possible

Our Government Funding Bodies & Supporters

Aftercare: Hunter Partners in Recovery
 Centrelink Hornsby
 Community Care Northern Beaches
 Department of Infrastructure
 Department of Social Services
 Dougherty Community Centre
 Hornsby Council
 Hunters Hill Council
 Ku-ring-gai Council
 Lifeline Australia
 Cannabis Prevention and Information Centre
 North Sydney and Beaches
 Partners in Recovery
 NSW Ministry for Health
 Responsible Gambling Fund
 Sydney North Health Network
 Willoughby City Council

Our Rotary Club Partners

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

Rotary Club of Lindfield
 Rotary Club of St Ives
 Rotary Club of Turramurra
 Rotary Club of Wahroonga
 Rotary Club of West Pennant Hills & Cherrybrook

Our Corporate Partners

AAA Tyre Factory
 Anticlockwise
 Arajilla Retreat
 Ausdiam
 Blackdog Institute
 Clayton Utz
 Clear Thinking
 Clubs NSW
 Commonwealth Bank of Australia
 Community Enterprise
 Foundation: Turramurra and Lindfield
 Cumulus Wines
 Inch-Care Car Detailing
 Local Direct Network
 McCarroll's Automotive Group
 Mental Health Association NSW
 Minter Ellison

National Australia Bank
 Norton Rose Fulbright
 Production Technologies
 SNAP Printing, Parra Phillip
 St Patricks Day Classic
 St Vincent's Health
 Stephan Auto Body Pty Ltd
 Swan Insurance
 Tasmania Walking Co.
 The Star Pty Ltd
 Unique Window Tinting Pty Ltd
 Vinva Investment
 Management
 Wrigley

Trusts and Foundations

ASX Thomson Reuters
 Charity Foundation
 McKnight Charitable Trust
 Nielson Foundation
 TISM Foundation
 Young Australian Chinese
 Charity Foundation

Individual Supporters

Alister Henskens, SC, MP
 Anne Holmes
 Anne Noakes

Celia & Ian Craig
Cherri Carol
Chui Kim Koh
Cyril Melman
Deborah & Michael Reid
Dr Leslie Lazarus
Grill'd Pty Ltd
Ian Salmon
J & B Sheppard
Jacqueline Every-Burns
Jane Stone
Jenny Du Preeze
John Brogden
John Harrold
Julia Wokes
Katy Nguyen
Madeleine Gower
Mark Hancock

Matt Kean, MP
Matt Stephenson
No.1 Roofing & Building
Supplies
Peter Bates
Peter Rutledge
Phil McCarroll
Richard Hughes
Robin An
Ross Mulcahy
Sarah McPherson
Simon Burke
Simone Russell
St Andrews Support Services
Tom Day
Trevor Harders

Our Community Partners
Castle Hill Christadelphian
Ecclesia
Century Venues, The Concourse
Gordon Uniting Church
Knox Grammar School
Monkey Bar Chatswood
NSW Mounted Police
Oakhill College Dural
Peter Canisius House
Ravenswood School for Girls
Saint Ignatius' College
Riverview

**Our Workplace Giving
Partners**
Ausgrid
Unilever

We celebrate and give thanks to all of our staff and volunteers..... To everyone who commits their time and expertise to Lifeline.

Following are the recipients of our Years of Service Awards (in 5 year increments). Congratulations on your service, commitment and dedication to Lifeline Harbour to Hawkesbury and for sharing our vision to see an Australia free of suicide.

30 Years

Brenda Barber
Patrick Rougon

25 Years

Gail Hinchcliffe

15 Years

Michael Andrews
Raphael Byron
Deirdre Haywood
Carole Stannard
Wendy Wallin

10 Years

Penny Drane
Maureen Garland
Diana Gower
Helen Hill

Jane James
Peter Ong
Brian Perkins
Annette Perkins
Helen Schettini
Colleen Wells

5 Years

Megan Andriessen
Judith Barton
Helen Booth
Peter Byers
Rosemary Donlevy
Anne Goodman
Krishan Gupta
Therese Halpin
Shirley Hilliard
Jeffery Howes

Deborah Hughes
Geoffrey Hungerford
Peta Jesse
Werner Kym
Simon Malcolm
Juanita Maldonado
Lin Nyul
Stephen O'Brien
Maureen Paterson
Robyn Phillips
Keith Richardson
Neil Sheridan
Robyn Smith
Antonina Strupitis-Haddrick
Angela Van Koesveld
Ian White

How can you be involved? Want to make a difference? To be a part of something bigger or for further information on how you can help or be involved, contact us via the details below.

“Lifeline H2H is and always has been a volunteer organisation”.

Lifeline Harbour to Hawkesbury has 14 services and programs that provide crisis support within our local community. We are a not-for-profit organisation and rely on support from within our community to continue the lifesaving work that we provide locally and nationally.

- Make a donation
- Become a Telephone Crisis Supporter
- Assist with our book fairs and other fundraising events
- Offer your event guests to donate in lieu of gifts for your personal events
- Volunteer at one of our Retail Shops
- Help us raise awareness of the issues surrounding Suicide and Crisis help.



CONTACTS

4 Park Avenue Gordon NSW 2072
Ph: 02 9498 8805 Fax: 02 9498 2338

Email: admin@lifelineh2h.org.au
www.lifelineh2h.org.au
ABN 56 766 506 533

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 Taxation Office as a Deductible Gift recipient (DGR).



LifelineH2H



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