



# 2017 annual report

**ENGAGING WITH  
OUR COMMUNITY**



**Lifeline**

Harbour to Hawkesbury

“Volunteers are the heart and soul of everything we do at Lifeline Harbour to Hawkesbury.”

WENDY CARVER, CEO

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## who are we?

**‘Lifeline Harbour to Hawkesbury is, and always has been, a volunteer organisation.’**

Lifeline Harbour to Hawkesbury is an independent Lifeline centre. We provide a wide range of crisis support and suicide prevention services, including Lifeline’s national 24/7 telephone crisis line 13 11 14, face-to-face counselling services, and programs within our local community.

A not-for-profit organisation, our operations are financed by our own fundraising efforts, partnerships, grants and donations, and we rely on this support to continue our life-saving work.



# what we stand for

Our vision states our purpose at the highest level.

We are aligned to the Vision of Lifeline Australia: we want to see the whole of Australia free of suicide.

## 01 vision

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

## 02 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.

## 03 aspiration

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



## 04 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.

## 05 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.

## 06 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 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.

# what we do and how we do it

We strive to fulfil our vision by focussing on the key areas of:



This year Lifeline Harbour to Hawkesbury has:

**maintained its position as the centre with the highest answered call rate in the national network**

**115,328** <sup>answered</sup> calls

<sup>provided</sup>  
**8,204**  
instances of service

<sup>seen</sup>  
**1,110** clients

<sup>provided</sup>  
**45**  
training programs

# our services

Our services and activities are based around the following four, diverse areas.



## 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.



## 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.

**Psychological services** – bulk-billed psychological services.

**Gambling help service** – individual and group gambling help counselling for individuals and family members.

**Way2Wellness** – trained supporters connect people on Sydney's north side with online mental wellbeing tools and support.

**PHN psychological groups** – evidence-based, psychological-therapy groups for people experiencing mild to moderate mental health symptoms.

**Lifeline group programs** – support groups held in a safe, confidential environment for people to share their experiences and support each other (currently suicide bereavement, hoarding, gambling and REACH depression/bipolar).



## Community services

**Financial counselling** – face-to-face financial counselling and support for those facing financial hardship.

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



## Business & fundraising

**Retail stores** – vibrant, community stores sell donated goods.

**Fundraising events** – held throughout the year, including the Sapphire Gala Ball and the Bobbin Head Cycle Classic.

**Book fairs** – annual community events where second-hand books are sold and auctioned.

# board president message



**We have been blessed with another successful year on all fronts. Significant progress has been made on the strategic focus of Engagement, Prevention, Intervention and Postvention, which has allowed us to implement strategic initiatives for suicide prevention – and save lives.**

This year we have continued to share our practices and experiences in suicide prevention strategies beyond our region. In July, we saw the going-live of Lifeline Direct, a national network of four existing centres under the direct management of Lifeline Australia. The same month, three of our board members attended the Lifeline Australia national conference in Toowoomba. We have also explored closer cooperation with Lifeline Northern Beaches, and have been successful in a joint tender for PHN services.

## strategic highlights

- **our strong volunteer base continues to strengthen**
- **our clinical services are being recognised beyond our region**
- **the success of our new Waitara store**
- **operational improvements gained by implementing a customer relationship and case management system**

This year has also seen a smooth transition in the leadership of the board, thanks to the succession plan that was put in place by my predecessor, Pam Pritchard. I am humbled to have taken over from Pam, and thankful for the legacy she has left.

We also farewelled two board members. I would like to thank Lee-Ann Purbrick for her contribution as treasurer over the past four years, and Roger Hogan for his contribution in media and marketing. We wish them both well.

Mark Hedges has taken over as our new treasurer, and comes with a strong financial and commercial background, and Barbara Ward joined us in May this year. Barbara brings extensive board, marketing and fundraising expertise.

The board remains vigilant in its focus to ensure good governance and compliance, while being good stewards of the funds we have been entrusted with. Board members are actively involved with Lifeline Harbour to Hawkesbury's management and our volunteers in the respective committees of Finance, Audit and Risk, Property and Retail, Marketing, Fundraising and Media, as well as Human Resources. This model ensures that board members' expertise is put to good use to support management, while ensuring board members remain diligent in exercising their responsibilities.

## **The board remains vigilant in its focus to ensure good governance and compliance.**

Lifeline Harbour to Hawkesbury exceeded our fundraising expectations for 2016/17, while costs were managed responsibly. This is the result of fundraising in different areas, well-executed events, and great team work between our workforce of volunteers and paid staff. The Sapphire Gala Ball, the Bobbin Head Cycle Classic, our retail stores and our many partners, have again contributed to this excellent result.

The fundraising successes enabled us to further improve and expand our efforts in providing much-needed crisis support and prevention, which not only saves lives, but brings us closer to an Australia free of suicide.

## **Lifeline Harbour to Hawkesbury exceeded our fundraising expectations for 2016/17, while costs were managed responsibly.**

I would like to thank our CEO Wendy Carver and her management team for the outstanding work that they are doing from responding to people in crisis, to managing operations effectively. I thank God for the many blessings we enjoy.

We are looking forward to an exciting year with a specific focus on the areas of Engagement, Prevention, Intervention and Postvention strategies, and finding new ways to connect with people seeking help.

**CAREL BOTHMA**  
**PRESIDENT**

# CEO message



**As more people struggle with the pressure of everyday living, suicide has become more prevalent in our community. Indeed, there are few among us who haven't lost someone to suicide, or knows of someone who has.**

To ensure Lifeline Harbour to Hawkesbury's suite of crisis support services remains focussed and relevant in addressing the tragedy of suicide, this year we focussed on four key areas: Engagement, Prevention, Intervention and Postvention. These four stages are critical if we are serious about saving lives.

The first step of Engagement can often be overlooked in service delivery. That is why, in the last twelve months, we have taken every opportunity to engage widely with our local community. Our aim is to make sure as many people as possible know about our services, and their broad reach, so that they can be readily and easily accessed in times of crisis.

The next stages of Prevention, Intervention and Postvention enable our services to meet the diverse needs of our callers and clients. Our services work together to reduce the distress and emotional turmoil experienced by both callers and clients, thereby reducing the likelihood of a person's mental wellbeing decreasing (in general and to suicide risk).

**Our overarching aim remains to reduce the current, heartbreaking statistics of eight deaths by suicide every day in Australia, and an estimated 168 attempts every single day.**

Our telephone crisis supporters (both volunteer and paid overnights), yet again had the highest answer call rate on Lifeline Australia's national 24/7 telephone crisis line, 13 11 14. We were also successful in a competitive tender process with Lifeline Australia that resulted in our paid overnight contract for 13 11 14 being renewed for an additional 12 months.

**Our telephone crisis supporters (both volunteer and paid overnights), yet again had the highest answer call rate on Lifeline Australia's national 24/7 telephone crisis line, 13 11 14.**



The Lifeline Harbour to Hawkesbury (H2H) clinical team had another positive year, which culminated in winning a competitive tender process for two new mental health services that were commissioned by the Sydney North Primary Health Network (SNPHN) in May 2017. These services, Way2Wellness and PHN Groups, will operate in association with Lifeline Northern Beaches across the northern Sydney region.

A highlight for our Community Aid service was their successful quality review outcome by the Australian Aged Care Quality Agency. The review involved assessment against a number of Home Care Standards, all of which were fully met.

A particular area of growth for Lifeline H2H this year was corporate training. This has provided many opportunities to not just engage with the local business sector, but also to grow suicide alertness and awareness in the workplace, which is critical if we are to increase our reach and reduce deaths by suicide.

**A particular area of growth this year was corporate training, which provided many opportunities to grow suicide alertness and awareness in the workplace.**

Lifeline H2H also took great steps forward in technology this year with the implementation of Salesforce, a whole-of-business database that includes a case-management system. This will enable our services to report directly in to relevant government department systems.

The strength and size of our suite of crisis support services is made possible by the commitment and dedication of our skilled volunteer and paid workforce, hand in hand with a positive financial income to fund our services. The last year also saw pleasing extensions of all existing government grants (apart from the Cannabis Information Helpline), successful tenders for new government-funded services, and well-earned increased revenue from our retail outlets, book fairs and fundraising events. A tremendous effort by all concerned, including the opening of our fourth dynamic retail store in Waitara, a new and successful annual book fair at Castle Hill, and a larger than ever annual Sapphire Gala Ball.



Relationships with our volunteers, partners, sponsors and friends remained one of our highest and most valued priorities. Unfortunately, there are far too many organisations and individuals to mention here, but you will find them listed to the rear of this report.

**Relationships with our volunteers, partners, sponsors and friends remained one of our highest and most-valued priorities.**



I would, however, like to give special mention to five organisations: Ku-ring-gai Council for providing our magnificent premises; our Rotary partners (Turramurra, Ku-ring-gai, St Ives and Wahroonga clubs) for the Bobbin Head Cycle Classic partnership; the Neilson Foundation for funding our Personal Counselling Service; and IAG for their outstanding corporate support. Local members of parliament have also been great friends to Lifeline H2H this year. A special thank you to Federal Member for Berowra Julian Leeser, and State Member for Ku-ring-gai Alister Henskens, for their ongoing and valued support.

While there will undoubtedly be many challenges in the year ahead, I remain excited and optimistic about our way forward. Our strongest asset will remain our workforce (both volunteer and paid), and with steady governance from our board and Lifeline Australia, we will continue the fight to reduce the rates of suicide in Australia. As always, I give thanks to God for our many and wonderful blessings at Lifeline H2H. A very sincere and heartfelt thank you to everyone.

**WENDY CARVER**  
CEO

**“Lifeline is a place where I can make a difference.”**

Working at Lifeline Harbour to Hawkesbury as a counsellor means that I can fulfil my own beliefs and values, while making sure that mental health care needs are accessible to everyone.

I feel privileged to be able to work in a caring team of highly experienced counsellors and psychologists. Through understanding, compassion and non-judgment, we can help individuals tap into their resources for self-understanding.

## WHAT LIFELINE MEANS TO ME ...

By altering the client’s self-concept, attitudes and behaviour, we can empower them, and bring about positive change.

As a holistic service, a client can be referred internally to our psychologists, personal counsellors, financial counsellors, group programs or relationship counsellors to address their concerns. Lifeline Harbour to Hawkesbury has a vast capacity to help people in need.

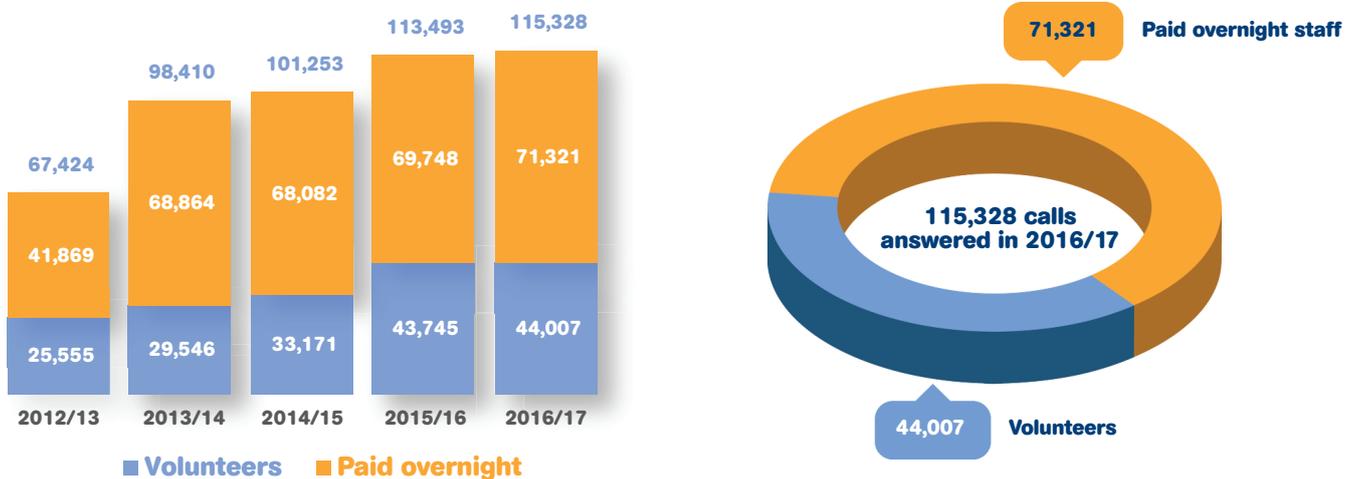
**JEN, CLINICAL SERVICES COORDINATOR**

# telephone crisis support services

'Our job is to keep you safe tonight'  
TCS VOLUNTEER

Lifeline Harbour to Hawkesbury is committed to saving lives. Our telephone crisis support services are what we are known for, and are our core reason for being.

NUMBER OF PHONE CALLS ANSWERED



## CALLS

It has been another year of changes and new directions both at Lifeline Harbour to Hawkesbury and at Lifeline Australia, and we're grateful to all our staff and volunteers for their commitment and good humour throughout.

Despite Lifeline Australia as a whole experiencing a downward trend in answered calls, Lifeline Harbour to Hawkesbury's Telephone Crisis Support Service has been able to marginally increase its call answer rate this year, and maintains its position as the centre with the highest answered call rate in the national network.

**Lifeline Harbour to Hawkesbury has maintained its position as the centre with the highest answered call rate in the national network.**

Telephone Crisis Supporters (TCSs) have answered a total of 115,328 calls this financial year, of which, 44,007 were answered by volunteers, and 71,321 were answered by paid overnight TCSs.

## BUILDING WORKS

The biggest physical upheaval was at a centre level when the facade of the building was replaced and all crisis line phones had to be relocated for over two weeks while the work was completed. Seven phones and two ISS positions were moved into the personal counselling rooms.

We were lucky to have the support of Lifeline Central Coast and Lifeline Northern Beaches, and were able to field our usual high volume of calls from people in crisis, both during the day and overnight.

## BE GROUPS

One of Lifeline Australia's innovations this year was the introduction of the Be groups. We had input into the Be Clearer group, and the Be Better group.

Most relevant to the TCS service was the Be Better group, 'a purpose-oriented collaboration group' that had members from ten centres in total. The focus was on service delivery, 13 11 14 and volunteers, with the aim of achieving an 100-per-cent, call-answer rate.

A representative from the group delivered our suggestions and ideas at the Lifeline Sessions in July for ongoing discussion. Suggestions included improvements to the way in which the Workforce Management System is used, and changes to the crisis support model to be of more assistance to frequent callers.

Lifeline Australia has been asking centres to look at ways of answering more calls. Our response going forward will be to focus on filling as many TCS seats as possible on Tuesday evenings, a time when the number of TCSs on shift nationally tends to be too low for the number of calls. This is something we will work on throughout the coming year.

**'I made a call to Lifeline when I was feeling very, very suicidal. I could barely speak, but a volunteer spoke to me until I calmed down and felt safe again.**

**I want her to know that I am ok, and that I am here now because of her. I owe her my life.'**



## PAID OVERNIGHT SERVICE

The Paid Overnight Service was put to tender again this year, and we were delighted to win our share of the contract back. Lifeline Harbour to Hawkesbury continues to accommodate ten TCSs every night between midnight and 6 am, with two In-shift Supporters.

Some additional shifts are funded directly by Lifeline Harbour to Hawkesbury to increase capacity and help meet the national call demand.

## REMOTE CALL MONITORING

TCSs in our Paid Overnight Service were part of the Remote Call Monitoring Trial during April and May. Monitors based in two other centres listened in to calls and gave feedback to the TCSs involved, and to Lifeline Australia.

It was a challenging process, but the teams worked with their usual adaptability throughout the trial period and as a centre, we were able to give feedback about the process, including being monitored in this way.

## TELEPHONE CRISIS SUPPORT SUPERVISOR TRAINING

Last year Lifeline H2H took part in the Supervision Pilot that trialled the use of a reflective-practice model of supervision. This year two TCS Supervisors, Caroline McGrory and Carolyn Stephenson, and Centre Supervisor Nicola Probert, along with TCS Supervisors from other centres, travelled to Coffs Harbour to attend specialised training in the use of reflective practice.

There has also been extensive e-learning for TCS Supervisors on this area of their work. In-shift Supporters, both volunteer and paid, will be required to complete e-learning to continue in their roles, and some have already begun the process.

## TRAINING

Headed by Training Manager Rosanne Petters, between July 2016 and June 2017 our training team offered two Crisis Support Workplace Training Courses to 64 students.

The following training courses were also delivered to the external community, schools, corporations, staff and volunteers:

- ASIST (two days) – Applied Suicide Intervention Skills Training
- safeTALK (three hours) – a short version of ASIST designed for members of the community
- Accidental Counsellor (four hours) – equipping individuals with the ability and confidence required to support individuals experiencing a mental health crisis
- Mental Health First Aid workshops (two days) – raising mental health awareness
- Mental Health Aware (four hours) – raising mental health awareness
- Mental Health Chat (one hour) – basic mental health awareness
- Dementia Aware (three hours) – raising dementia awareness for community workers
- DV-Alert (two days) – recognising and responding to domestic and family violence
- DV-Aware (two hours) – domestic violence awareness.



SAFETALK TRAINING FOR OUR FEDERAL, STATE AND LOCAL MEMBERS OF PARLIAMENT.

**“Lifeline has given more to me than I could ever give back to it.”**

**GRACE, TELEPHONE CRISIS SUPPORTER**

Grace, one of our most enthusiastic supporters – she and a group of friends recently ran the Sydney City2Surf to raise funds for Lifeline Harbour to Hawkesbury – encourages others to complete the training to be a TCS. ‘The skills we learn are simply invaluable, and last forever.’

## WHAT LIFELINE MEANS TO ME ...

She wholeheartedly encourages those who feel a pull of compassion and curiosity, and have an openness to learn new things all the time, to become a Lifeline Telephone Crisis Supporter. She says, ‘It could be a wonderful opportunity and a very precious gift for yourself, your family and your community.’

# clinical services

**'The program has helped me to be able to cope, to be optimistic – and feel hope again.'**  
CLIENT

**Clinical Services offers a diverse range of services and modalities within a multidisciplinary team of psychologists, counsellors and social workers. Our team of staff and clinical services volunteers benefit from ongoing clinical supervision and extensive professional development opportunities.**

**Our face-to-face services reduce emotional distress, promote resilience, and improve coping skills in clients who may be at risk of suicide.**

## PERSONAL COUNSELLING SERVICES

2016/2017

168 clients attended

1,266 counselling sessions

This generalist counselling service, fully funded by the Neilson Foundation, sees clients with a wide range of presenting issues including anxiety, depression, and relationship and adjustment issues.

### HIGHLIGHTS

- Two new personal counsellors and one provisionally registered psychologist joined the team.
- We maintained our relationship with the Australian Catholic University, accepting a second Masters of Clinical Psychology student on a placement. We also offered counselling placements to two students from the Australian College of Applied Psychology.
- Two of our provisional psychologists passed the National Psychology Examination, one of whom also gained full registration to the Psychology Board of Australia.

- One of our registered psychologists completed the Psychology Board of Australia supervisor training program.
- Lifeline Harbour to Hawkesbury provided funded training on dialectical behaviour therapy for five members of the personal counselling team.
- The clinical team participated in a four-day workshop and supervision on intellectual disability and mental health provided by the Centre for Disability Studies, University of Sydney.

## BULK-BILLED PSYCHOLOGICAL SERVICES

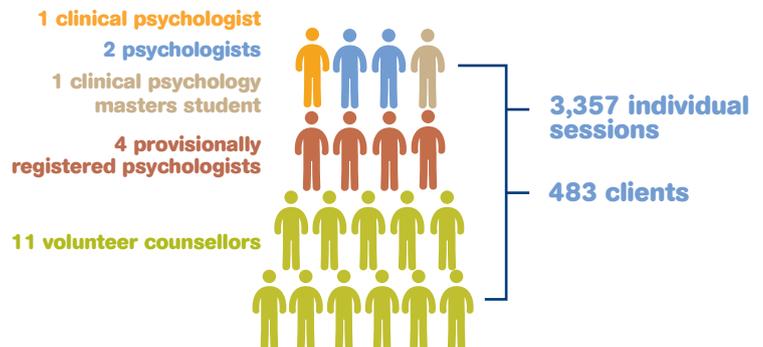
2016/2017

216 clients attended

1,355 bulk-billed sessions

This service sees clients who have a mental health care plan referral or an

### SESSIONS & MEETINGS BY OUR TEAM



Access to Allied Psychological Services referral from their general practitioner. Clients can access psychological treatment without incurring out-of-pocket expenses for a range of clinically diagnosable mental health issues that significantly interfere with their current functioning.

### HIGHLIGHTS

- Engagement with local GPs has resulted in a continued increase in referrals to the bulk-billing psychological service.

## GAMBLING HELP SERVICE

2016/2017

174 clients attended

735 gambling help & 417 financial counselling sessions

The Gambling Help service, funded by the Responsible Gambling Fund, provides a therapeutic counselling

**“Lifeline Harbour to Hawkesbury is a very special place to work.”**

OLIVIA, COUNSELLOR

Olivia has been involved with our centre for about five years, and works as a personal counsellor and group facilitator. She believes always feeling so supported and safe within her working environment has influenced how she is with her clients.

‘Because I have never felt judged, just encouraged, it has given me the personal

freedom to be authentic with my clients, and give them my best possible service.

‘I feel so fortunate to be working here with a team of professionals who genuinely care about their staff and their clients, and want to make a difference. They have given me wonderful opportunities to build my confidence, to flourish and to challenge myself.

service and a financial counselling service to engage problem gamblers, their family members and friends.

A team of nine therapeutic counsellors and 11 financial counsellors is available to service Gambling Help clients. Referrals between the financial counselling service and the therapeutic counselling service are made frequently, providing holistic care and support.

**The number of new Gambling Help clients engaged per month continues to grow, and the number of sessions per month has remained stable.**

### HIGHLIGHTS

- The focus has been to raise awareness about problem gambling, promote the Gambling Help service (and all other Clinical and Community Services), and to engage GPs in our local community.
- Our Gambling Help service continues to meet all its KPIs and significantly exceeded its targets for number of sessions per full-time position.
- The Gambling Help Manager qualified as an APS Board approved supervisor.
- An article about one of our Gambling Help clients was published in the NSW medical journal *Doctor*, alerting GPs to problem gambling and our service.

## WAY2WELLNESS (W2W)

Way2Wellness is a newly commissioned, telephone-based coaching service for people aged 16 years and over in the northern Sydney area. Funded by the Sydney North Primary Health Network (PHN), W2W supports those experiencing mild to moderate mental health concerns and helps them access e-mental health tools or local face-to-face services. Way2Wellness operates in association with Lifeline Northern Beaches and started taking calls in June 2017.

### HIGHLIGHTS

- Developing W2W data collection in the software system Salesforce to meet reporting requirements.
- Recruiting and training staff to manage and operate W2W, including setting up the call centre.
- Developing a referral and reference guide listing evidence-based online tools and programs in northern Sydney, including face-to-face services.

## PHN PSYCHOLOGICAL GROUPS

In May 2017 Lifeline Harbour to Hawkesbury, in association with Lifeline Northern Beaches, was commissioned by Sydney North Primary Health Network to provide evidence-based psychological therapy groups for people experiencing mild to moderate mental health symptoms in our areas.

The contract is for a 14-month period, and will focus on providing treatment for the following target groups:

- mothers with perinatal depression or anxiety

- people with mild to moderate intellectual disability who are also experiencing symptoms of anxiety or depression
- people with a diagnosis of hoarding disorder
- adolescents and adults experiencing symptoms of anxiety or depression.

### HIGHLIGHTS

- Appointing a group coordinator and group administrator, and contracting allied health professionals to facilitate groups.
- Collecting PHN groups data in Salesforce to meet reporting requirements.

## GROUP PROGRAMS

We provide a range of specialist support groups and therapeutic programs aimed at meeting specific needs in our community: the Suicide Bereavement Support Group (SBSG); the Hoarding Treatment Program and Hoarding Support Group; Gambling Help Group; and the REACH Depression/Bipolar Group.

### HIGHLIGHTS

- The re-introduction of monthly Suicide Bereavement Support Groups to provide ongoing monthly support for anyone who has been bereaved by suicide.
- Developing and piloting the monthly Depression Bipolar Support Group that provides ongoing support for anyone who has attended the nine-week closed REACH group, and helps clients to maintain improvements from the initial closed group.

**'The program moved me from denial to acceptance, then action. I learned strategies that are now part of my life.'**

**'It was a very supportive, calm, positive environment. I didn't feel alone, and gained practical tools to help me manage.'**

**SIMONE ISEMANN  
CLINICAL SERVICES MANAGER**



OUR WAY2WELLNESS TEAM LAUNCH THE PROGRAM.

# community services

**At a time when I felt all alone, my financial counsellor was a pillar of support and encouraged me to continue on in my new independent life. A wonderful organisation, I can't thank you enough!**  
CLIENT

**Community Services provides practical and emotional support to members of the local community through Financial Counselling and Community Aid.**

	2012/13	2013/14	2014/15	2015/16	2016/17
<b>FINANCIAL COUNSELLING</b>					
Individuals assisted	334	326	377	445	536
Occasions of service	2,246	1,724	2,150	2,698	3,139
<b>COMMUNITY AID</b>					
Individuals assisted	119	130	122	150	158
Occasions of service	1,271	1,343	1,747	1,457	1,708
<b>TOTAL COMMUNITY SERVICES</b>					
Individuals assisted	453	456	499	595	694
Occasions of service	3,517	3,067	3,897	4,155	4,847

## FINANCIAL COUNSELLING

The Financial Counselling service helps individuals and families who are experiencing financial hardship and distress. Client care and long-term wellbeing is our core focus.

The service is funded by the Commonwealth Department of Social Services. In addition to the funded hours, our team of 11 financial counsellors provide many additional voluntary hours of service.

During the past year the team provided a total of 2,708 hours of client-specific service. This figure does not include the additional hours involved in administration, data entry and file

management, which each of the dedicated financial counsellors gives in order to provide this service to clients.

In addition, each financial counsellor fulfils the stringent professional supervision and development hours required to maintain their financial counselling accreditation.

During the past year our financial counsellors provided 3,139 sessions/ occasions of service to a total of 536 individual clients. Of those clients, 245 were new clients attending financial counselling for the first time during the year. On average, each client received 5.8 occasions of service.

Our clients came from a myriad of different situations. Of the new clients, 37 per cent were in receipt of wages, while another 30 per cent received New Start, the Aged Pension or other form of government support.

On average, our clients were 46.3 years old, lived alone (21 per cent) or were single with dependent children (11 per cent). In addition, 31 per cent of our new clients identified themselves as experiencing depression or some other sort of mental health issue.

Most new clients (48 per cent), were referred from other community/welfare agencies, and presented with money management issues (86 per cent). Credit card debt issues continue to be the most common issue for our clients (58 per cent). Resolving issues with debt collection agencies (14 per cent) is another common trigger for attending financial counselling.

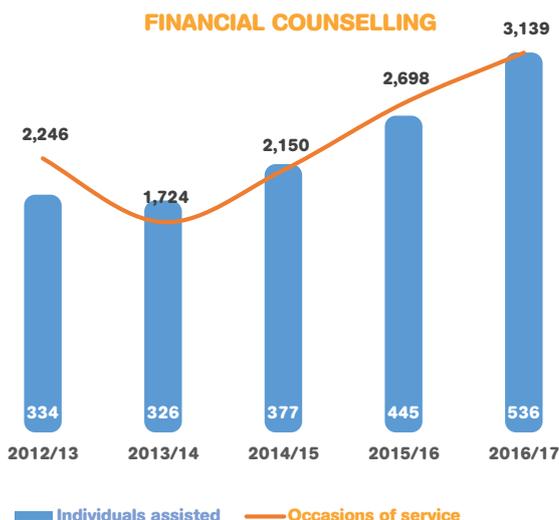
**'I was nervous, but was put at ease instantly, and am very glad that I attended!'**  
CLIENT

**'My counsellor understood my problem and had great knowledge about my options.'**  
CLIENT

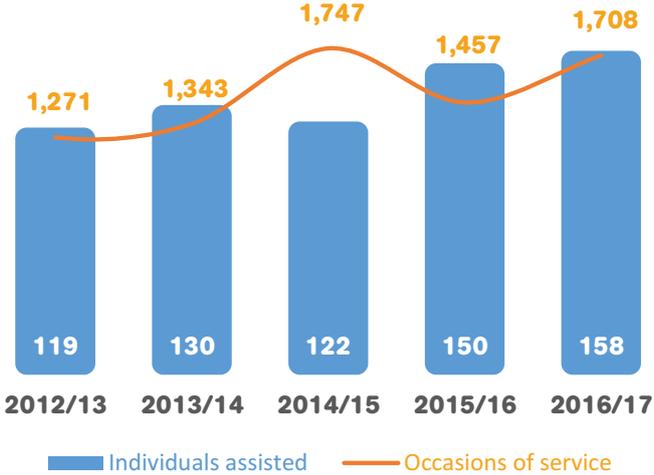
## COMMUNITY AID

Community Aid connects with local aged people and provides personalised services such as transport to and from appointments, assisted shopping, and social support such as home visits and phone calls.

At 85, Frank\* had simply lost interest in life. He was barely able to get out of bed



## COMMUNITY AID



each morning, let alone leave the house. Frank’s wife was very worried about his deteriorating mental health, especially as he wasn’t willing to accept any support from professional services.

Frank’s social wellbeing needs were identified through the My Aged Care assessment process. He was then referred to our Community Aid service.

Roger, a Community Aid volunteer, started visiting Frank in his home. Roger sat and chatted with Frank, and this friendly visit by Roger had a profound impact on Frank’s life. His wife has reported that he has begun to take an interest in what is happening around him again, and eagerly looks forward to Roger’s visits. He has even begun to go out of the house and talk with his neighbours.

Frank’s story is only beginning, but hope is now part of his story. The current ABS statistics show that men age 85+ have a very high suicide rate – Roger’s home visit is a major step in preventing Frank becoming another of the many suicides each year.

Visits and phone support are just part (15 per cent) of the services provided by our Community Aid team of 35 volunteers. Our current clientele is made up of 158 people, and the services we provide enable our clients, who have an average age of 84, to remain living safely in their own home.

During the past year, our volunteers provided 1,452 individual trips. This included picking up the client in the volunteer’s car and taking them to medical or other appointments or social events, or to the local shops where the volunteer helped the clients do their shopping.

Most Community Aid clients live in their own home (72 per cent), or in independent living units (20 per cent). The vast majority receive a government pension (85 per cent), while the remainder are self-funded. A total of 38 per cent of clients are in a couple relationship.

However, 53 per cent of our clients live alone, which highlights another very important aspect of Community Aid’s service to our clients – we are able to watch out for each client’s health and wellbeing.

Janice\* is one such case. Janice, 89, lived alone. She initially asked for help with shopping. Over time, while providing the service, our volunteers saw a decrease in Janice’s health and stability on her feet, but Janice was a fiercely independent lady who dismissed additional services.

As part of our client care, we contacted Janice’s daughter who lived some distance from Janice, but took an interest in her wellbeing. After being told of Janice’s marked deterioration, her daughter was able to visit and encourage Janice to accept a higher level of aged care, which Janice really needed.

**GRAEME DALEY**  
**COMMUNITY SERVICES MANAGER**  
*\*Names have been changed.*

### Community aid case study

## Swinging into action

Earlier this year, a grandmother looking after five of her young grandchildren (ranging in age from three to 13), lost everything when fire destroyed their home. The NSW Department of Family and Community Services (FACS) had organised temporary crisis housing, but the family had nothing but the clothes they stood in.

Lifeline Harbour to Hawkesbury was phoned by their caseworker, and the team mobilised. Management approved funds, and Community Service arranged with the Lifeline store at Asquith for the

family to visit that same afternoon and get whatever they needed.

The children’s excitement could barely be contained as they chose the clothes they liked, and the grandmother was thrilled with the quality of clothes available, and in particular the warm welcome she received from the store staff.

The caseworker emailed to thank Lifeline Harbour to Hawkesbury, and remarked, ‘The family’s situation was precarious. They had nothing and needed help right away – not in a day or two, or next week – and Lifeline came through impressively.’

Acknowledging that looking after five grandchildren while homeless was a

huge and daunting undertaking, the caseworker commented, ‘You made it easier for her. She was clearly touched and has asked me to thank you for her. Many thanks for being part of the team that swung into action to help this family.’

Being able to provide immediate help in a time of crisis is what we’re here for.

As the caseworker said, ‘When circumstances are so urgent, it’s reassuring to know that a charity like Lifeline Harbour to Hawkesbury can act so quickly to provide the practical and material assistance that makes such a difference in difficult times.’

We couldn’t agree more.

# business and fundraising

'On leaving the Lifeline Waitara store, it is impossible not to feel a whole lot happier than when you arrived.'  
CUSTOMER

**Lifeline Harbour to Hawkesbury relies on the business and fundraising efforts of our dedicated workforce (paid and volunteer). Without them, we would be unable to provide the services we do to so many.**

## OUR RETAIL STORES

Over the past 12 months, not-for-profit retail stores in Sydney have increased in popularity, with many new customers discovering the op-shop experience. With this has come more competition and demand for good quality, interesting merchandise, which has led to an increase in turnover and profit. It also provides a real and meaningful way to interact with those who support us, or who might need our help.

Our four Lifeline shops – Asquith, Waitara, Epping and Pennant Hills – are at the forefront of this changing scene, with Waitara leading the way in engaging our customer base through Instagram. Our Asquith store has now been in the same location for over 20 years, and is the lynchpin for all the shops through wholesaling, sorting and distributing to the other shops.

Pennant Hills is a firm community favourite, and was a finalist in the local business awards, while Epping remains well-regarded for its ladies' designer labels and high-quality items. A hub for the community, the stores are valued highly by the people in our area, from school

children to retirees, and mothers to professionals. Everyone, it seems, is enjoying this emerging trend.

Our Lifeline stores are managed by experienced staff, and they are joined by our large workforce of wonderfully varied and experienced volunteers, without whom what we do would not be possible.

We are engaging with thousands of customers, as well as those donating goods on a regular basis, and we enjoy a very loyal following, which allows us to raise awareness of the services we provide beyond the stores, and helps us contribute vital funds to suicide prevention.



**“I love what I do for Lifeline.”**

Our Pennant Hills Store Manager Anna's enthusiasm for her work shines out of everything she does. Although her role is to primarily sell donated goods to raise funds for Lifeline Harbour to Hawkesbury's vital services, there is so much more to it than that, including styling and creating a place where people are welcomed and enjoy looking around.

This is what really makes Anna tick: 'I am passionate about what I do. My vision is to

promote Lifeline in the best way that I know how – by walking the talk. This means donating items I no longer use to the shop, wearing donated clothing, and encouraging recycling. But Anna admits she couldn't do it alone. 'It takes a team of people with different strengths, great attitude and dedication, and who all believe in what Lifeline stands for, to bring it all together. I am so grateful and humbled by our volunteers, and the gift of their time and expertise.'



## OUR BOOK FAIRS

**'Our book fair volunteers are an outstanding group of people who not only give tirelessly of their time, energy and expertise, but provide a reliable source of income to fund our services.'**  
**WENDY CARVER, CEO**

Without firsthand experience, it would be hard to comprehend the effort and goodwill that underlies the coordination and delivery of a Lifeline book fair, which is run entirely by volunteers. Our book depots in Hornsby and Lindfield, coordinated by committees, run seven events a year. Our centre is indebted to these two outstanding groups of volunteers, led by Bob Page and Michael Cleary, and the generosity of the public who donate books.

It has been another exciting and rewarding year for our Book Fairs. Having set the bar at a very high level in the previous 12 months, it is with a lot of pride that we report record sales figures for 2016/17.

**Overall, book fairs generated \$543,417 – 19% up on the previous year.**

**July** – our Wahroonga Giant Book Fair sold 2,745 boxes of books – a clearance rate of around 75 per cent – and increased sales 10 per cent in value from the previous year.

**October** – saw our first Castle Hill Book Fair at Oakhill College where we enjoyed great publicity and sales.

**November** – the Hunters Hill Book Fair continued to grow. Now in its eighth year, it is well-established as a first-class event by the local community, who rewarded us with record sales this year.

**December** – our \$2 Clearance Sale at the Lindfield Book Depot reported a record 40 per cent increase in sales.

**January** – the Chatswood Book Fair held at the Concourse benefitted from our enthusiastic volunteers and enjoyed a large level of customer support resulting in record sales.

**April** – the revamped layout at the Thornleigh Community Centre was tremendous, making for easier browsing and record sales at the family friendly Thornleigh Book Fair.

**May** – the eagerly awaited, annual \$1 Clearance Sale at the Hornsby War Memorial Hall enjoyed a 20 per cent growth in sales.

## HIGHLIGHTS

- Around 18 new volunteers were inducted. This will help us maintain our numbers and enable us to replace retiring volunteers.
- Again, we identified other charitable organisations that might benefit from our excess books. This year we supported Paint the Town REaD, an early literacy effort, and schools in the Philippines and Zimbabwe.
- Safety improvements to the Lindfield Book Depot included a new driveway surface (prepared by Ku-ring-gai Council); repairs to the bunker where donations are left and where the culling takes place; and installation of new shelves in the donation shed.
- We also provided books to: Lifeline Central West to help present profitable book fairs; Asquith and Waitara Lifeline shops; the Pennant Hills Baptist Church; the Hornsby Girls High School Multicultural Day through Hornsby Rotary; and the Wesley Family Centre.

With sincere thanks to our tireless volunteers, Knox Grammar School, Oakhill College and the many other organisations for providing venues, Ku-ring-gai Council, Wrigley, Commonwealth Bank, National Australia Bank, Grill'd Crows Nest and Rotary for their ongoing support.

## Pride of Workmanship Award

In April, our own Robert (Bob) Page was awarded the Pride of Workmanship Award from Turramurra Rotary. Bob's innovative spirit and initiative has played a huge role in turning around our centre's financial viability and sustainability.

## OUR FUNDRAISING & EVENTS

Our fundraising efforts focus on our two major annual events, the Bobbin Head Cycle Classic and the Sapphire Gala Ball, as well as other smaller events and promotions that raise awareness of Lifeline's vital services.

**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.**

This financial year, our fundraising team has continued to grow our community fundraising events and develop corporate partnerships, while maintaining our strategy of focusing on two major annual events, to create a sustainable fundraising platform for our services.

In September 2016, we hosted the annual Sapphire Gala Ball at Sydney's Luna Park, and 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, Paul Murray, Lucy Brogden, and guest speaker, Rachael Stevens. Rachael is a survivor of a suicide attempt, depression and a severe eating disorder. Her powerful and honest story of recovery was an inspiration to the guests at this event.

Our longstanding partnerships with local Rotary clubs continues to be of vital importance to the success of our fundraising initiatives. In March 2017, we were once again the charity partner of the 2017 Bobbin Head Cycle Classic (BHCC). Organised by the Rotary clubs of Turrumurra, Ku-ring-gai, St Ives and Wahroonga, the event attracted more than 2,480 riders and 450 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.

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 magnificent fundraising team members and office staff for their never-ending support.

**EMMA BAGLEY  
FUNDRAISING MANAGER**



# our board

Lifeline Harbour to Hawkesbury is accredited by Lifeline Australia, and is accountable to them for the governance of its operations. The role of the board is to provide governance and broad strategic direction. It has ultimate responsibility for compliance with accreditation and licensing requirements to enable our centre to maintain its membership of Lifeline Australia.

Supporting the work of the board are its five committees: Finance, Audit and Risk (FAR), Funding, Marketing and Media (FMM), Human Resources (HR), Retail and Property (RP) and Membership. Committee members are drawn from the board, staff and wider community as appropriate.

For the past year, the board's focus has been on revisions to financial policies and practices, expansion of the Lifeline Harbour to Hawkesbury retail business, exploration of opportunities for closer cooperation with Lifeline Northern Beaches, and support for new initiatives being led by the Clinical Services, Community Services and Operations teams.

Board members are selected on the basis of their skills, experience and commitment to Lifeline's purpose. They provide mentoring and practical support to the management team when required, in pursuit of our vision of an Australia free of suicide.

**Our board members have a broad skill base that enables them to guide the strategic direction of our Lifeline centre, and provide great support to management and the workforce.**

## 2017 BOARD MEMBERS

### Carel Bothma President

(since 21 October 2016)  
Chair of the HR Committee

On the board since September 2012, Carel has 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.



### Pam Pritchard Past President

(retired 21 October 2016)

Pam joined the board in 2007 and became President in 2009. With senior executive and governance experience in many community-based, not-for-profit organisations, Pam's roles include leadership, training, mentoring, administration and event management. A previous state primary school principal, Pam is an active member of Turramurra Rotary.

### David Scott Vice President

(since 21 October 2016)  
Chair of the 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** (since 1 March 2017)  
**Chair of the FAR Committee**

With a career spanning over 40 years in the securities industry, Mark joined the board in April 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, and Deputy Chair of the Hunter United Employees Credit Union.



**Merlyne Thompson**  
**Board Secretary**

**Chair of the Membership Committee,**  
**member of the RP Committee**

Merlyne joined Lifeline Harbour to Hawkesbury in 1998, and continues to work on the 13 11 14 telephone crisis support line. Her corporate experience includes Asia-Pacific leadership roles in strategic procurement for multi-national companies. She holds a Bachelor of Science degree and a Graduate Diploma in Administration (Financial Administration).

**Lee-Anne Purbrick**  
**Past Treasurer**

**Chair of the FAR Committee**  
**(resigned 28 February 2017)**

Lee-Anne is a chartered accountant, and currently Executive Manager – Corporate Services at Holy Spirit Northside Private Hospital in Brisbane. She joined our board in 2013, having previously worked for the non-profit sector in Britain for over eight years, and led the International Air Transport Association's (IATA) African Finance team in South Africa.



**Chris Kinsella**  
**member of the 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 Minter Ellison. 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.



**Barbara Ward**  
**Chair of the FMM Committee**  
**(since 23 February 2017)**

Barbara joined the board in February 2017. In the same month she was awarded Ku-ring-gai Local Woman of the Year. Currently Managing Director of the San Foundation, Barbara has high-level executive experience in fundraising, welfare services, humanitarian aid, finance, business administration, human resources, state and local government, and management consulting.

**Roger Hogan**  
**Past Chair of the FMM Committee**  
**(resigned 5 January 2017)**

With more than 35 years' experience as a financial journalist, marketing and media relations executive and business owner, Roger was involved in developing our relations with the media and donor community. He is currently the Director of Marketing and Communications for the Australian subsidiary of a global investment company.



# treasurer's report



Following the retirement of Lee-Anne Purbrick, this is my first report as treasurer. I would like to acknowledge the legacy that Lee-Anne has left: a sound balance sheet and strong financial management.

The year delivered another surplus of \$341,000. Although there were no material one-offs as in 2015/16, all of our revenue streams performed strongly. The stand-out was retail, with the inclusion of the Waitara store for the full year.

The surplus delivers financial strength to Lifeline Harbour to Hawkesbury. It has allowed us to improve services and also gives us the ability to withstand changes in our operating environment if they occur.

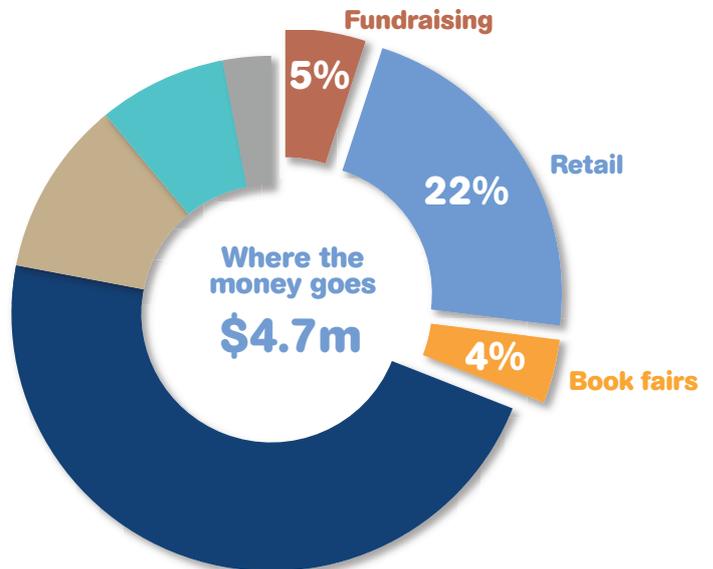
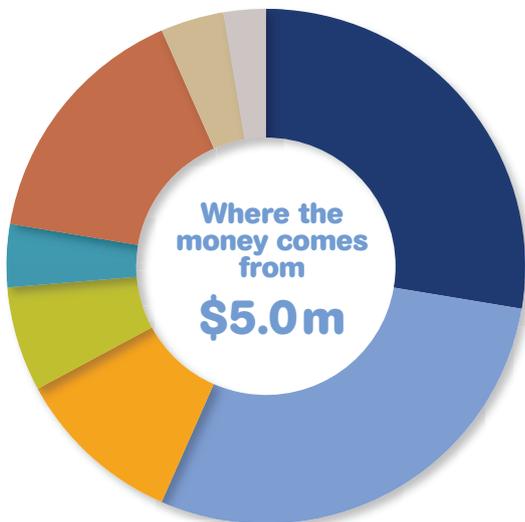
Our income is raised through a variety of sources, with our main funding sources as follows.

## Contracted services

During the year, Lifeline H2H serviced the national 13 11 14 crisis line midnight to 6 am shift on behalf of Lifeline Australia. We also continued to operate the Cannabis Information and Helpline until December 2016, when government funding was withdrawn from the National Cannabis Prevention and Information Centre. The funding received for contracted services covers the employment costs of our specialised counsellors, as well as an allocation of management and administrative overheads.

## Sale of goods

Overall, our retail operations delivered a surplus after direct costs of \$503,286 (2016: \$308,491), and a profit margin of 34% (2016: 30%). With the benefit of a full year of trading at Waitara, our shops raised a record \$1,469,677 in revenue (2016: \$1,030,099), and contributed \$446,275 (2016: \$252,462) net of expenses in vital funds for our crisis support and suicide prevention services.



Contracted services	1,381,012
Retail	1,469,677
Bookfairs	543,417
Donations	320,023
Events	167,615
Grants	797,383
Course and service fees	208,166
Other income	119,578

Fundraising	\$229,815	MONEY SPENT ON GENERATING FUNDS
Retail	\$1,023,402	
Bookfairs	\$172,417	
Telephone crisis support services	\$2,190,347	MONEY SPENT ON SERVICE PROVISION
Clinical services	\$529,744	
Community services	\$386,918	
Other	\$133,112	

Our book fairs continue to grow in size and revenue. With the introduction of the Castle Hill Book Fair in October 2016, our book fairs realised \$543,417 (2016: \$454,862) in sales. Thanks to the dedicated team of volunteers who run our book fair business and support from the staff at Gordon office, costs were kept to a minimum, resulting in a net contribution after expenses of \$373,546 (2016: \$273,521) to support our suite of life-saving services.

## Fundraising

Fundraising was also strong with great results and increased patronage for our major events, the Sapphire Gala Ball and the Bobbin Head Cycle Classic.

We continue to build strong relationships with our supporters: Rotary clubs, corporates, foundations and individuals.

## Grants

Lifeline H2H secured grant funding in 2017 of \$797,383. Grant funding was received from the NSW Ministry of Health, the Responsible Gambling Fund, and the Departments of Health and Social Services. We were also successful in gaining funding from the Sydney North Primary Health Network to develop two new mental health services. A detailed list of grant funding is included in the notes to the financial statements.

Lifeline Harbour to Hawkesbury continues to invest its resources wisely to put more of every dollar towards our life-saving telephone support services, clinical services and community services. Our expenses increased by 14% on the previous year. In 2017, Lifeline Harbour to Hawkesbury increased its investment in high-demand 11 14 shifts and group programs identified as critical to our community. We also invested in infrastructure and development of a Salesforce database and case management system for our counselling and community services, which also has the capacity to report directly into the systems of our funding bodies.

Lifeline Harbour to Hawkesbury 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.

We have a strong financial and risk governance team that sits as the Finance, Audit and Risk Committee. I would like to acknowledge the commitment of Wendy Carver, Angela Dodd, Chris Kinsella, and more recently Guy Amon.

**MARK HEDGES**  
**TREASURER**

### Five-year gross revenue comparison

	2017	2016	2015	2014	2013
<b>Contracted services</b>	1,381,012	1,478,212	1,448,434	1,391,072	1,090,108
<b>Retail sales</b>	1,469,677	1,030,099	744,149	480,430	394,993
<b>Book fair sales</b>	543,417	454,862	406,724	281,433	261,774
<b>Fundraising events</b>	167,615	216,729	253,416	187,469	48,560
<b>Donations</b>	320,023	903,719	257,881	218,410	114,416
<b>Grants</b>	797,383	663,119	465,916	346,583	465,028
<b>Course &amp; service fees</b>	208,166	184,081	125,054	92,798	74,869
<b>Other income</b>	119,578	89,240	83,769	67,670	91,582

# statement of financial position

balance sheet as at 30 June 2017

	Notes	2017 \$	2016 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash on hand and at bank		122,263	143,647
Short term deposits	7	1,163,667	2,037,456
Investments	8	1,274,389	0
Trade and other receivables	9	223,396	203,252
<b>Total current assets</b>		<b>2,783,715</b>	<b>2,384,355</b>
Non-current assets			
Plant & equipment	10	268,316	253,742
<b>Total non-current assets</b>		<b>268,316</b>	<b>253,742</b>
<b>Total assets</b>		<b>3,052,031</b>	<b>2,638,097</b>
<b>Current liabilities</b>			
Trade and other payables	11	376,441	307,771
Other liabilities	12	76,056	96,539
Provisions	13	371,226	346,596
<b>Total current liabilities</b>		<b>823,723</b>	<b>750,906</b>
<b>Total liabilities</b>		<b>823,723</b>	<b>750,906</b>
<b>Net assets</b>		<b>2,228,308</b>	<b>1,887,191</b>
<b>Equity</b>			
Reserves	14	2,228,308	1,887,191
		<b>2,228,308</b>	<b>1,887,191</b>

# statement of financial performance

for year ended 30 June 2017

	Notes	2017 \$	2016 \$
Contracted services	3	1,381,012	1,478,212
Sale of goods	2	2,013,094	1,484,961
Fundraising			
Donations	5	320,023	308,258
Non-recurring contribution		0	595,461
Events		167,615	216,729
Grants	4	797,383	663,119
Course and service fees		208,166	184,081
Other income		119,578	89,240
<b>Revenue and other income</b>		<b>5,006,871</b>	<b>5,020,061</b>
Costs of generating funds			
Fundraising		229,815	216,631
Retail and bookfairs		1,195,818	961,727
Charitable services			
Telephone crisis support services		2,190,347	2,036,769
Clinical services		529,744	424,038
Community services		386,918	322,145
Other		133,112	95,818
<b>Expenditure</b>	6	<b>4,665,754</b>	<b>4,057,128</b>
<b>Net surplus for the year</b>		<b>341,117</b>	<b>962,933</b>

# notes to the financial statements

for year ended 30 June 2017

## 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.

## Note 2: Revenue from the sale of goods

	2017 \$	2016 \$
Retail	1,469,677	1,030,099
Book fairs	543,417	454,862
	<b>2,013,094</b>	<b>1,484,961</b>

The revenue received from Retail includes the first full year of operations of the Waitara store.

## Note 3: Revenue from contracted services

During the year Lifeline H2H provided services such as the Cannabis Information 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.

## Note 4: Grants

During the year Lifeline H2H received the following grants:	2017 \$	2016 \$
Department of Health Home and Community Care Program – to fund our Community Aid services	86,228	96,861
Department of Social Services Financial Counselling Grant – to support the costs of Financial Counselling Service	99,712	97,910
Department of Infrastructure & Regional Development – funding for security upgrade	0	13,352
Responsible Gambling Fund – to support the costs of Gambling Help Counselling Service	99,240	89,671
NSW Ministry of Health – to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	314,203	296,922
Sydney North Health Network – funding for Hoarding Disorder Treatment and Support Program	45,455	9,856
Community Care Northern Beaches: Sydney North Shore & Beaches PIR	0	13,346
Aftercare: PIR Hunter	0	39,260
Sydney North Primary Health Network – funding for Low Intensity Mental Health Services	100,000	0
Sydney North Primary Health Network – funding for Group Psychological Services to Underserved Groups	50,000	0
Transurban Innovation and Community	2,545	5,940
	<b>797,383</b>	<b>663,119</b>

# notes to the financial statements

for year ended 30 June 2017 (cont'd ...)

## Note 5: Donations

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

	2017 \$	2016 \$
<b>Note 6: Expenses</b>		
Net operating surplus includes the following specific expenses:		
Depreciation:		
Furniture & fixtures	14,421	11,426
Office equipment	30,547	7,612
Shop fixtures & fittings	61,281	28,972
Motor vehicles	8,293	4,683
	<b>114,542</b>	<b>52,693</b>
Accounting advice - Rhodes Docherty & Co	0	0
Audit and review of financial statements – Rhodes Docherty & Co	10,595	7,240

## Note 7: Short-term deposits

Deposits @ call	506,958	536,294
Term deposits	656,709	1,468,286
	<b>1,163,667</b>	<b>2,004,580</b>

## Note 8: Investments

Shares in listed companies	40,061	32,876
Floating rate bonds	1,234,328	0
	<b>1,274,389</b>	<b>32,876</b>

The shares held for the Helping Hand Fund and the floating rate bond investments are classified as current as 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 9: Trade and other receivables

Trade receivables	90,867	58,082
Other receivables	0	0
Deposits paid	96,427	73,576
Prepayments	36,102	71,594
	<b>223,396</b>	<b>203,252</b>

## Note 10: Plant & equipment

Motor vehicles	125,528	82,214
Furniture and fittings	126,941	136,164
Office equipment	115,084	111,296
Shop fixtures and fittings	210,431	183,664
Warehouse fixtures and fittings	4,967	4,967
	<b>582,951</b>	<b>518,305</b>
Less provision for depreciation	-314,635	-264,563
	<b>268,316</b>	<b>253,742</b>

# notes to the financial statements

for year ended 30 June 2017 (cont'd ...)

	2017 \$	2016 \$
<b>Note 11: Trade and other payables</b>		
Trade payables	16,710	43,123
Accruals	164,523	103,890
Helping Hand Funds	45,704	39,871
Other payables	149,504	120,887
	<b>376,441</b>	<b>307,771</b>

## Note 12: Other liabilities

Deferred income	76,056	96,539
	<b>76,056</b>	<b>96,539</b>

## Note 13: Provisions

Provision for long service leave	128,376	87,433
Provision for annual leave	242,850	259,163
	<b>371,226</b>	<b>346,596</b>

## Note 14: Reserves

Retained profits at beginning of financial year	1,887,191	924,258
Current year surplus	341,117	962,933
<b>Retained profits at end of financial year</b>	<b>2,228,308</b>	<b>1,887,191</b>

## Note 15: 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 \$446,275 (2016 \$252,462) 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 \$373,546 (2016 \$273,521). These results include a conservative allocation for administrative support necessary for these business centres to be successful.

Donations were received amounting to \$320,023 (2016 \$903,719 including non-recurring contribution).

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 \$341,117 was transferred to accumulated funds.

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

## Note 16: Accumulated funds

Accumulated funds, including specific reserves	2017	2016	2,015	2014	2013
	<b>2,228,308</b>	<b>1,887,191</b>	<b>924,258</b>	<b>707,298</b>	<b>567,036</b>

**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 2017 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



Carel Bothma  
22 September 2017

Treasurer



Mark Hedges  
22 September 2017

## 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 2017, and the statement of financial performance, 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:

- o The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2017 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);
- o 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;
- o 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
- o 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.

#### 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.

## Lifeline Harbour to Hawkesbury Inc

ABN 56 766 506 533

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

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.

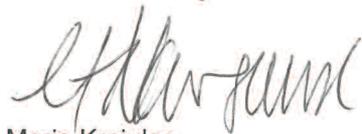
The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). We disclaim 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: 22<sup>nd</sup> September 2017

# our heartfelt thanks...

To all our supporters, especially Ku-ring-gai Council for their ongoing support and provision of premises. We also acknowledge everyone who supported our fundraising events through the year, our many book fairs and clearance sales, as well as our Christmas hamper project.

## Our government funding bodies and supporters

Centrelink Hornsby	Hunters Hill Council	NSW Ministry for Health
Department of Health	Ku-ring-gai Council	Responsible Gambling Fund
Department of Social Services	Lifeline Australia	Sydney North Primary Health Network
Dougherty Community Centre Hornsby	National Cannabis Prevention and Information Centre	Willoughby City Council

## Our rotary club partners

Rotary Club of Hornsby	Rotary Club of Lindfield	Rotary Club of Turramurra
Rotary Club of Ku-ring-gai	Rotary Club of St Ives	Rotary Club of Wahroonga

## Trusts and foundations

Neilson Foundation	TISM Foundation	Young Australian Chinese Charity Foundation
IAG Foundation		

## Our workplace giving partners

Ausgrid	Unilever
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## Our corporate partners

AAA Tyre Factory	Datacom	Robert Oatley Vineyards
Arajilla Retreat	Evolution Mining	SNAP Printing, Parra Phillip
ASV Euro Car Parts	Holland America Line	St Patricks Day Classic
Baiada Poultry	Hump Ridge Track Ltd	Stephan Auto Body Pty Ltd
Blackdog Institute	IAG	Tasmania Walking Co.
Caltex Australia	Lexus of Chatswood	The Palmdale Group
Canon	Local Direct Network	The Star Pty Ltd
Clubs NSW	McCarroll's Automotive Group	Toyota Financial Services
Commonwealth Bank of Australia	Minter Ellison	Unique Window Tinting Pty Ltd
Community Enterprise Foundation: Turramurra and Lindfield	National Australia Bank	Vinva Investment Management
Cumulus Wines	Pearl Traders Pt Ltd	Wrigley
	Production Technologies	

## Our individual supporters

Alister Henskens, SC, MP	John & Lucy Brogden	Phil McCarroll
Cherri Carol	Julia Wokes	Rachael Stevens
Christine Leaming	Keith Holder	Rosalie Cains
Cyril Melman	Lisa O'Brien	Ross Mulcahy
Deborah & Michael Reid	Lorand Keller	Sarah McPherson
Elsbeth Westwood	Madeleine Gower	Scott Sheppard
Grace Keegan	Mark Hancock	Tom Day
Ian Salmon	Paul Murray	Vic & Marie Soghomonian
Jack McCartney	Peter Anderson	

## Our community partners

Castle Hill Christadelphian Ecclesia	Knox Grammar School	Ravenswood School for Girls
Century Venues, The Concourse	Ku-ring-gai Council Social Club	Roseville Uniting Church
Grill'd Pty Ltd, Crows Nest	Oakhill College Dural	Saint Ignatius' College Riverview
Gordon Uniting Church	Peter Canisius House	Wenona School



# years of service awards

We celebrate our workforce of paid staff and volunteers, and give thanks to everyone who commits their time and expertise to Lifeline Harbour to Hawkesbury. Thanks to your dedication and involvement, we continue to grow, achieve outstanding results and engage and support our community. Most importantly, you enable us to fulfill our mission to save lives, and we thank you.

## 35 years of service

Betty Sharp

## 30 years of service

Nita Brooks

Ted Ranft

## 25 years of service

Marie Cheal

## 20 years of service

Shirley Ashton

Lynn Whiter

Anne Holmes

## 15 years of service

Claire Schmieg

Isabella Drake

Jean Hartshorne

Christine Murchison

Grace Armah

Anne Freer

## 10 years of service

Lea Smedley

Ceiny Maybury

Sheila Barnett

Elizabeth Kell

Andy Straw

Ian Stuart

Peggy Cameron

Suzanne Mckeand

Robert Page

## 5 years of service

Cameron Robinson

Carolyn Stephenson

Margaret Swithenbank

Christopher Eastwood

Maria Mascarenhas

Monica Hitchenson

Barbara Rothenberg

David Hepworth

Penelope Smith

Mary McMullan

James McElroy

Joan Mitchell

Anthony Hunt

Francis Scott

Tamara Murrell

Wendy Phillips

Dominic Bowden

Patricia Boyd

Nancy Chester

Olivia Saxon

Helen Mitchell

Sarah Seldon

Ross Warden

Zena Gardiner

Tara Slater

Tom Day

Gerard Draper

Sanja Durdevic

Christine Fogarty

Craig Hamilton

Peter Huxley

Tony Matthews

Joy McPherson

Sally Rutherford

Michael Todd

Chris Watt

With the introduction of our new Salesforce system, we found that there were a number of people who should have received their Years of Service Awards some time back. We would like to recognise their commitment and dedication to Lifeline Harbour to Hawkesbury, albeit belatedly.

Additional certificates

Philippa Harding (23 years)

Graeme Daley (14 years)

Jan Whitaker (13 years)

Marian Bentley (8 years)

Ed Bentley (7 years)

Ann Matthews (7 years)

Margaret Owens (7 years)

Ian James (7 years)

Angela Dodd (7 years)

Margaret Hickey (7 years)

Emma Bagley (7 years)

Judith Nicholls (6 years)

Eleanor Hutchinson (6 years)

Correct as at June 2017

## Awards

Michael Andrews was awarded the Ku-ring-gai Council Seniors Week Mayoral Award 2017

Bob Page and Brenda Barber were nominated for Lifeline Australia's Outstanding Volunteer of the Year Award

Lifeline Harbour to Hawkesbury was shortlisted in the 2017 Better Business Awards.

how  
to  
get  
involved



**'Any death by  
suicide is one  
too many.'**

WENDY CARVER



**Our volunteers provide  
support in all areas of  
our operations including  
services, administration,  
retail and fundraising.  
There are many ways to  
help us.**



**make a financial  
donation or bequest**

**become a telephone  
crisis supporter**

**donate books to our  
book fairs, or items  
to our retail shops**



**volunteer at our book  
fairs, retail shops or  
other fundraising events**

**help us raise  
awareness of the issues  
surrounding suicide and  
crisis help**

**Our volunteers are highly valued: we simply could not continue our potentially life-saving work without their support. If you have the time, skills or interest and would like to join us, we would love to hear from you.**

 **Lifeline**  
Harbour to Hawkesbury

4 Park Avenue  
Gordon NSW 2072  
Phone: 02 9498 8805  
Fax: 02 9498 2338  
Email: [admin@lifelineh2h.org.au](mailto:admin@lifelineh2h.org.au)

**[www.lifelineh2h.org.au](http://www.lifelineh2h.org.au)**



LifelineH2H



#LifelineH2H



lifelineh2h

**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 (GDR).