



Annual Report

2008-09

IN THIS YEAR WE HAVE:

- Answered 18,152 calls
- Responded to 1768 suicide calls
- Inducted 73 new telephone counsellors
- Filled 3672 counselling shifts
- Provided 244 face-to-face counselling sessions in the area of gambling and financial counselling
- Delivered services to more than 593 young people in Canberra
- Opened our new Book Sorting and Storage Facility at Mitchell
- Provided expert support and personnel to Lifeline Gippsland to assist affected communities after the February Victorian fires
- Reached out to 1240 young people through Lifeline Canberra/LYNX through Health Awareness Fairs, National Youth Week Expo and Youth Week events.
- Successfully completed the Lifeline Accreditation Standards program and have received accreditation as a Lifeline centre for a further three years
- Delivered training programs to organisations and Government Departments
- Provide Employee Assistance Programs (EAP) and supervision to 8 organisations
- Piloted a mini bookfair in Tuggeranong

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Acknowledgements

LIFELINE CANBERRA WOULD LIKE TO THANK THE FOLLOWING ORGANISATIONS, INDIVIDUALS AND BUSINESSES FOR THEIR SUPPORT DURING THE YEAR:

Major sponsors 2008–09

ACT Government
ACT Office of Children, Youth and Family Support
ACTEWAGL
Bear Cage Productions
Brindabella Airlines
Department of Disability, Housing and Community Services
EPIC
FM104.7
Forward IT
Gungahlin Lakes Golf Club
In2Store
King O'Malley's Irish Pub
Lifeline Australia
Mallesons Stephen Jaques
O2C Solutions
Pilgrim House Management Committee
Prime TV
Queanbeyan Library
Sprout Design
Subway
The Ainslie Football Club
The Boat House by the Lake
The Canberra Times
The Canberra Southern Cross Club
The John James Memorial Foundation
The Toll Group
The Uniting Church
Toby Allen
Universal Express
Vikings Erindale
Video Ezy

And also...

ABC Radio 666
ACT Education Office Bulletin
Andrew Colquhoun
Canberra Grammar
Cheong Liew
CIT
Col Ellis Photography
Commonwealth Government
Consec – Conference Management
Daniel Gibson
Dorothy Barclay
Emma Pieper
Fiona Mitchell
George Calombaris
Gold Creek Country Club
Guy Grossi
Hamperesque
Harry Stevenson
Ilona Fraser
Jane Brown
John Ballerini
Karin McDonald
Kathryn Spurling
Lucca
Lyn Mills
Lyn Nolan
Margaret Hadfield
Maria Efkarpidis
Merici College
Motor Traders Association of Australia
Neil Abrahams
Neil Perry
Order of the Eastern Star
Peter Talty
Shannon Bennett
Sign Flair
Stephanie Alexander
Stuart Walsh
Tom McDonnell
Tony Bilson
SBX
The ACT Gaming and Racing Commission
The Brumbies Rugby Club
The Consumer Law Centre of the ACT—CARE Inc.
Tom Efkarpedis Foundation
YMCA

Our Mission, Our Vision

VISION

Changing lives for the better

MISSION

To enhance the well-being of the community through the provision of counselling and counselling related services, the core of which is a 24 hour telephone counselling service provided by trained volunteer telephone counsellors

Services Provided

LIFELINE 24 HOUR TELEPHONE COUNSELLING SERVICE

Every hour of every day, a trained volunteer telephone counsellor is available to the community of the ACT and Region. Lifeline is there when other services are closed. Many services and private practitioners refer clients to our service between appointments and after hours. Our counsellors provide skilled and knowledgeable support to our callers at the time when their situation has overwhelmed them or just seems too much to bear alone.

CEAS 24 HOUR EMERGENCY ACCOMMODATION REFERRAL SERVICE

The Canberra Emergency Accommodation Service offered through the telephone counselling service is designed to provide the public with up-to-date information on the availability of emergency accommodation. Our counsellors also provide counselling on the background issues associated with the risk of homelessness, alternative resources to refuge accommodation and information on the other services and programs available in the ACT.

LYNX (LIFELINE YOUTH NETWORK)

LYNX is Lifeline Canberra's Youth Services Program. LYNX continues to implement a range of projects and activities aimed at enhancing resilience and empowerment in young people, primarily through the development of skills and the provision of information.

GAMBLING CARE

Gambling Care is the face-to-face counselling service provided to those members of the community who are experiencing problems with gambling and associated financial difficulties. Counselling is also available for the family members of people affected by gambling.

CLUBCARE

Clubcare provides counselling for patrons and professional services to club managements of the 27 clubs affiliated with Clubcare and ACTAB. Our partnership with Clubs ACT allows us to continue to provide high quality service to clients.

APPLIED SUICIDE INTERVENTION SKILLS TRAINING (ASIST)

ASIST is a two-day workshop designed to give emergent care-givers the skills to prevent the immediate risk of suicide or self harm for people who are thinking of completing suicide. Programs are provided to individual organisations and community groups on request.

CORPORATE TRAINING

Lifeline Canberra provides high quality services to the community in the areas of; employee training in communication, counselling and listening skills, employee-client relationship skills, supervision, peer relationship skills and Mental Health First Aid.



My name is Toby Allen and it is my great privilege to be the ambassador of Lifeline Canberra. This is my third year as the ambassador of Lifeline Canberra. The dedication of the volunteers and staff never ceases to amaze me.

Lifeline Canberra provides a range of services that assist the Canberra and wider community from our 24 hour telephone counselling service, our counselling homeless crisis line, face to face counselling for people affected by gambling and of course our bookfairs.

Lifeline Canberra has continued to grow its telephone counselling section this year, with the biggest intake into the training course for people seeking to become volunteer telephone counsellors.

This year also saw the opening of our new Book Sorting and Storage Facility in December. This was a huge accomplishment for the organisation. The volunteers that are now working in the facility are extremely happy with the building and what it has to offer. This building will allow us as an organisation to continue to grow into the future.

I would like to take this opportunity to thank all of our sponsors, supporters, The ACT Government, Commonwealth Government our corporate partners, our club care clubs and the staff and volunteers that continue to help us to us the Canberra community. We could not provide the quality of services without you all. So again thanks.

Cheers



Board of Directors



Robyn Clough

ROBYN CLOUGH

Robyn joined Lifeline Canberra as a telephone counsellor in 2005 and became a member of the Board in the same year. In November 2008 she was elected to the chair. She has worked as a researcher in the community sector and academia in the areas of social housing and public sector governance. Robyn is currently a principal research officer with the Australian Department of the Senate.



Steve Fielding

STEVE FIELDING

Steve is a Principal Consultant at Oakton (previously Acumen Alliance). Steve has held senior executive and management positions in the public and private sectors. He brings many years of practical experience to the Board of Lifeline and he is a member of the Australian Institute of Directors. He joined the Board in 2006. He is currently the Deputy President of Lifeline.



Phillip McCorkell

PHILLIP McCORKELL CPA MAICD

Phillip is the founder and Managing Director of Quattro Consulting, a firm based in Canberra providing management consulting services which help businesses improve their performance. Prior to founding Quattro Consulting, Phillip worked in senior corporate management positions in the federal government, local government, private and not-for-profit sectors over a period of 15 years. Phillip is the Chair of the Finance & Audit Committee.



PJ Gould

PJ GOULD

Patti-Jane Gould's involvement with LLC started in 2004 through her role at Toll Transport, where she helped set up weekly Transport & Storage assistance for the Bookfair Volunteers. PJ has also been involved with various events and joined the Board in Feb 2007, where she currently holds the position of Board Secretary.



Athol Opas

ATHOL OPAS

Athol joined the board of Lifeline Canberra in February 2008. Athol has lived in Canberra for 16 years. He is a graduate of the ANU in Arts and Law, including a Master of Laws. Athol is a lawyer with over 10 years experience in private and public sector. As a Director of Lifeline Canberra Athol is motivated by the substantial community contributions of Lifeline Canberra.



Pauline Thorneloe

PAULINE THORNELOE

Pauline has worked in the public service for about 29 years - mostly in management and mostly over the last ten years in human resource management roles, particularly around performance management, payroll and occupational health and safety. She came to Canberra nearly 8 years ago and sees her contribution to Lifeline as a way to get involved in the community. She is also studying Art History and has been a member of the Board of Governance since May 2009.



Joanna Houghton

JOANNA HOUGHTON

Joanna first joined the Board of Lifeline Canberra in 2005 when she was working as a lawyer in a private firm. She left in 2007 to work in the Congress of the Federated States of Micronesia before rejoining the Board in late 2008. Joanna now works for AusAID.



Richard Bialkowski

RICHARD BIALKOWSKI (RESIGNED FROM THE BOARD JUNE 2009)

Richard has been a director of Lifeline Canberra since 2001 and the Board Chair since 2004. Richard has extensive senior executive management and governance experience in community based, not for profit organisations both in Canberra and at a national level. Richard holds undergraduate and postgraduate qualifications in business management and corporate governance. Through his involvement with community based organisations he has gained a sound understanding of the critical role that community based organisations such as Lifeline have in providing effective and accessible programs and services that respond to community needs.



Mark Aspin

MARK ASPIN (RESIGNED FROM THE BOARD MAY 2009)

Mark Aspin grew up in Canberra and has spent much of his professional career in the region. He has a young family who he adores and spends any free time with them.

Mark is currently employed within the Commonwealth Public Service and brings to the role a wealth of financial management experience gained from both operating his own businesses and working with a number of chartered accounting firms.



Conor McNamara

CONOR McNAMARA (RESIGNED FROM THE BOARD MARCH 2009)

Conor McNamara is a specialist construction project manager. He was brought onto the Board to particularly provide liaison and Board oversight for the construction of the Book Sorting and Storage Facility. Conor has ensured that the project has moved ahead throughout the last half of the year.

President's Report



Robyn Clough

Lifeline Canberra has continued to make a valuable contribution to the Canberra and broader community over the past year. It is a pleasure to take stock of our achievements and to acknowledge those involved.

On the surface, Lifeline Canberra looks like a relatively small

organisation with just under 20 paid staff. Add our volunteer workforce to the mix and the picture looks very different. At the close of the reporting year, we had approximately 188 warehouse and book fair volunteers and 250 volunteer telephone counsellors on our books. This volunteer workforce is testament to the strength of the Canberra community and to the generosity and compassion of the individuals involved.

Our volunteer workforce enables us to deliver our core business – 24 hour telephone counselling. We have a trained volunteer counsellor on the phone every hour of every day. The Lifeline Canberra bookfairs are a highlight on ACT's events calendar and they provide a substantial revenue stream to support our telephone counselling line. On behalf of the Board, I thank all our volunteers for their ongoing commitment, time and expertise.

At the close of 2008 we celebrated the opening of Lifeline Canberra's Book Storage and Sorting Facility (BSSF) in Mitchell. The purpose-built BSSF was the culmination of several years of hard work and we commend all of those involved.

There are other key activities undertaken by Lifeline Canberra that are perhaps less well known to the general public but which contribute greatly to our local community – face to face financial and gambling counselling, youth support and education and our Canberra Emergency Accommodation Service (CEAS). We have continued to deliver a high quality service in these areas.

A priority for the Board this year has been to ensure that as an organisation we have consensus about the strategic direction in which we are heading and a feasible plan to achieve this. Accordingly, the Board has focused attention on developing a strategic plan for the next three years.

To ensure that we fully understand the environment in which we work, the strategic planning process has involved external stakeholder input – our sponsors, funders and sector partners – as well as the expertise of Lifeline Canberra's staff and board members. The Board is confident that the Strategic Plan 2009–2012 will provide a solid platform from which to continue and improve the work of our organisation.

We thank our funders, sponsors and sector partners for their input and for their ongoing support of Lifeline Canberra.

It has been a time of change for Lifeline Canberra with our long-serving Executive Director, Marie Bennett, resigning in May this year. Marie helped shape and grow Lifeline Canberra during her time with the organisation. We thank her for her years of service and wish her all the best in her next venture.

The Board gratefully acknowledges our staff team who, in a period of leadership uncertainty, have continued to apply a high level of care and professionalism to the important work they do. In some cases, staff members have taken on higher duties and/or additional hours to ensure the work gets done. In particular, we thank Amanda Tobler who, in the capacity of Acting Executive Director, has led the organisation through this transition period with energy and insight in equal measure.

On a personal note, I thank the Board for their support since I took on the role of President in December 2008. It has been a pleasure to work with such a committed, collaborative and highly-skilled group of people. Lastly, my sincere thanks to my predecessor, Richard Bialkowski, for his guidance to me personally and for his contribution to Lifeline Canberra.

The Board looks forward to working with our staff and volunteers and the Canberra community over the year ahead.

ROBYN CLOUGH

President

Corporate Governance Statement

In 2007, the Board adopted the *ASX Principles of Good Corporate Governance and Best Practice Recommendations (2007)*. The ASX Principles are not prescriptive but provide guidelines on best practice in corporate governance.

The Board resolved to include in all future Lifeline Canberra Annual Reports a governance statement to report on progress in implementing the ASX Principles. This is the second governance statement produced by the Board and reflects the 2008 statement but with some important additions.

- **PRINCIPLE 1:**

Lay solid foundations for management and oversight.

This requires the organisation to recognize and publish the respective roles and responsibilities of board and management in order to facilitate accountability to the organisation and to members. In our case, the Constitution of Lifeline Canberra sets out the powers of the Board. Additionally, the Lifeline Canberra Policy Manual provides guidance to the Board and management on their respective roles and functions.

- **PRINCIPLE 2:**

Structure the Board to add value.

The focus of this principle is to have a board that has a proper understanding of, and competence to deal with, the current and emerging issues of the organisation, and has an effective composition, size and commitment to adequately discharge its duties and responsibilities. To meet this requirement boards need to demonstrate that they are able to bring an independent judgment to bear in decision-making. To do this, the majority of the Board including the Board chair should be independent directors (i.e. not a member of the organisation's management).

At the 2008 AGM, on the motion of the Board, the Lifeline Canberra membership resolved to amend the constitution to reduce the size of the Board to a more manageable size. The minimum number of members required was reduced from nine to five and the maximum numbers allowed on the Board was reduced from fifteen to nine. This reduced size allows for more efficient and effective decision-making.

The Board has a Governance Committee with a specific Terms of Reference focused on reviewing and monitoring governance processes and director independence. The Board is satisfied that it meets the requirements of this principle. However, the Board will give consideration to new skills/expertise that may enhance the operation of the Board over the 2009/10 year.

- **PRINCIPLE 3:**

Promote ethical and responsible decision making.

In essence this principle requires boards to have in place written standards of conduct and behaviour for directors and senior management, including processes for dealing with conflicts of interest. The Board is satisfied that the existing Code of Conduct and Code of Ethics set out in the Lifeline Canberra Policy Manual as well as the Conflict of Interest Policy satisfy this requirement.

- **PRINCIPLE 4:**

Safeguard integrity in financial reporting.

This requires an organisation to have in place a structure to independently verify and safeguard the integrity of financial reporting. In the case of Lifeline Canberra, the Board has established a Finance and Audit Committee, which is chaired by a director with qualifications in finance and accounting. The Committee operates under a formal Terms of Reference and regularly reviews and provides reports to the Board on the organisation's financial position. The Executive Director is responsible for the preparation and presentation of monthly financial statements to the Finance and Audit Committee.

Under the capable guidance of our Treasurer, Phil McCorkell, the Finance and Audit Committee and senior management refined and improved the internal financial reporting processes during the second half of the 2008/09 year.

- **PRINCIPLE 5:**

Make timely and balanced disclosure.

This principle is not specifically relevant to Lifeline Canberra as it relates to continuous disclosure requirements for companies listed on the ASX. However, the Board is keen to ensure that as a general principle, Lifeline Canberra strives to maintain open and regular communication with its members and key stakeholders that is timely and factual.

- **PRINCIPLE 6:**

Respect the rights of shareholders.

In many ways this principle is linked to principle 5. It seeks to ensure shareholders (in our case these are our members) are given access to all relevant information about the organisation and to make it easy for members to participate in general meetings. In our case, the annual general meeting of members is the most effective means by which we can communicate with our members and through which members can participate in significant decisions that affect Lifeline Canberra.

- **PRINCIPLE 7:**

Recognize and manage risk.

This principle requires the organisation to develop a sound system of risk oversight and management and internal control. Lifeline Canberra has a risk management policy and a written risk management plan that is regularly reviewed by the Board. The Board's Finance and Audit Committee has a specific responsibility under its Terms of Reference to examine and advise the Board on risk management.

- **PRINCIPLE 8:**

Encourage enhanced performance.

This principle states that a board should have in place and disclose the process for performance evaluation of the board, its committees and individual directors, and key executives. Some years ago the Board adopted a policy that the Board would review its performance at least every 2 years. To date the Board has undertaken 2 externally facilitated performance reviews and in October 08 undertook an internal review of its performance and those of individual directors. The outcomes of these reviews are used to modify Board and related processes and enhance Board and/or director skills through training where appropriate. The Executive Director is required to undergo an annual performance review by the Board.

- **PRINCIPLE 9:**

Remunerate fairly and responsibly.

This principle states that organisations should adopt remuneration policies that help to attract and maintain talented people to encourage enhanced performance of the organisation. As a charity, Lifeline Canberra has a limited capacity to use remuneration as an incentive for people to join the organisation. Notwithstanding, the Board believes that within the organisation's financial capacity, the remuneration paid to staff under a collective agreement is fair and reasonable. To ensure that the organisation remains competitive within the community sector the Board seeks independent advice on remuneration issues. The Board Governance Committee provides advice to the Board on remuneration and related issues for the Executive Director.

- **PRINCIPLE 10:**

Recognize the legitimate interests of stakeholders.

To satisfy this principle, an organisation is required to establish and disclose a code of conduct to guide compliance with legal and other obligations to legitimate stakeholders. The Lifeline Canberra Code of Conduct and Code of Ethics establish the requirement for directors, staff and volunteers to comply with all legal obligations and to conduct themselves in a manner consistent with the Codes.

The Board intends to further improve its processes and performance against the ASX principles in line with the *Strategic Plan 2009–2012* over the coming year.

ROBYN CLOUGH

President

Executive Director's Report



Amanda Tobler

This year has seen Lifeline Canberra complete a sizeable project, namely the completion of our new Book Storage and Sorting Facility (BSSF) at Mitchell. The facility was opened on the 5th of December 2008 and concluded five years work,

from sourcing the land, funding, contractors and building of the facility. This project would not have been possible without the support of the ACT Government and DOTARS.

The BSSF has provided a more spacious and comfortable working environment for over one hundred volunteers that sort, price and pack our books in preparation for our biannual bookfairs. Lifeline Canberra would like to take this opportunity to thank everyone involved in this project over the years. It was truly a team effort, with Government, individuals and the community coming together to help. This facility will allow us to sustain our organisation and build our bookfairs.

This year also saw Richard Bialkowski step down after eight years on our Board of Governance, serving as Board President for half of his tenure. We are delighted that Richard will continue to be involved with Lifeline Canberra in other ways and will continue on the Lifeline Australia Board. We thank Richard for his valuable support and time over the years.

With Richard going, our Board is now lead by Robyn Clough. Robyn has been associated with Lifeline for over five years and brings a range of skills and knowledge to the position.

This year has seen Lifeline Canberra working with the ACT Government and the homelessness sector in the ACT on the most effective way to implement the Federal Governments new policy into homelessness. The staff from our CEAS (Canberra Emergency Accommodation Service) have been working and providing input into the process.

Thank you to the ACT Government for the support the CEAS program.

This year also saw an increase in the amount of face to face counselling clients after the launch of Gambling Awareness week. The staff from Gambling Care worked closely with

the Commission for Responsible Gaming in providing a representative in the Canberra centre throughout the week for people to be able to have access to information on gambling awareness. Lifeline Canberra continues to work with the Clubs in the ACT in a productive way to education and support people who may have a gambling problem.

Lifeline Canberra would like to thank the support of the Clubcare clubs, ACTTAB and the ACT Government for supporting this program.

Lifeline Canberra's two crisis lines have continue to operate 24 hours 7 days a week to support our community in their times of need. Both of these lines are answered by highly trained volunteer telephone counsellors. In February 2009 we had our largest intake of people joining our service to become volunteer telephone counsellors. While many of our sister centres through out Australia struggle to find people to volunteer, Lifeline Canberra does not have this problem. We are so excited that the majority of people that started the course are now on our phones support the community.

Lifeline Canberra would like to thank the ACT Government, COAG and Lifeline Australia for their support for this program.

Our marketing and fundraising team have been working hard with a Bookfair in September, the biggest Bookfair in March and a mini Bookfair in Tuggeranong in June. We are so proud to offer this service to the Canberra community and so grateful to the community for their support of this event. It provides us with our major source of income to run our 24 hour crisis lines. This year also saw the women of spirit awards, which received the largest amount of nominations in its history.

I am sure by now all of you have all seen and been touched by the fires in Victoria in February this year.

This tragedy was felt in Australia and indeed around the world. After the fires devastated the towns surrounding Morwell (Gippsland), the staff offered Lifeline Gippsland assistance in their support of their community.

This offered was gratefully accepted and we set about securing some funds and arranging for a 14-day deployment.



Within hours we had secured flights from Virgin Blue, money for all travel costs from Toll Priority and the cost of car hire from Lifeline Australia.

With the support we needed to deploy in hand, myself, Mandy, Angela and Hilary left for Gippsland on Sunday the 15th, as the first of two teams to be deployed. Four of our face-to-face counsellors come through on Sunday the 22nd.

During our time in Gippsland we were there to provide four jobs: debriefing for the Gippsland staff and volunteer telephone counsellors, backfilling within the recovery centers and working as outreach workers to the affected communities.

We supported people who had lost their homes, loved ones and livelihoods. We stood with people in what was now rubble but once was their home. The stories were of such loss and grief; however the spirit of the individuals and the communities we had the privilege to work within was remarkable.

We heard stories of people leaving their own houses that were under threat to check on their neighbors, to help them get to safety.

We heard of people fighting to save the house of their neighbors when they had just lost their own homes.

We heard stories of people opening their homes; giving their clothes and supporting their family and friends who had lost or could not live in their homes.

We were asked time and time again "have you checked on Mr. Smith, he seems to be having a tough time", as the person stood where their home used to be.

The pictures you see on the TV only tell half the story. They show how the fire changed the landscape and they show people who have lost hope. What they don't show is the care people have for their neighbors; the support the local shire has for the community. The community meetings where 18,000 eggs were donated.

They don't show the human and community spirit, and all those deciding to be survivors not victims

It was one of the greatest privileges of my life to be able to provide support and listen to the stories of the people of Churchill and Traralgon South.

Lifeline Canberra would like to thank Toll Holding, Virgin Blue and Lifeline Australia. Without their support we would not have been able to send the two teams to Gippsland.

This year some key staff have moved onto new jobs and adventures with the departure of Lisa Kelly, David High and Francie Bennett. We thank them for their work, support and time with Lifeline Canberra we wish them well in their new jobs and life adventures.

I would like to take this opportunity to thank all of the volunteers, from our administration volunteers, to our warehouse and bookfair volunteers and our telephone counselling volunteers. Without each of you and your contribution to Lifeline Canberra we would not be able to operate our services and provide such a valuable contribution to the Canberra community. You each bring your passion, time and support to the jobs that you fulfil and for that I know that we as a service are grateful and I also know that the Canberra community is grateful.

To the staff team of Lifeline Canberra: Susan Lizardo, Ric Bennett, Zoran Janjic, Mandy Fraser, Jenny Persi, Brenda Grace, Angela Thomas, Alan Verhagen, Lynnette Williams, Paul Guinane, Ingrid Wallace, Helen Upshall, Rachel Goodwin, Megan Skillicorn, Sharon Cross, Anu Kael and Abbey Tizzard. Thank you for your work, time, effort, passion and support. Lifeline Canberra would not be the same without you. Your professionalism and dedication to the service, your programs and clients/callers is amazing. It has been my pleasure to work with each of you and I look forward to the next year.

To the Board of Lifeline Canberra: Robyn Clough, Phil McCorkell, Steve Fielding, Patti-Jane Gould, Athol Opas, Joanna Houghton, Pauline Thorneloe, Richard Bialkowski, James Morris, Mark Aspin and Conor McNamara. I would personally like to thank you for your leadership, time, effort and passion for the staff, volunteers and the services that Lifeline Canberra provides as well as your support of myself in the last six months.

It has been my greatest pleasure and honour to lead Lifeline Canberra as the Acting Executive Director, I would like to thank the staff, volunteers, sponsors and the Board for their support.

AMANDA TOBLER

Acting Executive Director

Telephone Counselling



Mandy Fraser



Brenda Grace



Allen Verhagen



Angela Thomas



Lynette Williams

During the 2008-2009 financial year the Telephone Counselling Section has seen some consolidation of the changes and upgrades that occurred in the past couple of years. The National Network, which commenced in the previous financial year has been strengthened and new procedures incorporated to achieve increased access for our callers.

Lifeline Canberra has continued offering high quality, effective and invaluable telephone counselling to Canberra, the region and the wider Australian community. We have been involved in extra training and held membership in many committees, to help make Lifeline the best and most appropriate service for the community.

Our challenges for tomorrow have already started. We are presently part of a wider Lifeline process helping the caller to further increase their access to the Lifeline Service. This is being done by changes to procedures, policies and training incorporated by the Service. These are exciting times for us as Lifeline Canberra is at the forefront of helping to make these decisions, incorporate them into our service for the best outcome for our caller.

The Telephone Counselling section currently has around 250 volunteer telephone counsellors with about 12% of these being volunteer Duty Supervisors. The commitment our volunteers show Lifeline Canberra and the wider community continues to be amazing. And while each year we see the resignation of some wonderful members, we also manage to find new amazing and dedicated Canberrans to fill their shoes.



The year also saw us help others face their hardest challenge. In February a staff team from Telephone Counselling (Amanda Tobler, Mandy Fraser, Angela Thomas and Hilary Gillies-volunteer) and one from face-to-face counselling, were sent to Victoria to assist Lifeline Gippsland in the aftermath of their Bushfire devastation. The team assisted and supported staff and volunteers at the Lifeline centre, spent time at various evacuation centres in the area and assisted in home visits for individuals in the burnt out areas. This is certainly one week that none of us will forget – both in what we saw and the amazing people we met. I'd like to say a special thank you to Hilary who volunteered her time and energy to be part of our team. She certainly helped boost our morale and to work along side her in Victoria was an absolute pleasure. Thank you Hilary – you are a true professional.

The statistics for this financial year are summarised below

Number of calls received	16 325
Number of male callers	31%
Number of female callers	63%
Unidentified male or female	6%
Calls in which suicide was mentioned	1 380
Referrals to other agency	8 216
Average length of calls	31 minutes

This year we recorded 17% of calls are from callers stating they have been diagnosed with a Mental Health Issue. While this is a slight increase on last year, callers presenting with a suicide issue of some capacity have remained steady at about 10%. This is the seventh consecutive year this has been consistent. The average length of calls has remained constant; however we have seen an increase in female callers compared to male callers.

The change made last financial year by adding extra shifts in the busiest time of the evening has continued to be a positive move. This has resulted in many more callers being answered during the peak demand time.

This year has seen changes for the organisation which has resulted in Amanda stepping away from our section in order to act as the Executive Director for the last 6 months of the

financial year. This has meant I have stepped into Amanda's role as Manager of Telephone Counselling and both Angela and Brenda have taken on extra tasks to assist with the workload. I'd like to take this opportunity to thank Brenda and Angela for the wonderful support they have been – they certainly have made coming to work easier each day.

This year has brought Al Verhagen into our team as the current ICDP trainer. Al did an amazingly job training our first intake of 2009 where we started with nearly 100 applicants. It was a huge job training two nights and one day per week – however the result is wonderful with many new and enthusiastic faces now in the phone room.

It has also seen the farewell of our beloved Katie – who left us for the sandy shores of the coast. However we were lucky to have her big boots filled with the lovely Lynnette – who continues to maintain and assist the section with Administration support and Rostering – forever a difficult job.

Sadly, we are about to say goodbye to another team member – Brenda Grace. Brenda has been with us in the Telephone Counselling Section for two years, and prior to that in Gambling Care section. We wish Brenda all the best in her future endeavours and thank her for all her efforts and support over the past couple of years.

To the rest of our amazing team – Jenny Persi, Angela Thomas and Al Verhagen I thank you so much. This role you continue to commit to has been even more challenging this year, yet you come to the office each day giving so much of yourselves – always ready to commit that little bit more.

And to the soul of our organisation – our volunteers. Thank you for every moment that you have given to our callers and Lifeline Canberra. Thank you for being the one voice and ear that our callers can depend on in their time of crisis. We are so blessed to have each and every one of you as the strength in our organisation. You make our faith in humanity grow that little bit stronger everyday.

MANDY FRASER

Acting Manager of Telephone Counselling

Reflections on being a volunteer telephone counsellor

When I embarked on the training to become a volunteer telephone counsellor with Lifeline Canberra I had no idea how much of an impact it would have on my life. Not only was it an opportunity to give something back to the community, and what is more precious than giving of your time? but I also learnt skills I could use in my everyday life. I learnt to listen and I began to see myself in a different light.

As our callers' needs change, so does Lifeline. It gives not only me, but all of the telephone counsellors a chance to grow. We listen to our callers, we laugh with them, we cry with them. We listen to their remarkable stories of courage and survival, of their desperation and depression and we are there for them, no matter how long that may take. It is a real privilege and an honour to be a volunteer Lifeline telephone counsellor.



CEAS: Canberra Emergency Accommodation Service



Angela Thomas



Jenny Persi

Canberra Emergency Accommodation Service (CEAS) at Lifeline is a 24/7 counselling, information and referral line for people who are homeless or facing homelessness. The program was supported through the Supported Accommodation Assistance Program (SAAP) for several years, but since the beginning of 2009 is now supported through ACT government funding derived from the National Affordable Housing Agreement (NAHA).

CEAS at Lifeline is able to provide callers with up to date information on potential vacancies in crisis accommodation services within ACT and surrounding NSW areas. It also provides information about a range of other services, including outreach and access to longer term accommodation options.

At the core of the CEAS program are the trained counsellors who are able to help callers deal not only with their immediate homelessness but also those issues which have lead them into homelessness or increased their risk of being homeless in the future. Counsellors are able to provide information on a range of supplementary services within ACT and the local region which may help callers either avert a move into homelessness or help them find a way out of their difficulties.

During this financial year, CEAS at Lifeline answered over 1800 calls from the local community representing over 2200 people who were facing homeless. Other calls to the CEAS line dealt with a range of other issues including longer term accommodation concerns, requests for financial and material support and general counselling for non accommodation related situations such as family breakdowns, parenting problems, etc.

As the global financial crisis begins to bite in Canberra, the CEAS line has been able to support callers who have suddenly found themselves without jobs and homes and who have needed to seek help for perhaps the first time in their lives. Even though the CEAS line aims to provide

support for people finding accommodation, counsellors have been able to help several callers for whom suicide was beginning to seem like a good option for solving their accommodation problems. For others, the impact of mental health problems, substance abuse and violent family breakdowns have affected their living arrangements and counsellors have been able to support and provide referrals for additional services.

As the number of vacancies never meets the needs of people seeking them, again, around 75% of callers could not be referred to appropriate crisis accommodation vacancies. However, alternative referrals were offered such as the CEAS Fund (Anglicare Housing Program) various outreach services, Legal Aid, tenancy support programs, Care and Protection services etc. Of the group for whom there were no immediate accommodation options, about one third were children whose families were unable to find a place to live.

Feedback from callers is often received and even though it is sometimes not possible to give referrals to crisis services with known vacancies, the range of referral alternatives available to counsellors and the capacity of counsellors to help callers consider their own strengths and support network is much appreciated by callers, they see they do have options they may not have otherwise considered. Even though the lack of bed space can be frustrating for callers and counsellors alike, it was lovely when, at Christmas, we received a Christmas card from a caller to say how much she appreciated the counsellor's input. Although she hadn't received a referral to a crisis accommodation agency the counsellor had put her in touch with a free food organisation and, from there, she had begun to re-establish her connections within the community and so felt much less alone and helpless at Christmas time.

The staff of CEAS at Lifeline continue to play an active part in the Homelessness sector with participation in the Joint Pathways process and on several specific subgroups which

have training for the sector, communication pathways, best practice for delivering services to children in supported accommodation and the implementation of a new central access point into specialist homeless services.

On a daily basis, CEAS at Lifeline contributes to the functioning of the homelessness sector through the publication of a list of potential accommodation vacancies in crisis facilities in ACT and the surrounding areas of NSW. The demand for this information has grown in the last year, so that several other services who deal with people facing homelessness on a regular basis now also access the daily list. A recent survey of agencies in the sector revealed that there was unanimous agreement that the daily vacancy list was considered highly valuable information for workers on the ground.

With homelessness continuing to feature highly on the federal government agenda, there will be changes to the delivery of services within the sector over the next few years. CEAS at Lifeline staff will be working to cement the role of counselling services, especially after hours, as part of the raft of supports that are available for people who find themselves homeless.

Special thanks go to Jenny Persi for her hard work and commitment to the CEAS program both in producing the daily list of vacancies and supporting counsellors in the phone room.

Lastly, my thanks to all the telephone counsellors who pick up the CEAS phone to help those callers whose accommodation situation often appears quite hopeless. Without their support, many of our callers would find their homeless state just that little bit more difficult.

ANGELA THOMAS

Coordinator of CEAS at Lifeline

Training and Professional Development



Lisa Kelly



Francie Bennett



Kerry Ford



Margaret Hodge



Allen Verhagen

Over the past 12 months Corporate Training has continued to offer the community the opportunity to build and develop communication and support skills. This has been through the provision of training programs designed to enhance the general well-being of the wider community through the various courses we make available.

A large focus is the development and delivery of training courses on the basic counselling skills for people who find themselves in situations of dealing with people in crisis. Some of the groups we have facilitated training with include: ACT Housing, Dept of Disability, Housing and Community Services, Australian Federal Police, ACT Policing, Attorney Generals Department, FACSIA and Department of Defence.

One of the unique things about Lifeline Canberra Corporate Training is that the values and ethos that are core to Lifeline Canberra are reflected in the courses and material we deliver.

We have also conducted several successful open training events on a range of topics ranging from Mental Health First Aid®, Applied Suicide Intervention Skills Training®, Dealing with Difficult Callers, and Accidental Counsellor to Communicating with Young People, Skills and Strategies for Receptionists – a Difficult Calls Toolbox and Adolescent Brain Development. These sessions continue to grow in popularity and reputation with regular requests coming in from the community, government and private sectors wishing to undertake our training.

This year has also seen the Corporate Training section continue its expansion of the programs we provide to better serve the community. We have added in Communicating with Young People, Skills and Strategies for Receptionists – a Difficult Calls Toolbox and Adolescent Brain Development which have been well received.

Some of the participant's comments from the various courses include:

- Very informative session, interesting and enjoyable.
- I found the breakdown of the Mental Illnesses useful and feel much more confident in using the techniques show and using them in the workplace with staff
- It was very informative and helpful. Also interesting, I believe we will use this knowledge on a day to day basis.
- The sessions was very enjoyable and informative, it can be hard to deal with difficult callers properly so I think we got a lot out of it. Thank you.
- Thank you once again for facilitating the training. The staff found it to be one of the most enjoyable learning experiences they have attended and would be quite happy to recommend this training to other services.
- It was very interesting and will be very useful in the future.



INITIAL COUNSELLOR DEVELOPMENT PROGRAM

This year we conducted one large round of the Initial Counsellor Development Program. In total 100 new telephone counsellors were recruited and trained from February – June 2009. Of this 100, 73 trainees completed the course and became apprentice telephone counsellors. I was impressed with the commitment and talent shown by trainees. I was also humbled by the commitment, knowledge, and support from the experienced Telephone Counsellors to train this extra-large group. The course can only run due to the generous efforts of the current Telephone Counsellor body. Twenty Telephone Counsellors took on the role of group leading, seven for the first time.

Fifteen others acted as callers or support people during the phone inoculation sessions, and fifty five people gave up Saturdays to be coaches during the practice clinics. I would like to take this opportunity to thank all of the Telephone Counsellors who have helped with training during the round. I would also like to thank staff who came in after hours to help. To introduce 73 new people into our community takes a lot of goodwill, expertise, and time. I thank you all for your support, assistance and patience.

Merici College, Braddon once again kindly allowed us to use their premises and facilities for weekend training sessions. This enabled us to accommodate a large number of trainees, volunteer leaders and coaches and enhance the learning atmosphere.

COUNSELLOR DEVELOPMENT PROGRAM

Each year we provide a range of workshops and training sessions to ensure that our telephone counsellors remain skilled and informed. These sessions are presented by community organisations, volunteers from networking and support groups and professionals working in the field. Many presenters provide their services pro bono or at community service rates - a fine example of the support and acknowledgement Lifeline receives from the community.

The feedback from our telephone counsellors regarding their attendance at these sessions is always enthusiastic and positive. It has the effect of not only up-skilling but also motivating the counsellors to give the very best service possible to our callers. The telephone counsellors are encouraged to forward their suggestions regarding topics for future training sessions.

Topics that have been presented this year include:

- Trauma and Emergency Recovery
- Grief and Loss
- Recurrent Callers
- Sexual Abuse
- Domestic Violence
- Sid's and Kids
- Self Care for TC's
- Understanding Mental Health Services
- Visit from members of the CATT team
- Drugs and Alcohol
- Self Harm
- Callers Personal Meaning

ALLEN VERNHAGEN



Lifeline Youth Network



Megan Skillicorn



Abbey Tizzard

Lifeline Youth NetworkX (LYNX) is Lifeline Canberra's Youth Services Program. LYNX continues delivering programs and information to build resilience and empowerment primarily through the development of skills and the provision of information. LYNX provides young people with opportunities to enhance and build their support networks, make connections within the community and make informed decisions.

LYNX offers a range of programs aimed at developing communication, problem solving and helping skills in young people. A total of 593 young people have participated in LYNX programs in the last twelve months. Another 1240 young people have come into contact with Lifeline Canberra/LYNX through Health Awareness Fairs, National Youth Week Expo and Youth Week events. In addition over 565 young people have accessed the Lifeline Crisis Line for support.

The three key programs offered by LYNX are Peer Skills, Mental Health Ambassador and First Responder – Emerging Suicide Helper (FR-ESH). The programs are run with young people who have been nominated by their peer group as people they would turn to for help. LYNX work with the nominated young people for two days using one of the three aforementioned programs. Each program works on refining their communication skills, developing their problem solving skills and highlighting the importance of self-care and boundaries as a helper. Each program has additional elements added (ie: Gatekeeping skills, Knowledge of mental health issues and/or suicide intervention skills). The workshops continue to up-skill the communication and listening skills, help-seeking behaviours and problem solving skills of the participants. The skills learnt are then a resource for their peers.

LYNX has been involved in presenting information on Lifeline Canberra at the Youth Week events and Health Fairs. We discuss what stresses us and what can we do to manage our stress levels. We have also been talking to young people about questions and concerns they may

have about calling a counselling line and demystifying the concept. As mentioned earlier, LYNX has interacted with more than 1200 Young people over the past 12 months at these events.

Each young person is asked a question before being given one of our labeled promotional products. Question may include "what are three things do you do to stress less"; "what are three things someone might notice about you if you are getting stressed"; "What is Lifeline's phone number"; "what is something you notice about your friend when they are stressed"; "what is something you can do for your friend if you noticed they are stressed?" Etc.

The young people really engage in the workshops and are full of energy and enthusiasm. We have run our programs at: Canberra High School, Melba/Copland Secondary School, Lanyon High School, Gold Creek High School, Amaroo School, Melrose High School, Narrabundah College Wanniasa Antioch, Wanniasa High School and Campbell High School.

Some of the comments from the young people include:

- This was really helpful, interesting and opened my eyes
- It's been really fun doing this course and it's been a great opportunity
- This program was great fun and I learnt some new stuff too!
- I am so glad I did this workshop. This course was lots of fun
- I have a better understanding of myself and how I can be a good peer helper
- It was FUN and we learnt a lot
- I learnt lots of facts about helping people and finding a bit about everything
- I wish I could do this again
- You taught me heaps about listening and helping. Thanks for making this program, it's helped a lot – you guys are legends.

Some of the comments from our program partners include:

- “There has been such a positive response from staff and kids about the workshop last week.”
- “Thank you again for a wonderful workshop, all the kids have been very positive about the workshop and the value it will add to their own self care and ability to support their peers.”
- “I have to say a huge THANKYOU! It really was an excellent few days...”
- “Thank you for attending the Psychology Camp and presenting the workshop on Communication. LYNX continues to provide an interesting and challenging workshop.”
- “Thanks again great 2 days”
- “Thanks again for your fabulous contribution to the Health Expo”.

CALLS TO LIFELINE FROM YOUNG PEOPLE

LYNX continues to participate in a range of health fairs and youth events across the ACT to promote the Lifeline Crisis Line to young people. During the year around 565 callers aged between 13 and 24 called Lifeline for support and information.

Lifeline Canberra also continues to attract young people who wish to become Telephone Counsellors.

LYNX could not provide such an extensive range of services without the help and support of Lifeline volunteer Telephone Counsellors who give freely of their time and ideas. We would like to take this opportunity to thank those who have volunteered their time to the LYNX program and to the broader Lifeline Community for their support of this initiative.

We would also like to take this opportunity to thank our supporters. LYNX receives funding through the Office of Youth, Children and Family Services, ACT Department of Disability, Housing and Community Services and the John James Memorial Foundation.

LYNX has been very fortunate to have Megan Skillicorn delivering our programs for most of this year whilst Abbey Tizzard has been on maternity leave. Megan’s enthusiasm and commitment to enriching the lives of young people is clearly evident to the young people she works with and those of us who have the pleasure of working with her.

“It has been a privilege to work in the LYNX program and I am extremely honoured to have had the opportunity - special thanks to Marie Bennett. Over the past 12 months I have been afforded the occasion to meet and work with so many intelligent and compassionate young people across Canberra who really embrace these peer skilling programs, well done.”





Gambling Care



Paul Guinane



Helen Upshall



Rachel Goodwin



Ingrid Wallace

GAMBLING CARE SERVICE

Lifeline Canberra provides assistance to members of the ACT Community experiencing harm as a result of problem gambling through its Clubcare and Gambling Care programs.

In this report the terms Clubcare program or Gambling Care program refer to each of the programs individually and Gambling Care (Service) refers to the two programs jointly. There is overlap in the programs; some staff are jointly funded, patrons of Clubcare venues benefit from the activities of the Gambling Care program and people who gamble at non Clubcare venues do receive access to greater availability of counselling as result of the Clubcare program.

The Clubcare program is a partnership between 27 of Canberra leading Licensed Community Clubs, ACTTAB, (Clubcare venues) and Lifeline Canberra.

The funding provided to Lifeline through Clubcare represents two thirds of the Gambling Care service's total funding. We would not be able to provide services to people experiencing harm as a result of problem gambling without that financial support.

The Clubcare program allows us to provide crisis and face to face problem gambling and financial counselling, primarily to patrons of Clubcare venues, with no or little waiting time for an appointment. The program is a demonstration of the Clubcare venues' commitment to assisting patrons gamble responsibly.

The Gambling Care program is funded by the ACT Department of Disability, Housing and Community Services. As well as funding gambling and financial counselling the Department funds a Community Educator five hours per week.

The Gambling Care program provides counselling and support to people affected by problem gambling and contributes to policy and legislative frameworks of Governments as well as providing a community education service.

The provision of gambling counselling assists clients to assess their personal and financial circumstances and to make fundamental changes to their lives. Assistance is provided through individual and couple therapy. Face-to-face counselling is provided at the Gambling Care agency and via the use of the telephone during initial crisis periods or enquiries. A client receives counselling, information, ongoing support, education, referral and advocacy.

Clients present with problems with various degrees of severity. Clients often have co-morbidity difficulties, excessive alcohol use, drug use, moderate to severe mental health problems, trauma, grief and loss issues and relationship problems.

VICTORIAN BUSHFIRE RESPONSE

The beginning of this year period saw the Gambling Care Service team on secondment for a week to Lifeline Gippsland to assist in their crisis response to residents of Victoria's Gippsland area affected by bushfires in January and February this year.

Lifeline Canberra sent two teams to Gippsland. The Gambling Care team relieved the team from our telephone counselling section.

The Gambling Care team were deployed in recovery centres providing direct assistance to people affected by the fires, visiting people in their homes or what was left of them and supporting and debriefing Lifeline Gippsland staff who had been in the frontline for a number of weeks. Thankyou to Lifeline Canberra supporters who provided travel, accommodation and living expenses for the team.

Lifeline Canberra has a role in the ACT's Disaster Recovery Plan and Gambling Care's role within that is to provide outreach assistance to affected persons.

It was a privilege for our team to assist people affected by the fires in the Gippsland area and to support our Lifeline colleagues. Our skills developed and experience gained in disaster recovery remains available to the ACT community for when they are needed.

People we spoke with in Gippsland often expressed feelings of shared experience when they found out we were from Canberra, another community affected by bushfires.



The Gambling Care / Clubcare crew on deployment Gippsland 2009.

GAMBLING REPORT

In 2008-2009 the Gambling Care service recorded two hundred and forty four (244) clients making use of our face to face counselling service. The agency received two hundred and twenty eight (228) telephone calls from people with gambling related enquiries. Telephone enquiries are often crisis calls where callers are highly distressed and experiencing emotional turmoil. Often this may be the first time a problem gambler or a family member has requested assistance, information or support with problem gambling.

2008-2009	All gambling clients
Appointments made	759
Appointments attended	492
New gambling clients	90
New family member clients	19
Existing clients	135
Total Active clients	244
Telephone enquiries/ counselling	228

Most problematic form of gambling	Financial Year 2008-2009
Gaming machines (poker machines)	169
TAB betting	39
Casino gambling	16
Stock market	1
Internet betting	2
Lotto	3
Sports betting	5
Scratchies,	1
Other	2
All forms of gambling - including gaming machines & TAB	5
Total Responses	243

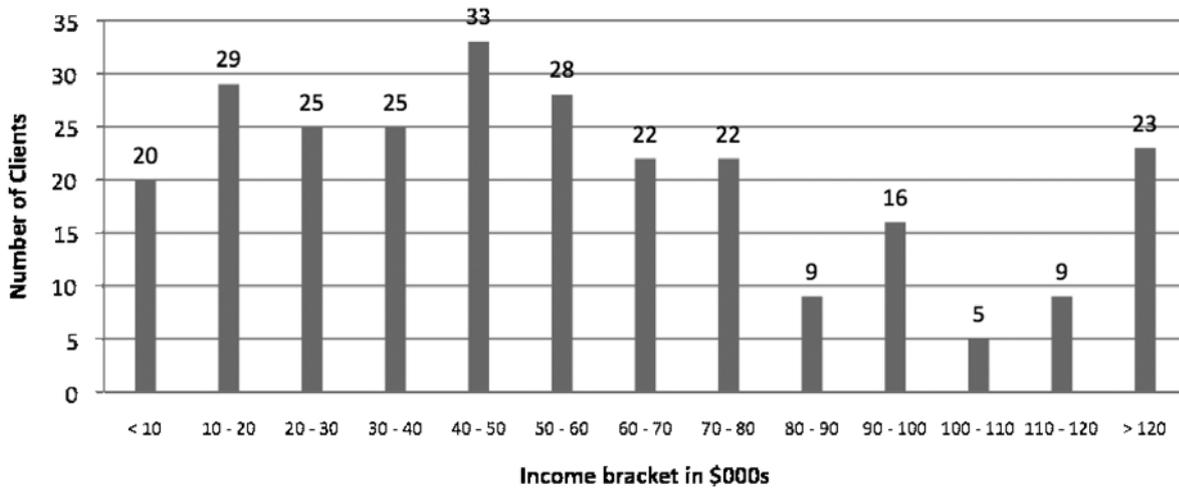
These responses indicate the form of gambling which is most problematic for clients. Seventy percent (70%) of clients presented with problems with poker machines. Only first preference responses have been included. Many clients do use more than one form of gambling.

SUICIDALITY

Gambling clients	2008-2009 (363) responses
Contemplated Suicide	61
Attempted Suicide	16

This table indicates that when first presenting to the service 21% of our gambling clients had seriously contemplated or attempted suicide.

In the last twelve months, 61% of clients were male, 39% female. 14% were from a culturally and linguistically diverse background and 3% identified as being from an Aboriginal or Torres Strait Islander background. The age of clients ranged from 18 to 65 years. Clients had a diverse range of incomes spread across all socio-economic groups as reflected in the chart below of 266 responses indicating income bracket of clients.



As we close a client file after a period of contact, we record outcome statistics. Of concern is that of the 192 files closed in the last financial year 22, or 11% indicated their gambling had involved them in criminal activity. This figure only includes the cases where a client disclosed this information. The people we work with (and often support through criminal proceedings) almost exclusively have had their only involvement with the criminal justice system as a result of problem gambling related behaviour.

The most common offences involve accessing monies in the course of their employment or less commonly obtaining fraudulent credit. Whilst we do come across supportive employers and our “hats off” to them, unfortunately and understandably this behaviour usually causes loss of employment, a criminal record (usually for the first time), significant shame and embarrassment, damage to family relationships and often a barrier to returning to the work they are trained and experienced in.

Whilst it is easy for us not in the situation to say we would never do it, when I speak with people who have taken money in the course of their employment to gamble with they have expected, hoped, believed that they would finally win. Their own financial difficulties would be resolved and the money put back before anyone noticed. However what really happens is that their woes have been added to and they know it only a matter of time until their theft is uncovered. Broke, desperate, awaiting discovery and the consequences, it is understandable they keep trying to win.

Gambling Care made a submission to the Productivity Commission Inquiry in March this year particularly making comment on harm minimisation measures. As a result of lodging that submission Gambling Care is currently assisting the Commission with the pilot of their survey of clients of counselling services the result of which will form part of their report.

This year the National Gambling Helpline was implemented. Dialling 1800 858 858 will put a caller in touch a gambling counselling service near them. Calls originating from the ACT during business hours are directed to Gambling Care. If the caller would like to speak face to face with a counsellor they can usually come in and see the counsellor who first takes their call.

Gambling Care was successful in obtaining a DHCS Community infrastructure grant to develop an educational resource for use in the ACT aimed at young people. Gambling Care engaged Bearcage Productions and produced “The Conversation” a 6 minute DVD portraying a conversation between 2 young people about gambling.

Research on young people and help seeking tells us that young people are most likely to turn to their peers. The DVD positions itself at equipping peers to be able to identify problem gambling and responsible gambling behaviours and to offer support to a friend in difficulty. Of course in the process the viewer becomes more aware of risks to themselves.

We are now using this DVD and the DVD has received strong endorsement from other counselling services and industry groups that have seen it. ClubsACT asked for and has received a copy to put on their website. We will be offering the DVD as part of a kit including a copy of the script and explanatory notes and research indicating the extent of problem gambling in young people in the ACT to all secondary schools in the ACT. We have already received requests for the DVD from interstate.

Lifeline continues to receive positive feedback from the community about its counselling service. Client's comments include:

"My counsellor listened without judgement. The whole process from when I could only see a black hole and being guided to where I am now – seeing the end of the tunnel and realising the good side of me is there."

"I have a lot better relationship with my husband, my whole family, myself."

"You absolutely lived up to your name, you were my Lifeline."

"The counselling has helped in resolving issues with my family."

"Taking charge of my finances has changed everything."

"I was able to talk with someone who understands and cares, and work through the reasons behind my addictions and collaborate on possible solutions together."

11 clients returned responses to a service evaluation conducted earlier this year. Clients were asked to give a scaled response to the question:

"Have you experienced a greater sense of control over your gambling as a result of attending counselling"

Significantly	A lot	Somewhat	A little	Not at all
5	5	1		

FINANCIAL COUNSELLING

Face-to-face	2008–2009
No. of new clients	53
No. of existing clients	64
No. of anonymous clients serviced	32
Total clients serviced	149
No. of appointments made	239
No. of face-to-face sessions attended	164

It has been a full year for the financial counselling service with our financial counsellor active with:

- Managing the Gambling Care service since October 2008
- providing 13 "provision of responsible gambling services" training courses to Clubs & ACTTAB staff
- Preparing for and participating in Responsible Gambling Awareness week activities. Visiting and making presentations to Club Boards of Directors and sports teams.

Most clients were referred internally from our gambling counsellors; referrals also came from other agencies, gambling venues or the telephone book. The aim of Financial Counselling is to work with clients to reduce financial distress. The Financial Counsellor saw a total of one hundred and forty nine (149) clients in this last financial year.

The majority of our clients are employed and with quite reasonable incomes as reflected in the chart earlier. This is a two edged sword. They have more money to lose through problem gambling, have greater access to credit, assets to erode and at times employment that provides access to funds. When gambling becomes a problem it is possible to do a good deal of financial damage in a short period of time.

The good news is that with a reasonable income it is often possible to restructure financial arrangements either within the family or with credit providers. Doing this in such a way that does not encourage access to further credit and incorporates transparency and accountability within relationships is often part of the work.

Working in parallel with the problem gambling counsellors is an excellent dynamic. Our gambling counsellors support clients through behaviour change, addressing areas of their life that contribute to gambling being a problem. Our financial counsellor can both assist in managing financial stressors to facilitate the behavioural change being achieved and carry forward the momentum of change into person's finances.

Feelings of fault, guilt and shame are almost universal working with clients who have experienced problems with gambling and introduce complex dynamics in moving forward with a partner in managing household finances. Sometimes couples work with separate gambling counsellors but work together in financial counselling to sort out their joint finances.

The Financial Counsellor maintains professional networks through active involvement with the ACT Financial Counsellor Network, agency visits and presentations to and from other services in the region. Gambling Care remains committed to strengthening relationships with Financial Counsellors in regional NSW and participates in the Regional NSW Gambling Forums.

COMMUNITY EDUCATION

Total No. of Events	No. of Welfare & Health staff	Public members	No. of information kits / Pamphlets
41	542	701	1399

The Gambling Care program’s Community Education workers provides information regarding responsible use of gambling, identifying problem gambling indicators and how to get help through a variety of mediums and forums.

Ingrid Wallace took the lead with our Community Education this year assisted by all of our team. Our team is well connected with the Canberra Community and this shows in the diversity of groups we made presentations to. Input from Megan Skillicorn, Lifeline Canberra’s LYNX Youth Worker meant we were able engage strongly with young people at a number of youth forums and events this year.

During Responsible Gambling Awareness Week in May 2009 Gambling Care again had a co-ordinating role between different stakeholders involved in the week.

PAUL GUINANE



Gambling and Racing Commission and Gambling Care staff at the Canberra Centre information stall during Responsible Gambling Awareness Week 2009.

ClubCare Contributors



Ainslie Football Club



Southern Cross Club



Canberra Tradesmen's Union Club



Eastlake Football Club



Canberra Raiders Sports Club



Woden Tradesmen's Union Club



Hellenic Club



The Burns Club



Club's ACT



Canberra Irish Club

Canberra Irish Club



Canberra Labor Club Group



Kaleen Sports Club



National Press Club



The Tradies



The RUC



Yowani Country Club
Canberra



The Vikings Group



ACT TAB



The Federal Golf Club
Canberra



Magpies Sports Club



WBLC



Gold Creek Country Club



Canberra Services Club



Belconnen Soccer Club



Gungahlin Lakes



Canberra City Bowling Club

Marketing Report

RECESSION.....WHAT RECESSION?



Ric Bennett



David High



Zoran Janjic

FUNDRAISING

The Fundraising Institute Australia, Pricewaterhouse Coopers and the Centre for Social Impact collaborated in the first comprehensive survey if it's kind to assess the impact of the global financial crisis on non-profit organisations across Australia. The survey was held in April and May 2009 and focuses on the impact in the preceding six months as well as the anticipated future impact over the next twelve months.

One could reasonably expect that we would be adversely affected. In fact, the reverse has happened. We have not experienced the downturn that affected 31% of the 263 respondents in the survey have experienced.

In 2007/2008 our gross income from all fundraising sources was \$805,693.00. This year it is \$903,066.00. That's the largest jump in revenue since 2005–2006.

Apart from the bookfairs, the Friends of Lifeline Newsletter Appeals have increased in revenue for the first time in many years, from an average of around \$50,000 to \$87,000 this year. Our database of Friends has been fairly regular for a few years but this year has also seen an increase in numbers and of bequests.

THE LIFELINE BOOKFAIRS

Once again our bookfair volunteers have excelled themselves with their dedication to Lifeline and the work that they do at the warehouse, sorting, pricing, categorizing and packing books in readiness for each bookfair. Around a million items are sorted at our new warehouse each year to come up with the best second hand book sale in Australia.

Here in the marketing section we kicked off the year with another great Spring Bookfair. We grossed \$327,398 which

gave us a profit of \$219,108. This gave us a hint that we may ride out the global financial crisis in pretty good shape if the Autumn Bookfair followed the same trend. And that is just what it did. It proved to be a real recession buster and came in way ahead of expectations at \$362,580 with a profit of \$253,797.

We are always fine tuning what we do well and as a result of that, three things have emerged:

1. The new warehouse is in full operation now and working very smoothly with much more storage and work space available for our bookfair volunteers to work in comfort. This has lead to a far greater increase in the numbers of books we have available for sale at each bookfair.
2. Because of the increase in book donations over the last couple of years, the volunteers are culling books far more severely during the sorting process than ever before, which means the quality and quantity of books is now higher than at any other time in the history of the bookfair.
3. We have had an excess of quality stock in some categories, which allowed us to hold a very successful mini bookfair in Tuggeranong.

MINI BOOKFAIR

During the spring bookfair at Exhibition Park in 2008, a survey was conducted to try to ascertain from which suburbs most of the visitors to the bookfair came from. We found that the majority of people came from the north of Canberra, with only a small number from the south. With this in mind, and due to an excess of books in some categories at the warehouse, we decided to hold a two day bookfair in the Tuggeranong Valley at the end of June.

The Vikings Club at Erindale sponsored the use of The Auditorium and also gave us some free advertising in their newsletters and in the clubs. Having never held a bookfair outside of EPIC we had very little idea of what to expect so we budgeted for \$15,000 and hoped for the best.

The response from the people in the valley was overwhelming and we ended up grossing just over \$36,000. We conducted a survey during the two days and needless to say, we will be looking at doing another mini bookfair in 2010.

CIT BOOKFAIR DINNER

In late 2008, Stuart Walsh, Director of the Tourism and Hotel Management Centre at CIT Reid, rang me and offered to hold a dinner for Lifeline Canberra at the CIT Restaurant Constitution Avenue Reid. CIT sponsored everything including the wine and we themed the evening around recipe books. We wrapping up recipe books from the warehouse and put one on every chair so that each guest had one when they entered the restaurant. Daniel Gibson, from Prime TV was the MC for the evening and we had lots of raffle prizes, including recipe books donated by celebrity chefs such as:

Stephanie Alexander, Neil Perry, Guy Grossi, George Calombaris, Tony Bilson, Shannon Bennett, Alla Wolf-Tasker and Cheong Liew.

WOMEN OF SPIRIT AWARD

This is the third year we have held the awards and it was the most successful yet.

26 women from our region were nominated and the winner was Deb Wybron. Deb has overcome many obstacles in her life and now has a Bachelor of Social Work, an Advanced Diploma in Community Development and a Diploma in Alcohol and Other Drugs.

The award morning tea attracted around 100 people.

Other successful events this year were the two Friends of Lifeline newsletter Appeals and the two golf days at Gold Creek and Gungahlin Lakes. We also received a grant of \$20,000 from the John James Memorial Foundation to carry on our work through LYNX (Lifeline Youth NetworkX)

RIC BENNETT

Marketing Manager

David High left us this year to further his career. Thank you David for your contribution to Lifeline Canberra. I would also like to give a special thank you to Zoran Janjic. Zoran has been with Lifeline Canberra for over ten years, firstly as a volunteer and now as a full time employee. In many respects he is my right hand man as far the bookfairs are concerned. He is the ultimate quiet achiever.



People queuing at the warehouse to donate books.



Doreen and Mary sorting the hundreds of fiction books, one of our biggest categories.



Sure is crowded – 2009 Bookfair.

LIFELINE CANBERRA INCORPORATED

FINANCIAL STATEMENTS

30 JUNE 2009

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Treasurer's Report



Phillip McCorkell

INTRODUCTION

On behalf of the Board of Directors, I am pleased to present my second report as Treasurer of Lifeline Canberra.

OVERVIEW

Lifeline Canberra's core activity is the 24 hour telephone crisis counseling service.

Other services include:

- CEAS 24 Hour Telephone Counselling
- Lifeline Youth NetworX
- Gambling Care
- Club Care
- Applied suicide intervention skills and training
- Corporate training.

Lifeline Canberra relies on approximately 200 trained volunteer telephone counsellors to provide its services.

Funding for these activities comes from Commonwealth Government grants, ACT Government grants, corporate support and sponsorship, donations and fundraising.

The most significant source of funding, other than from government and corporate are the bi-annual Lifeline Canberra bookfairs. The bookfairs rely on the donation of books and the significant ongoing effort of volunteers.

Lifeline Canberra's services are people centric and as such the most significant expenditure type is staffing. While this is the most significant expenditure type it does not include the value of volunteer time which is critical to the Lifeline Canberra's business.

2008-09 HIGHLIGHTS

2008-2009 was in general a "business as usual" for Lifeline Canberra however it brought with it the challenge of the Global Financial Crisis (GFC).

Fortunately for Lifeline Canberra the GFC did not decrease turnover at the book fairs. In fact the book fairs reported record turnover. This is a very positive result in the underlying economic climate and is a credit to all of the Lifeline Canberra staff and volunteers and especially the Canberra community for their ongoing support through donation and purchase of books.

Lifeline Canberra achieved a net surplus of \$423,722 and a net decrease in cash of \$364,769 for the year ending 30 June 2008.

As was the case in 2007-2008, the surplus includes income from the grant for the construction of the book storage and sorting facility (BSSF) with the corresponding expenditure being recognised as an asset on the balance sheet.

Excluding the income from the grant for the BSSF Lifeline Canberra achieved a net surplus in the order of \$80,000 predominantly as a result of savings achieved against budgeted expenditure.

The reported net surplus is a particularly pleasing result given the GFC and the changes in management which occurred during the year. This is arguably in part a result of the efforts and focus by management, staff and the Finance & Audit Committee to improve the quality of financial management, reporting and budget management.

Lifeline Canberra's net assets have increased to \$2.3 million from \$1.9 million, again largely as a result of the construction of the BSSF through grants and gifted land.

The BSSF was completed during 2008-2009 which establishes a much safer and functionally superior facility in which to continue the book fairs well into the future.

While Lifeline Canberra has relatively healthy net assets it should be noted that the land gifted by the ACT Government for the BSSF is restricted for that purpose and is therefore not an asset which can be used for other purposes or sold at Lifeline Canberra's discretion.

THE FUTURE

As I reported in 2007-2008, the construction of the BSSF using a significant amount of accumulated surpluses, in conjunction with the establishment of a mortgage liability has significantly changed the financial landscape in which Lifeline Canberra has operated over the past few years.

The GFC has added a level of uncertainty to the financial landscape in which Lifeline Canberra operates. In conjunction with the continued success of the book fairs, the financial planning and reporting improvements recently implemented will strengthen governance and help to minimise some of these business risks.

The Board's focus in the short term is to finalise the Strategic Plan for the next 3 years to ensure that Lifeline Canberra remains relevant to all its stakeholders including most importantly those people seeking to use telephone counseling services. The Strategic Plan will include Lifeline Canberra's financial goals which, after investing heavily in the BSSF, are likely to target growth of accumulated surpluses and lowering of debt levels from those currently reported.

In the medium term our Strategic Plan will clarify and support the business focus of program/services areas and their efforts to strive for excellence. This will no doubt require some development and investment in the organisation and its people, both staff and volunteers.

IN CONCLUSION

The Treasurer's report section of the Annual Report always seems to have a business-like tone which some readers find unusual given Lifeline Canberra is a community services, not for profit organisation.

I have often said that organisations in the not for profit sector need to "operate commercially without commercial intent". I think this is relevant to Lifeline Canberra and with this statement I mean that even as a not for profit, Lifeline Canberra should operate its business in the same way that any other well run business would, to the very best of its ability, but measure its success not by financial dividends but by the outcomes it delivers to those who use its services.

As a member of the Board I look forward to the execution of the Strategic Plan over the next three years. I would like to thank volunteers, staff, management the Finance & Audit Committee and the Board of Directors for their effort, enthusiasm, dedication and passion for Lifeline Canberra and its cause.

Finance and Administration Staff



Francie Bennett



Sharon Cross



Anu Kael



Susan Lizzardo

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

CONCISE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2009

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

FINANCIAL COMMENTARY

The concise financial report is an extract from the full financial report. The financial statements and specific disclosures included in this concise financial report have been derived from the full financial report of the Lifeline Canberra Incorporated (the Association) for the year ended 30 June 2009. The full financial report of the Association and the auditor's report will be sent free of charge to members on request. Please contact the office of the Lifeline Canberra Incorporated on (02) 6247 0655 to obtain a copy. The report can also be accessed on the internet at www.act.lifeline.org.au.

This concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the Association as the full financial report.

Income Statement

The operating surplus for the financial year for the Association was \$423,722 (2008: \$1,177,561).

Revenue

Total revenue decreased by 22% mainly due the recognition of land gifted to the Association for the purposes of constructing a purpose built book-sorting and storage facility of \$689,000 in the year ended 30 June 2008, and decrease in grants from the ACT Government by 6% as a result of the First Respondent Effective Suicide Help project that was finalised in the previous year. The 14% decrease in corporate support and sponsorship is mainly due to a one-off corporate sponsorship received in the previous year. Donations and fundraising increased by 12% mainly due to an increase in sales at the bookfairs. The services income increased by 49% due to more workshops organised during the year ended 30 June 2009.

Expenses

Total expenses increased by 5%. The Association incurred borrowing expenses due to the loan taken up for the construction of the book-sorting and storage facility in Mitchell. The 84% increase in the equipment rental expense is mainly due to the reclassification of expenses. The 56% increase in the depreciation expense is mainly due to the additional depreciation from the completed book-sorting and storage facility in Mitchell. Premises and occupancy expenses increased by 11% as a result of additional cleaning costs incurred for the book-sorting and storage facility in Mitchell and CPI increases on rental properties.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

Balance Sheet

Total assets increased by \$527,506 (22%) mainly as a result of the completion of the construction of the book-sorting and storage facility in Mitchell.

Total liabilities increased by \$126,625 (26%) as a result of the borrowings incurred for the constructions of the book-sorting and storage facility in Mitchell. This increase is offset to a certain extent by decreases in trade and other payables, employee leave provisions and unearned revenue.

Statement of Changes in Equity

The change to equity is the result of the surplus for the year and revaluation decrement in the value of the investment.

Cash Flow Statement

The Association's cash flow and liquidity positions remain strong, providing a sound base for future delivery of additional and improved services.

The net cash from operating activities is consistent with previous year. The movement in the receipts and payments are outlined above under Revenue and Expenses.

The increase in net cash outflow from investing activities is due to the payments relating to the book-sorting and storage facility in Mitchell.

The net cash inflow from financing activities is related to the borrowings incurred as outlined above under Balance Sheet.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	2009	2008
	\$	\$
REVENUE		
Corporate support and sponsorship	339,359	393,303
Dividend income	-	4,066
Donations and fundraising	901,024	805,693
Government grants		
- ACT	589,156	626,110
- Commonwealth	339,020	339,020
Fair value of gifted land	-	689,000
Interest income	10,337	25,815
Services income	122,051	82,111
Other income	3,342	845
	<u>2,304,289</u>	<u>2,965,963</u>
EXPENSES		
Borrowing expenses	13,931	-
Consultants and contractors	115,288	128,691
Depreciation	53,588	34,434
Employment costs (excluding superannuation)	1,066,273	1,072,015
Equipment rental	23,447	12,760
Loss on disposal of assets	2,075	-
Insurance and other charges	22,090	17,695
Premises and occupancy expenses	259,800	233,613
Superannuation	89,534	64,818
Supplies and services	172,068	163,798
Travel and accommodation	32,359	29,832
Other expenses	30,114	30,746
	<u>1,880,567</u>	<u>1,788,402</u>
Net surplus	<u>423,722</u>	<u>1,177,561</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

BALANCE SHEET
AS AT 30 JUNE 2009

	2009	2008
	\$	\$
CURRENT ASSETS		
Cash and cash equivalent	393,436	758,205
Other current assets	43,840	41,114
Trade and other receivables	<u>27,456</u>	<u>64,949</u>
TOTAL CURRENT ASSETS	<u>464,732</u>	<u>864,268</u>
NON-CURRENT ASSETS		
Property, plant and equipment	2,451,063	1,501,180
Other financial assets	<u>14,727</u>	<u>37,568</u>
TOTAL NON-CURRENT ASSETS	<u>2,465,790</u>	<u>1,538,748</u>
TOTAL ASSETS	<u>2,930,522</u>	<u>2,403,016</u>
CURRENT LIABILITIES		
Trade and other payables	79,940	292,253
Provisions	96,722	106,668
Unearned revenue	81,807	96,161
Borrowing	<u>31,804</u>	<u>-</u>
TOTAL CURRENT LIABILITIES	<u>290,273</u>	<u>495,082</u>
NON-CURRENT LIABILITIES		
Borrowing	<u>331,434</u>	<u>-</u>
TOTAL NON-CURRENT LIABILITIES	<u>331,434</u>	<u>-</u>
TOTAL LIABILITIES	<u>621,707</u>	<u>495,082</u>
NET ASSETS	<u>2,308,815</u>	<u>1,907,934</u>
EQUITY		
Reserves	(7,440)	347,667
Accumulated surplus	<u>2,316,255</u>	<u>1,560,267</u>
TOTAL EQUITY	<u>2,308,815</u>	<u>1,907,934</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2009

	2009	2008
	\$	\$
Reserves	(7,440)	347,667
Accumulated surplus	<u>2,316,255</u>	<u>1,560,267</u>
TOTAL EQUITY	<u>2,308,815</u>	<u>1,907,934</u>
RESERVES		
Building Fund Reserve:		
Balance at the beginning of the year	332,266	332,266
Transfer to accumulated surplus	<u>(332,266)</u>	<u>-</u>
Balance at the end of the year	<u>-</u>	<u>332,266</u>
The Building Fund Reserve relates to funds set aside for the purchase of capital assets.		
Asset Revaluation Reserve:		
Balance at the beginning of the year	15,401	49,706
Revaluation increment/(decrement)	<u>(22,841)</u>	<u>(34,305)</u>
Balance at the end of the year	<u>(7,440)</u>	<u>15,401</u>
The Asset Revaluation Reserve is for the purposes of recording the increments and decrements in investments in accordance with Accounting Standards.		
TOTAL RESERVES	<u>(7,440)</u>	<u>347,667</u>
ACCUMULATED SURPLUS		
Balance at the beginning of the year	1,560,267	382,706
Operating surplus/(deficit)	423,722	1,177,561
Transfer from reserves	<u>332,266</u>	<u>-</u>
Balance at the end of the year	<u>2,316,255</u>	<u>1,560,267</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	2009	2008
	\$	\$
Cash Flows from Operating Activities		
Grants received	987,244	995,707
Receipts from other services	1,503,701	1,348,248
Interest received	10,337	25,815
Payments to suppliers and employees	<u>(1,998,825)</u>	<u>(1,866,989)</u>
Net cash from operating activities	<u>502,457</u>	<u>502,781</u>
Cash Flows from Investing Activities		
Payment for property, plant and equipment	<u>(1,216,533)</u>	<u>(446,864)</u>
Net cash from investing activities	<u>(1,216,533)</u>	<u>(446,864)</u>
Cash Flows from Financing Activities		
Proceeds from borrowings	364,126	-
Repayments of borrowings	(888)	-
Interest paid	<u>(13,931)</u>	<u>-</u>
Net cash from financing activities	<u>349,307</u>	<u>-</u>
Net increase/(decrease) in cash held	(364,769)	55,917
Cash at the beginning of the year	<u>758,205</u>	<u>702,288</u>
Cash at the end of the year	<u>393,436</u>	<u>758,205</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE CONCISE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1 BASIS OF PREPARATION OF CONCISE FINANCIAL REPORT

The concise financial report is an extract from the full financial report for the year ended 30 June 2009. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of Lifeline Canberra Incorporated. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Lifeline Canberra Incorporated as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of Lifeline Canberra Incorporated complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety. The presentation currency used in this concise financial report is Australian dollars.

NOTE 2 DIVIDENDS

Lifeline Canberra Incorporated is an incorporated association and does not have share capital and cannot, and does not, pay any dividends.

NOTE 3 EVENTS AFTER BALANCE SHEET DATE

There are no events after the balance sheet date that require amendment of, or further disclosure in, the concise financial report.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT BY THE BOARD OF DIRECTORS
FOR THE YEAR ENDED 30 JUNE 2009

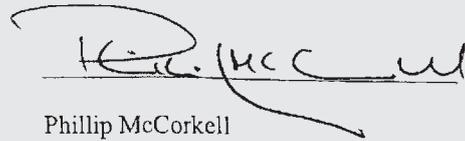
In the opinion of the Board the accompanying accounts comprising the Balance Sheet, Income Statement, Statement of Changes in Equity, Cash Flow Statement and Notes to the Financial Statements, including the discussion and analysis:

1. present fairly the financial position of Lifeline Canberra Incorporated as at 30 June 2009 and its performance for the year ended on that date in accordance with the Australian Accounting Standards (including the Australian Accounting Interpretations) and other authoritative pronouncements of the Australian Accounting Standards Board.
2. at the date of this statement, there are reasonable grounds to believe that Lifeline Canberra Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Robyn Clough
President



Phillip McCorkell
Treasurer

Dated on this 20th day of October 2009



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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF LIFELINE CANBERRA INCORPORATED**

Report on the Concise Financial Report

The accompanying concise financial report of Lifeline Canberra Incorporated (the Association) comprises the balance sheet as at 30 June 2009, and the income statement, statement of changes in equity and cash flow statement for the year then ended and related notes, derived from the audited financial report of the Association for the year ended 30 June 2009, and the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

Directors' Responsibility for the Concise Financial Report

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standard AASB 1039: Concise Financial Reports (including the Australian Accounting Interpretations), statutory and other requirement. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; 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 concise financial report based on our audit procedures. We conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of the Association for the year ended 30 June 2009. Our audit report on the financial report for the year was signed on 22 October 2009 and was subject to modification. The modification affects our report on the concise financial report and is a modification to our opinion on the concise financial report. The Australian 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.

Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039: Concise Financial Reports.



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

Qualification

Lifeline Canberra Incorporated, in common with similar non profit making associations, does not have a comprehensive system of internal control over all revenue, such as Bookfair fundraising income, and consequently we were unable to confirm that all amounts received by the Association have been properly accounted for. However, we were able to sight adequate support for income recorded in the books of account. As an audit procedure it was not practicable to extend our testing of income beyond the details in the books of account of the Association. This basis for qualification to our opinion on the concise financial report is also a basis for qualification to our opinion on the financial report of the Association for the year.

Auditor's Opinion

In our opinion, except for the effect on the concise financial report of the matter referred to in the preceding paragraph, the concise financial report including the discussion and analysis of Lifeline Canberra Incorporated for the year ended 30 June 2009 complies with Accounting Standard AASB 1039: Concise Financial Reports.



Duesburys Nexia
Canberra, 22 October 2009



R C Scott
Partner