

Annual
Report | **2012-13**
Lifeline Canberra



Now in its 41st year of operation, Lifeline Canberra continues to provide support to Canberra and the surrounding regions. We are active partners in a national network that provides a high quality telephone service 24 hours a day, 7 days a week to those in crisis. The most critical part of this service is our focus on suicide prevention, as expressed by Lifeline Australia whose vision is “An Australia free of suicide”.

Where We Are Today

Crisis Support Services

Every hour of every day, trained volunteer telephone crisis supporters are available to the community of the ACT and surrounding region. Lifeline is there 24 hours a day, seven days a week, when other services are closed. Many services and private practitioners refer clients to our service for support between appointments and after hours.

Our telephone crisis supporters 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. They listen with care and acceptance, whatever the circumstances. People call Lifeline for many reasons. Common themes include relationships, suicide, loneliness, anxiety, addictions, health, bereavement and information.

In 2012/13, Lifeline Canberra answered over 25,000 crisis calls. This could not have been achieved without the dedication and compassion of our 300 volunteer telephone crisis supporters.

CORE Solutions

Lifeline Canberra offers a range of resilience and crisis intervention trainings. This is a further opportunity for us to provide support for the community and to raise funds to support our telephone crisis line. These courses are available publicly and we also contract to government agencies and private enterprise to conduct in-house courses.



Community Resilience

Lifeline Canberra holds a number of events each year to bring the Canberra community together and raise awareness of specific issues. These include the “Out of the Shadows” walk to mark World Suicide Prevention Day in September and the annual “Women of Spirit” awards in November. In July 2013, we also launched “It only takes a moment to tell someone you love them”; a campaign to encourage people to reach out to their loved ones. We see these activities as a support to the Canberra community and a way to bring our brand to life.

Vision, Purpose and Core Values

Our Vision

To be the first organisation people turn to when they seek crisis support.

Our Purpose

To support Australians in times of crisis and equip individuals to be resilient and suicide safe – Changing lives for the better.

Core Values

Integrity
Respect
Compassion

Key factors of Success

By 2018, Lifeline Canberra will know that it has been successful if;

Crisis Support Services

- We have continued to increase the number of calls taken by Lifeline Canberra, by 10% each year.
- Lifeline Canberra remains within the top 5% of the most efficient call services (as reflected by Lifeline Australia – efficient against infrastructure costs).

Relationships

- We have continued to build a strong partnership with Lifeline Australia so that we are considered a preferred supplier of counselling services within the national Lifeline brand.
- We have strong relationships with ACT and federal government agencies that ensures we receive consistent share of government funding
- We have increased the number of our sponsors, both large and small by 50% and continue to have productive partnerships with a large number of businesses across Canberra
- We continue to be well supported by the Canberra community.

People

- We continue to attract increasing numbers of volunteers to all aspects of our organisation and we have waiting lists for all volunteer groups.
- The retention rate of our telephone crisis supporters is the highest in the country.
- Recruit and retain high quality individuals who are professional and recognised as experts in their field.

Support Systems

- All our volunteers and our paid staff are satisfied with the level of support they receive from our organisation.
- All our volunteers and our paid staff are satisfied with the systems that they use in our organisation.
- All our volunteers and our paid staff are satisfied with the training they receive from our organisation.

Training

- Core Solutions is the preferred training provider in the area of community resilience and crisis intervention in Canberra.

Financial Stability

- Lifeline Canberra has sufficient finances to operate the telephone crisis line and to provide additional community support as identified by the Lifeline Canberra Board and the CEO, at all times.
- Lifeline Canberra has an annual debt to income ratio of 2.1.
- Lifeline Canberra has increased the number of major sponsors to 10 and developed a core group of medium level partners that number 30.
- Lifeline Canberra has continued to investigate diversification of income streams.

Brand

- Lifeline Canberra is the most recognised and trusted not for profit brand within the Canberra community.
- The Canberra community associates the Lifeline brand with suicide prevention, crisis intervention and resilience.

Services Provided

- Lifeline Canberra has developed sustainable outreach services within the Canberra region to support "Changing Lives for the Better", including prisoner support, youth activities and suicide prevention.

In This Year We Have

- answered 25,584 calls
- discussed suicide in approximately 4,349 calls
- inducted 130 new Telephone Crisis Supporters (TCS)
- filled 4,524 telephone crisis support shifts
- trained over 250 individuals through our Applied Suicide Invention Skills Training (ASIST)
- trained over 20 individuals through our Domestic Violence Alert Training (DV-Alert)
- trained 115 individuals in the community to be proficient in Psychological First Aid (PFA)
- delivered a number of Federal and ACT Government Grant projects
- involved all telephone crisis supporters in a supervision program for skill and best practice enhancement.
- received significant positive media coverage across a variety of community initiatives
- contributed to creating a more resilient ACT and region community



Acknowledgements

Lifeline Canberra would like to thank the following organisations, individuals and businesses for their support during the year:

104.7 Canberra	Godfrey Pembroke	Pilgrim House
666 ABC Canberra	Goosebumps	Management Committee
ACT Coffee Supplies	Goulburn Party Hire	PRIME7 Television
ACT & Region Chamber of Commerce & Industry	GWS Giants	Project Coordination (Australia)
ACT Government	Hamperesque	PwC
ActewAGL	Hidow Australia	Richard Rolfe
Alfred McCarthy	Home Help Service ACT	RiotACT
Chartered Accountants	Hudsons Catering	RSM Bird Cameron
Alliance Catering	Hyatt Hotel	Signflair
Apartments by Nagee	JJ Richards	Sita
Audi Centre Canberra	King O'Malley's Irish Pub	SMS Technology & Management
Australian Institute of Management ACT	King & Wood Mallesons	Square Shaped Circles
Australian War Memorial	Komodo Paddle Club	System Built Exhibitions (SBX)
Beacon Hill	Konica Minolta	Tempus Two
Bluearth	Lambert Vineyards	The Canberra Good Guys
Brumbies Rugby	Laser Electrical	The Canberra Times
Bunnings	Leader Security	The Content Group
Canberra Cavalry	Lifeline Australia	The Friends of Lifeline
Canberra Centre	Little Dove Theatre Art	The Snow Foundation
Canberra CityNews	Macquarie Bank	The Terrace Café
Canberra Weekly Magazine	Manteena	Thomson Reuters
Cantlie	Master Builders Association of the ACT	Tidy Temple Yoga
Clear Complexions	Masters Home Improvement	Toll in2Store
Cycle 4 Life	Molonglo Group	Vikings Group
Exhibition Park in Canberra (EPIC)	New Best Friend	Westpac
Fashion Shoe Warehouse	Nova Multimedia	WIN Television
FAW Hire	OAMPS	Your Journey
Fulton Hogan	Pack & Send	
	Phase4 Electrical	

Services Provided Throughout the Last 12 Months

Lifeline 24 hour telephone crisis support service

Every hour of every day, a trained volunteer telephone crisis supporter is available to the community of the Australian Capital Territory (ACT) and the surrounding 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 crisis supporters 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.



CORE Solutions Training Products

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.

Board of Directors

Pauline Thorneloe—President

Pauline was elected to the position of Board President in November 2011. Pauline has worked in the public service for over 30 years and specialised over the last 11 years in human resource management. She came to Canberra in 2002 and joined Lifeline as a telephone counsellor in 2004.

Pauline sees her contribution to Lifeline as a way to get more involved in the Canberra community. Pauline became a member of the Board in May 2009.

Joanna Houghton – Vice President

Joanna has served on the Lifeline Canberra Board since 2005, with a break in 2007-08 to live and work in the Federated States of Micronesia. She was elected to the position of Vice-President in November 2011. Joanna holds a Bachelor of Laws (Honours) and Bachelor of Science from ANU. Joanna is a native Canberran and is passionate about the work of Lifeline Canberra - for the impact it has on people seeking its services and on the community as a whole. After working as a lawyer in private practice, Joanna now works for AusAID.

Athol Opas - Secretary

Athol has proudly served as a Director of Lifeline Canberra for over four years, commencing in February 2008. Athol has lived in Canberra for 19 years and is an active member of the Canberra community. Athol is committed to the values and work of Lifeline Canberra—changing lives for the better.

Athol is a graduate in Arts and Law, including a Master of Laws. Athol is a solicitor with over 12 years experience in private and public sectors, and has recently commenced practice with a high profile ACT law firm.

Jeanie Bruce – Treasurer

Jeanie joined Lifeline as a Telephone Counsellor in 1999, quickly expanding her volunteering role to include In-shift Support Supervisor and mentoring new volunteers as a Group Facilitator. In 2011 she was honoured to be named the ACT Volunteer of the Year, for her considerable and ongoing contribution to Lifeline. She became a member of the Board in 2012.

Jeanie has extensive experience as a manager in the public sector in both WA and the ACT. She holds a Master of Public Administration and a Bachelor of Laws (Hons) and has been a proud resident of Canberra since 1991.

Patti-Jane (PJ) Gould - Director

With over 20 years experience in the corporate sector PJ brings a wealth of knowledge and business acumen to the Lifeline Canberra Board. PJ is the Head of Sales for Rheinmetall MAN Military Vehicles and has been involved with Lifeline Canberra since 2004 through her previous role at Toll Transport where she helped set up weekly transport and storage assistance for the Bookfair volunteers. PJ has also been involved with various events and joined the Board in February 2007

*Retired from board February 2013



Ayesha Razzaq – Director

Ayesha joined the Lifeline Canberra Board as Director in 2011. She brings a wealth of commercial knowledge and expertise obtained through her career in the retail energy industry, leading a dynamic business through a time of significant industry change. Ayesha is currently the General Manager Retail for local utility company ActewAGL and has completed a Bachelor of Engineering (Honours) at the Australian National University.

Ayesha is proud to be on the Lifeline Canberra Board and supports the important work it does in providing crisis telephone support to the people of Canberra and surrounding region.

Dr Jeffrey Harmer – Director

Dr Jeffrey Harmer AO is a former Secretary of the Department of Families, Housing, Community Services and Indigenous Affairs and the Department of Education, Science and Training. He is also a former Managing Director of the Health Insurance Commission. He currently holds a range of board positions including: The Australian Housing and Urban Research Institute Board, ACT Medicare Local Board, National Smith Family Board and John Curtin Medical Research Foundation Board. Dr Harmer is a Fellow of the Australian Institute of Management (FAIM) and the Institute of Public Administration Australia (FIPAA).

Cade Brown – Director

Cade joined the Lifeline Board as a Director in February 2012. Cade provides the board with a deep understanding of corporate governance, risk management and financial management skills that he has obtained in a twelve year career as a consultant in Canberra's largest accounting firm. He is currently a Director of PriceWaterhouseCoopers and has also figured prominently in Canberra's sporting landscape, primarily as captain of the ACT Comets. Cade has a Bachelor of Commerce at Canberra University and is also a Certified Practising Accountant.

Cade is a proud Canberran and is committed to the Lifeline vision and values. He is passionate about the services that our volunteers and hard working staff provide to the people of Canberra and the surrounding region.

Steve Fielding – Director

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 Company Directors. He joined the Board in 2006.

Presidents Report



In presenting my second Annual Report to the volunteers, sponsors, staff and friends of Lifeline Canberra, I am conscious that the 2012-13 year has again been a year of successes and challenges in following our purpose – “To support Australians in times of crisis and equip individuals to be resilient and suicide safe – Changing lives for the better.”

Our core business, the provision of telephone crisis support, has met with outstanding success as we have continued to increase the numbers of calls that we take. Overall, our call answer rate has increased by a remarkable 30%. As a Lifeline Centre we provide a highly efficient and effective service to those in need. This success has come from a 20% increase in the number of telephone crisis supporters that are answering calls – the highest number we have ever had available to us.

Over 10% of our calls deal with people in the most extreme of crisis – suicide – and on behalf of the Lifeline Canberra Board, I acknowledge and thank the volunteers who give their time and demonstrate such generosity of spirit to answer calls from those in crisis.

In turn, these volunteers are supported by a small but dedicated group of paid staff. I would like to acknowledge our paid staff, particularly those engaged in training our telephone crisis supporters and thank them for creating a volunteer workforce second to none.

We have also started to expand our services to the Canberra region this year – researching and developing a plan to implement a text back service targeting teenagers in crisis and working with other Lifeline centers to develop a program to support prisoners at risk of suicide.

Core Solutions, our public and corporate training arm, also continues to be successful – running workshops for a number of public service agencies, private businesses and for the general public. We were also successful in obtaining a grant to run Psychological First Aid training for ACT First responders. The work of Core Solutions allows Lifeline Canberra to encourage and support resilience within our community.

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However, while the demand for our services continues to grow, and we grow in response, we face a challenge to meet the rising costs of providing these services.

The Bookfairs continue to be the corner stone of our finances. March 2013 was one of the biggest bookfairs that we have held and we are constantly seeking ways to draw more people to the events. Equally, our smaller winter Bookfair on the south side of Canberra is growing steadily. I continue to be amazed and grateful for the huge efforts of our warehouse and Bookfair volunteers, without whom, our crisis calls would not be answered.

We also held a second themed Ball during the winter and "At the Circus" continued our motif of having fun while providing funds to support those in need.

As a Board, we have recognised the need to expand our endeavours to assure our financial future and September saw the launch of our vintage shop – Hipsley, which is located in Lonsdale Street Braddon. Along with Bean Talkin' our mobile coffee cart, Lifeline Canberra's ventures into commercial trading have grown slowly but do contribute to our overall profitability. I am pleased that in both these ventures, we have continued to rely on a volunteer workforce, and I thank those who stand behind the shop counter in Hipsley and the coffee machine of Bean Talkin'.

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Our list of sponsors, both large and small, has continued to grow this year. On behalf of the Board, I would like to thank those sponsors whether they provide funds or in kind support for our endeavors.

It is gratifying that Lifeline Canberra continues to attract high caliber volunteers, and loyal sponsors – both of which indicate the level of respect that we command within the community. Events such as the "Out of the Shadows" walk, which is held in September to commemorate World Suicide Day and the "Women of Spirit" Awards, which are held at the end of each year, are symbols of the richness of the Canberra community.

I am proud of the contribution that Lifeline makes to grow a resilient and compassionate community in Canberra.

Over the next year, Lifeline Canberra will continue to expand our services within the Canberra community, particularly the number of telephone crisis supporters available to answer calls. We will continue to work for a sustainable financial future for Lifeline Canberra that remains a challenge for all of us.

I welcome Doctor Brendan Nelson to Lifeline Canberra as our Patron, from July 2013. This is a new position for us, and I believe Doctor Nelson will bring a great energy and commitment to our cause.

I would like to thank the members of the Board who have worked so collegiately this year to support the organisation and in particular PJ Gould who resigned from the Board during this financial year. PJ has been a great supporter of Lifeline across Australia and brought great common sense and passion to her role of Director. I wish PJ all the best in her future endeavors. I also want to thank the Chief Executive Officer, Mr Mike Zissler for his continued hard work, dedication and commitment to our organisation.

Pauline Thorneloe
President

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CEO's Report

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2012-13 was a year of high notes, successes and a year of real challenges.

Highlights have to include the continued growth of our Telephone Crisis Supporter volunteers and the huge increase in the calls we have answered and in our ability to be flexible in times when the going gets tough and hard decisions have to be made.

On the downside we have seen friends leave us with the passing of Russell Oldmeadow, one of our founders and the inaugural Executive Director of Lifeline Canberra and with continued increase in competition for the corporate dollar and financial constraints of the general community we have had to reduce our staff numbers. This necessary step was taken to ensure that ever tightening budgets are kept to within our revenue capacities. We have had to learn to live within our means.

2012-13 was another big year for our book sorting facility and warehouse and the Bookfairs continue to be our biggest revenue earner with highly successful Bookfairs again at EPIC and Erindale Vikings Club. This is due entirely to the diligence and commitment of our dedicated volunteers who continue to develop and augment our offering to the community and to whom we are extremely grateful. The warehouse facility is open seven days a week accepting book donations from members of the public who are



always greeted with a smile and appreciation. These donations are then sorted by our many experts and bibliophiles before being boxed and palletised before the next Bookfair comes around. We all thank the community for its support of these great events.

We have also grown other revenue streams, albeit modestly. Bean Talkin' our coffee trailer venture has grown from strength to strength and the distinctive blue trailer can be seen around town plying its trade and delivering great coffee while supporting Lifeline Canberra in the process. We also opened Hipsley Lane, named after our first Telephone Counsellor Ebdon Hipsley, in Braddon. Hipsley provides preloved and vintage fashion clothing and accessories, books and magazines and ephemera from the 50's through the 80's. It is a great brand and growing both in reputation and revenue.

As in previous years we have forged great new partnerships with the community and community minded organisations and have continued to grow our relationships with our existing sponsors and friends. Our wonderful Friends of Lifeline continue to support us and again gave generously.



Women of Spirit Awards: Suzie Hoytink (Clear Complexions), Mike Zissler (CEO Lifeline Canberra), Natalie Forrest (Prime7), Pauline Thorneloe (President, Lifeline Canberra)

I would also like to make a special welcome and thank you to our Telephone Crisis Supporters. Over the last year we have grown our numbers of volunteers who take the calls. Their dedication and commitment to the community ensures that we provide high quality, non-judgemental support to those most in need during times of crisis and to those who considering suicide. Personally I wish to thank each and every one of you as does the community. Thank you.

Last and by no means least I wish to thank all the staff and Board who have worked tirelessly to support our volunteers and meet our Mission: changing lives for the better, this could not be done without your support whether it be training volunteers, supervising in times of need or running the events, functions and bookfairs that allow us to raise the much need funds to ensure we answer as many call as we can.

Mike Zissler
CEO

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Telephone Crisis Support

The past twelve months have been a period of continuous growth in our telephone crisis support services. We have had large intakes of new students and incredible improvements to our call answer rates. We have been lucky enough to have both stability within the staff team and good retention rates of volunteers which have helped in continuing to provide the best possible service for our callers in crisis.

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This has been a major accomplishment given the continuous period of change the national network is involved in, including; – a new workforce management system, a restructured national training program and an internal audit program focussing on 13 11 14.

Call Answer Rate for Lifeline Canberra Phone Room 2012-13



Statistics show our 260 trained TCSs answered 25,584 callers in crisis during the 2012-13 financial year. This means Lifeline Canberra answered an extra 7,955 callers in distress and struggling to cope with life this year. The month of January 2013 resulted in Lifeline Canberra answering more calls in one month than ever before, with 2489 calls being taken from individuals in crisis. This is an increase of 37% compared with January 2012.

During 2012-13 we trained an extra 128 students to become telephone crisis supporters. This has assisted in increasing our overall volunteer numbers on the crisis line to over 300. Lifeline Canberra aims to further increase this number in 2013-14 as the Canberra community continue to be generous with their time and energy to support those in need.

Thank you to the telephone counselling team – Barb, Janet, Alisha, John, Pam and Trish. You are all such dedicated individuals making Lifeline Canberra the amazing organisation it is today.

I would like to thank our incredible team of telephone crisis supporters who continue to give so much of themselves to our service and especially to our callers. I feel privileged to work with you all every day. **You are the true heroes of our community.**

Mandy Larsson
Director of Service Delivery

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Commercial Operations and Sustainability

Lifeline Canberra continues to benefit from the support of the very generous support of our Corporate Partners and members of the community who choose to assist us in our various fundraising efforts. We are extremely grateful to all who donate cash, services, products, labour or time in general to help Lifeline Save Lives. Every dollar and every hour given to support us makes a real difference.

We have continued to see good growth in our Corporate Partners and are appreciate your continued loyal support. This year we welcomed a number of new partners, including; Godfrey Pembroke (City), Audi Centre Canberra, The Canberra Good Guys, Leader Security, RSM Bird Cameron, Bendigo Community Bank, Tiny's Green Shed and renewed partnerships with long-term partners, ACT Government, Clear Complexions, Pixel to Paper Creative, Cantlie, EPIC, Project Co-ordination and Vikings Group. Significant in-kind support from Prime7, The Canberra Times, Canberra Weekly and Canberra FM along with the wider journalism community is highly regarded by all at Lifeline Canberra.

Further, we have benefitted significantly from partnership activities with; Sennell, King O'Malley's, Tidy Temple Yoga, Canberra Cavalry, GWS Giants, LMS Canberra, Masters Home Improvement, Bunnings, Toll Logistics, SBX, Apartments by Nagee, ActewAGL, Hyatt Hotel, FAW Hire, Phase4 Electrical, Yellow Edge, Allhomes, Alliance Catering, Pack N Send, Westpac, Sita, JJ Richards, Hidow Australia, Your Journey and Pilgrim House.



Our 'Friends of Lifeline' bi-annual newsletter continues to provide a steady stream of donations which was enhanced by our participation with Lifeline National's 'Tax Time Mailout'. We are continually humbled by the number of members from our community who continue to fundraise in their work and home communities on their own accord to support us.

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Our commercial operations team continually strive to ensure the Lifeline brand is front of mind for members in our community, as such, our ever expanding series of events delivers on two fronts.

We achieve great media exposure each time we engage the community and the response in terms of attendance from our loyal supporters is overwhelming. Every column inch and minute on the airwaves covering our community engagement activities provides us with fantastic brand awareness and publicity that money could not buy.

A feature of our 2012-2013 event calendar was the Clear Complexions Women of Spirit Awards, highlighted by the amazing life story of Ms Mijina McDowell. All attendees were inspired by her incredible strength and fortitude in overcoming personal challenges and amazed at the fire inside her to continue to support members of the community in need in so many ways. A huge thanks to the nomination committee of Suzie Hoitink, Carrie Graf, Dianne Kargass, Pauline Thorneloe and Natalie Forrest (who also hosted the event) who gave generously of their time and had the difficult task of selecting the one (of 11) successful nominee.

26 April 2013: Fundraising event, in partnership with Cantlie, at the Australian War Memorial with Dr. Brendan Nelson (AWM), Kevin Sheedy (GWS), Clyde Rathbone (Brumbies), Laurie Fisher (Brumbies) and Ross Solly (666 ABC Canberra).



To commemorate 50 years of Lifeline's suicide prevention service to the Australian community, members of the Lifeline Canberra family took part in a official Tree Planting ceremony on the 18th of April 2013. We were honoured to have Lifeline's Parliamentary Friend, Senator Gary Humphries, Ben Roberts-Smith VC MG and other military dignitaries. The trees were planted to form the shape of two Lifeline logos at the Lindsay Pryor National Arboretum in Canberra. All 50 trees, one for each year of Lifeline's service to the community, were sponsored by individual supporters and businesses across Australia. Our thanks to National Capital Authority, Yarralumla Nursery, Citywide and in particular Mr Richard Rolfe AOM.

Volunteers are at the very heart of our organisation and the outstanding work and subsequent achievement of over 300 volunteers sees us deliver three premium quality Bookfairs each year, raising close to \$1million dollars for the organisation. The commitment to our cause and dedication to excellence of each volunteer is extraordinary. To all volunteers, the amazing staff at EPIC and each and every person who has donated, sorted, priced, packed and sold a book (vinyl, DVD, sheet music etc) for us, our most sincere thanks.

We will continue to diversify our revenue streams by developing our two commercial enterprises, Hipsley (clothing store) and Bean Talkin', mobile coffee and catering services. With continued effort and the awareness to adapt to environmental trends we will

improve our ability to raise revenue that will support the overall growth of our Telephone Crisis service delivery team. Our ability to contribute more broadly to the wider community by providing volunteers with training in retail and hospitality, sees them embrace new skills and experiences with which to take forward in their personal lives.

Lifeline Canberra continues achieve brand awareness and fundraising success beyond the realms of our humble work force and tight budgets. Our staff, volunteers (past and present) and supporters in general continue to go above and beyond the call of duty working flexible hours, nights and weekends, with the aim of doing their individual bit to help save more lives. For this we are eternally thankful.



Matt Heffernan
Director, Commercial Operations
and Sustainability



In March 2013, Lifeline celebrated its 50th birthday! To mark this significant occasion, 50 trees were planted in the shape of Lifeline's logo at the Lindsay Pryor Arboretum in Canberra on the 18th April.

Thank you Lifeline Australia, Richard Rolfe OAM, Ben Roberts-Smith VC MG, Garry Humphries and invited dignitaries for attending and to the following individuals and organisations for becoming a Tree For Life sponsor:



This event was kindly sponsored by the Audi Centre Canberra

Lifeline Canberra

Terra Lalirra

Jacqueline Garratt

Peter Quiggin

Aspen Medical Pty Ltd

Bruce Edwardes

Snedden Hall & Gallop

Andrew Marsh

Kelly Barry

Jane Malcolm

Janet Burman

Keith Cantlie

Katherine Meagher

Elaine Hooke

George Lovrinevic

Sarah Malam

Felicity and Holly Granville-Edge

Liv Aasgaard Gee

Rosemary, Jonathan and Michael Godfrey

Yee Chuin Lu

Anne Galvin

Kimlin Family

Barbara Robson

Brigitte Leppert

Margaret Bourke

Janice Redpath

Adrian King

Brown Family

Josephine Bryan

Kathleen Denley

Passion Julinsey

The Zissler Family

Zoe Mander-Jones

Robyn Beall

Angela Cusack

Richard & Robyn Bialkowski

Robyn Clough

Tarana Anand

Mark Stubbs

Helen Williams

John Benton

Peter Chivers

Jeanette Mathews

Lifeline Australia

Gloria Shadbolt

Jessica Kormelink

Sue Gleaves

Rar Ogle

Philip Basche

The Heffernan, Carmody & Corkhill Families



As with the previous year, the past 12 months has continued to be a time of growth, learning and increased opportunity for CORE Solutions. Lifeline Canberra is determined to play a vital role in building community resilience via the delivery of our CORE Solutions training, and the last 12 months have continued to bring this vision into fruition.

The growth that CORE Solutions has experienced would not be possible if it weren't for the dedication of the Canberra community at which we are continuously inspired and motivated by. This dedication enables the CORE Solutions vision of "Building Community Resilience" to become more of a reality with each individual that attends one of our workshops – thank you to all that have helped work towards making our community a more resilient and safe place.

Although each workshop within the CORE Solutions portfolio provides different skills and knowledge base – there is a consistent theme - that through education, awareness and self-reflection, participants are provided with skills to instil confidence, empower and encourage others to handle and manage situations of crisis. The workshops also focus on individual resilience through self-reflection and self-care.

The main, but not exclusive workshops facilitated by the CORE Solutions team are:

- **Accidental Counsellor – Crisis Intervention, Resilience and Self Care Skills**
 - 500 people trained this FY compared to 320 last FY
- **Applied Suicide Intervention Skills (ASIST) – Suicide First Aid Intervention**
 - 250 people trained this FY compared to 180 last FY
- **Dealing with People in Difficult Situations – De-escalation of crises in workplace, Resilience skills**
 - 200 people trained this FY compared to 55 last FY

The past year has also seen two new programs added to the CORE Solutions portfolio:

- **Psychological First Aid – Natural Disaster Recovery Response Training**
- **DV-alert – Domestic Violence Response Training**

I would like to take this opportunity to thank the CORE Solutions team, Erica Freeman and Hannah Korrel for all of your hard work and dedication. Canberra is a better place with you in it and you are an inspiration every day.

Lastly, it is always a privilege to deliver training to various different members of the Canberra community, it is encouraging to see our workshop numbers increase every year and this truly is a tribute to the amazing people that we have here in Canberra. I feel blessed to be a part of this wonderful community. Thank you.

Tracey McMahon
Core Solutions Training

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Testimonials



Mr Joe Roff
Lifeline Ambassador

“Lifeline Canberra are the leaders in crisis intervention and suicide prevention. With over 40 years experience in our community, they are in the best position to deliver training of this nature. The highly professional team at Lifeline Canberra train over 100 volunteers and 500 professionals each year and are responsible for building resilience amongst communities in the ACT and region.”



Mr Philip Basche
Business Development
Manager, Godfrey
Pembroke Canberra
Corporate Partner

“The Accidental Counsellor course provided me with a tool box of practical techniques and strategies which I can use at my discretion. I was required to use the skills I learnt on this course within three days and it allowed me to make a positive difference to an individual in my community. I highly recommend it for the benefit of your work colleagues, family and community environment.”

Treasurer's Report for FY 2012-2013

On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2012-13 Treasurer's Report.

Financially speaking, 2012-13 has been a tough year for Lifeline Canberra.

The Budget expectations from the previous financial year did not come to fruition but, thanks to outstanding support from the community and the continued efforts of volunteers and staff, we are now turning the corner. We are delighted to see donations are up, which has made up for some of the shortfall from government grants. The Bookfair results from March and June exceeded expectations, and remain a cornerstone of our financial strategy for the time being. Last financial year also saw our second formal ball, which had the theme of "At the Circus" and which inspired us to follow up with our Vintage Gala Ball at the Hyatt in July 2013. These are important opportunities for Lifeline Canberra to promote itself within the very generous Canberra community and to raise much needed funds to continue our work. Preliminary plans are afoot for similar events in the future.

An unfortunate feature of last financial year, 2012-13, was the need to take steps in reducing staff numbers and salaries mid year. We reduced the staffing numbers to 15 staff, and subsequent staffing contracts have better matched market rates. Redundancy payments are shown in the financial statements under "Employment Costs".

In late September 2012 we opened our new Lifeline Vintage Store, Hipsley, at Lonsdale Street and even though we do not have a full year's result, we can see improvement in this new income stream. The initial launch of the store allowed the public to get to know the brand and concept and to appreciate the vintage clothes being sold. In May 2013 we extended the Hipsley brand and welcomed a new shop manager: sales numbers are up although the revenue is not yet where we want it to be. Bean Talkin' has also struggled against budget and a common theme heard by staff and volunteers is there is no automatic association between Lifeline Canberra and Bean Talkin'. Once the public becomes more aware of the connection, we expect that enthusiasm and support will grow. Use of the van at various local sites on a regular basis and for key events, shows immense promise, but more will need to be done to cover all costs and build a solid return on investment.

While the new income streams have struggled initially, they have shown signs of improvement over the last two quarters.

Although our cash-flow position remains tight, we are quietly confident of continued success into the next financial year.

There are a few details to note in the Financial Statements:

- With the application of depreciation of property, plant and equipment, Lifeline Canberra's net assets as at 30 June 2013 were \$1.82m. This is a reduction from the \$2.23m reported in 2011-12;
- "Other Current Assets" – namely pre-payments and security deposits – were reduced because the \$23,500 bond for the warehouse in Mitchell was released in early March this year;
- "Other Financial Assets" (investments) dropped as we sold our MIRVAC shares in late June 2013;
- "Provisions" (annual and long service leave liabilities) went up by \$20,777, as employees were not able to reduce their overall leave credits in the last financial year;

- To address cash flow problems in December and January the loan with Westpac was extended and money from the mortgage for the Warehouse was withdrawn to help Lifeline over this period. This is shown under "Financial Liabilities";
- Grants were down by \$136,500, as COAG funding was centralised to Lifeline's national office. This was slightly offset by a Psychological First Aid training grant of \$100,000 to provide free courses to the public - \$75,000 of this amount was received in 2012-13.

In closing, I would like to thank all of the volunteers, the staff and the Board of Directors for their ongoing efforts and support for the work of Lifeline Canberra. You are making a difference.

Jeanie Bruce
Treasurer

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Financial Statements

**LIFELINE CANBERRA
INCORPORATED
ABN 14 207 094 003**

FINANCIAL STATEMENTS

30 JUNE 2013

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

FINANCIAL STATEMENTS 30 JUNE 2013

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2013

In accordance with the Associations Incorporation Act 1991 (ACT) the Board of Directors submit the financial statements of Lifeline Canberra Incorporated ("Lifeline") for the year ended 30 June 2013.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2013 or, if different, at the date of this report, is as follows:

Pauline Thorneloe (President)	
Joanna Houghton (Vice President)	
Athol Opas (Secretary)	
Jeanie Bruce (Treasurer)	
Cade Brown	
Steve Fielding	
Patti-Jane Gould	Resigned 21/02/2013
Dr. Jeff Harmer	
Ayesha Razzaq	

Principal Activities

The principal activity of Lifeline during the year ended 30 June 2013 was the provision of 24 hour telephone based counselling and counselling related services with a commitment to client support and service.

Operating Results

The result of Lifeline for the year ended 30 June 2013 was a deficit of \$420,325 (2012: deficit of \$294,523).

Significant Changes in State of Affairs

No significant change in the state of affairs of Lifeline occurred during the financial year.

Incorporation

Lifeline Canberra Incorporated is an association incorporated under the ACT Associations Incorporation Act. Lifeline is domiciled in Australia and its principal place of business and registered office address is 71 Northbourne Avenue, Canberra City, ACT.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

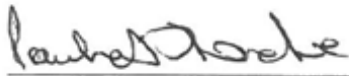
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2013

Events After the Reporting Date

No matter or circumstance has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

- a) the operations of Lifeline;
- b) the results of those operations; or
- c) the state of affairs of Lifeline in subsequent financial years.

Signed at Canberra this 30th day of August 2013 on behalf of the Board.



Pauline Thorneloe
President



Jeanie Bruce
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013

	Notes	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalent	3	387,398	379,524
Other current assets	4	14,248	67,925
Trade and other receivables	5	55,698	37,214
Inventory		<u>6,932</u>	<u>-</u>
TOTAL CURRENT ASSETS		<u>464,276</u>	<u>484,663</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	2,288,029	2,363,747
Other financial assets	7	<u>23,464</u>	<u>37,739</u>
TOTAL NON-CURRENT ASSETS		<u>2,311,493</u>	<u>2,401,486</u>
TOTAL ASSETS		<u>2,775,769</u>	<u>2,886,149</u>
CURRENT LIABILITIES			
Trade and other payables	8	111,109	131,911
Provisions	9	193,135	172,358
Unearned revenue	10	63,083	45,223
Financial liabilities	11	<u>585,767</u>	<u>287,349</u>
TOTAL CURRENT LIABILITIES		<u>953,094</u>	<u>636,841</u>
NON-CURRENT LIABILITIES			
Financial liabilities	11	<u>6,248</u>	<u>15,667</u>
TOTAL NON-CURRENT LIABILITIES		<u>6,248</u>	<u>15,667</u>
TOTAL LIABILITIES		<u>959,342</u>	<u>652,508</u>
NET ASSETS		<u>1,816,427</u>	<u>2,233,641</u>
EQUITY			
Reserves		(1,446)	(4,557)
Accumulated surplus		<u>1,817,873</u>	<u>2,238,198</u>
TOTAL EQUITY		<u>1,816,427</u>	<u>2,233,641</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Revenue		
Fundraising income	185,582	129,300
Grants	307,829	444,353
Trading and operating activities	1,486,712	1,317,272
Other income	6,278	22,949
Gain on sale of non-current assets	<u>4,686</u>	<u>-</u>
Total revenue	<u>1,991,087</u>	<u>1,913,874</u>
Expenses		
Administrative expenses	52,034	38,830
Cost of goods sold	50,288	14,666
Depreciation	103,757	88,388
Employment costs (excluding superannuation)	1,300,761	1,260,872
Management costs	25,604	26,350
Occupancy costs	305,877	252,240
Operating costs	416,230	397,578
Other costs	39,297	30,555
Superannuation	<u>117,564</u>	<u>98,918</u>
Total expenses	<u>2,411,412</u>	<u>2,208,397</u>
Surplus/(deficit) for the year	<u>(420,325)</u>	<u>(294,523)</u>
Other comprehensive income		
Gain/(loss) on revaluation of available-for-sale financial assets	<u>3,111</u>	<u>565</u>
Total other comprehensive income	<u>3,111</u>	<u>565</u>
Total comprehensive income for the year	<u>(417,214)</u>	<u>(293,958)</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Reserves	(1,446)	(4,557)
Accumulated surplus	<u>1,817,873</u>	<u>2,238,198</u>
TOTAL EQUITY	<u>1,816,427</u>	<u>2,233,641</u>
RESERVES		
Asset Revaluation Reserve:		
Balance at the beginning of the year	(4,557)	(5,122)
Other comprehensive income	<u>3,111</u>	<u>565</u>
Balance at the end of the year	<u>(1,446)</u>	<u>(4,557)</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>(1,446)</u>	<u>(4,557)</u>
ACCUMULATED SURPLUS		
Balance at the beginning of the year	2,238,198	2,532,721
Surplus/(deficit) for the year	<u>(420,325)</u>	<u>(294,523)</u>
Balance at the end of the year	<u>1,817,873</u>	<u>2,238,198</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Cash Flows from Operating Activities			
Grants received		338,612	356,980
Receipts from other services		1,740,308	1,539,003
Interest received		3,908	18,534
Payments to suppliers and employees		<u>(2,328,683)</u>	<u>(2,098,237)</u>
Net cash from operating activities		<u>(245,855)</u>	<u>(183,720)</u>
Cash Flows from Investing Activities			
Payment for property, plant and equipment		(28,039)	(16,788)
Receipts from investments		<u>17,386</u>	<u>-</u>
Net cash from investing activities		<u>(10,653)</u>	<u>(16,788)</u>
Cash Flows from Financing Activities			
Repayments of borrowings		(9,419)	(30,407)
Interest paid		(24,617)	(20,956)
Receipts from borrowings		<u>298,418</u>	<u>-</u>
Net cash from financing activities		<u>264,382</u>	<u>(51,363)</u>
Net increase/(decrease) in cash held		7,874	(251,871)
Cash at the beginning of the year		<u>379,524</u>	<u>631,395</u>
Cash at the end of the year	3	<u>387,398</u>	<u>379,524</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

Reporting Basis and Conventions

Lifeline Canberra Incorporated (the Association) has elected to early adopt AASB 1053: 'Application of Tiers of Australian Accounting Standards' and AASB 2010-2: 'Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements' from the annual reporting period beginning 1 July 2010. As a consequence, the entity has also early adopted the following Amending Standards containing reduced disclosure requirements:

- AASB 2011-2: Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements; and
- AASB 2011-6: Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board) and the requirements of the Associations Incorporation Act (1991).

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the Associations Incorporation Act (1991). The financial statements cover the Association as an individual entity.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied. Unless otherwise stated, the accounting policies adopted are consistent with those of the previous year.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Policies

(a) Going Concern

At 30 June 2013 the current liabilities of the Association exceed current assets. The directors believe that the Association will continue to operate as a going concern based on the expectation of future surpluses and continued financial support from financiers, donors, the local community and the ACT government. In the event that the Association is unable to continue as a going concern, the Association may not be able to realise all of its assets and extinguish its liabilities in the normal course of its business and at the amounts stated in the financial statements.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(b) Income Tax

The Association is a tax exempt body under relevant provisions of the Income Tax Assessment Act, 1997.

(c) Inventory

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and include direct costs and appropriate overheads, if any. Costs are assigned on the basis of weighted average costs.

Books donated to the Association are not recognised as inventory as it is impractical to quantify and value the book inventory reliably. The income from the sale of the books is brought to account in the period it is received.

(d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Where a revaluation has been performed, any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

The carrying amount of property, plant and equipment is reviewed at the end of the reporting period to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other costs (eg. repairs and maintenance) are charged to the statement of comprehensive income during the financial period in which they are incurred.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the profit or loss. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(e) Depreciation

The depreciable amount of all fixed assets including building and capitalised lease assets, is depreciated on a straight-line basis over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(f) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated over their estimated useful lives where it is likely that the Association will obtain ownership of the asset or otherwise over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(g) Financial Instruments

Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Financial assets at fair value through profit and loss

A financial asset is classified in this category if acquired principally for the purpose of selling in the short term or if so designated by management and within the requirements of AASB 139 Financial Instruments: Recognition and Measurement. Gains and losses arising from changes in the fair value of these assets are included in the profit or loss in the period in which they arise.

Loans and receivables

Loans and receivables are financial assets with fixed or determinable payments and are stated at amortised cost using the effective interest rate method.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(g) Financial Instruments (cont'd)

Held-to-maturity investments

These investments have fixed maturities, and it is the intention to hold these investments to maturity. Any held-to-maturity investments held are stated at amortised cost using the effective interest rate method.

Available-for-sale financial assets

Available-for-sale financial assets include any financial assets not included in the above categories. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are recognised in other comprehensive income and accumulated in the investment revaluation reserve.

Financial liabilities

Financial liabilities are generally recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of the reporting period, an assessment is made whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the profit or loss.

(h) Impairment of Assets

At the end of the reporting period, the carrying values of tangible and intangible assets are reviewed to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the profit or loss.

Where it is not possible to estimate the recoverable amount of an individual asset, the recoverable amount of the cash generating unit to which the asset belongs is estimated.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(i) Employee Benefits

Provision is made for the liability for employee benefits arising from services rendered by employees to reporting date. The benefits expected to be settled within one year to employees for their entitlements have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year are measured at the present value of the estimated future cash outflows to be made in respect of those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data.

(j) Provisions

Provisions are recognised when the Association has a legal or constructive obligation as a result of past events, for which it is probable that an outflow of economic benefits will result and that the outflow can be reliably measured.

(k) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

(l) Revenue

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from donations and fundraising is recognised upon receipt.

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue is deferred until those conditions are satisfied.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(l) Revenue (cont'd)

When grant revenue is received whereby the entity incurs an obligation to deliver economic value back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered, otherwise the grant is recognised as income on receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(m) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of the GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(n) Comparative Figures

Comparative figures have been adjusted, where necessary to conform to changes in presentation for the current financial year.

Critical Accounting Estimates and Judgments

The Board evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

The Board does not believe that there were any key estimates or key judgments used in the development of the financial statements that give rise to a significant risk of material adjustment in the future.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 2 SEGMENTAL REPORTING

The Association's principal objectives include the provision of counselling services, the core of which is a 24 hour telephone counselling service which forms a part of a national telephone counselling service while the remainder of the services are provided to residents of the Australian Capital Territory and surrounding region.

	2013	2012
	\$	\$
NOTE 3 CASH AND CASH EQUIVALENT		
Cash on hand	1,860	1,020
Cash at bank – at call	<u>385,538</u>	<u>378,504</u>
	<u>387,398</u>	<u>379,524</u>

NOTE 4 OTHER CURRENT ASSETS

Accrued income	-	5,435
Deposits	5,481	31,950
Prepayments	<u>8,767</u>	<u>30,540</u>
	<u>14,248</u>	<u>67,925</u>

NOTE 5 TRADE AND OTHER RECEIVABLES

Trade debtors	<u>55,698</u>	<u>37,214</u>
<i>Ageing of trade receivables</i>		
Not overdue	9,973	33,931
Less than 30 days overdue	41,057	1,243
30 to 60 days overdue	4,068	1,200
61 to 90 days overdue	600	-
More than 90 days	<u>-</u>	<u>840</u>
	<u>55,698</u>	<u>37,214</u>

All receivables are considered recoverable and not impaired.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 6 PROPERTY, PLANT AND EQUIPMENT

	Cost 2013 \$	Cost 2012 \$	Accumulated depreciation 2013 \$	Accumulated depreciation 2012 \$	Carrying amount at year end 2013 \$	Carrying amount at year end 2012 \$
Land	689,000	689,000	-	-	689,000	689,000
Building	1,703,649	1,703,649	(195,210)	(152,619)	1,508,439	1,551,030
Fitout	87,125	81,731	(47,803)	(24,270)	39,322	57,461
Furniture, fittings and equipment	427,538	405,737	(376,270)	(339,481)	51,268	66,256
	<u>2,907,312</u>	<u>2,880,117</u>	<u>(619,283)</u>	<u>(516,370)</u>	<u>2,288,029</u>	<u>2,363,747</u>

The land was granted to the Association for nil consideration by the Land and Planning Authority during the year ended 30 June 2008 and has been brought to account in accordance with AASB 116 at deemed cost, being the fair value at acquisition.

(a) Depreciation rates and methods

Class of asset	Useful life	Depreciation method
Building	40 years	Straight line
Fitout	4 to 5 years	Straight line
Furniture, fittings and equipment	3 to 5 years	Straight line

(b) Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	Balance at beginning of year \$	Additions \$	Disposals \$	Depreciation \$	Balance at year end \$
2013					
Land	689,000	-	-	-	689,000
Building	1,551,030	-	-	(42,591)	1,508,439
Fitout	57,461	5,393	-	(23,532)	39,322
Furniture, fittings and equipment	66,256	22,646	-	(37,634)	51,268
	<u>2,363,747</u>	<u>28,039</u>	<u>-</u>	<u>(103,757)</u>	<u>2,288,029</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
NOTE 7 OTHER FINANCIAL ASSETS		
Available for sale financial assets at fair value:		
Mirvac Shares (listed)	-	17,386
Greater Good Foundation	<u>23,464</u>	<u>20,353</u>
	<u>23,464</u>	<u>37,739</u>
NOTE 8 TRADE AND OTHER PAYABLES		
Creditors and accruals	<u>111,109</u>	<u>131,911</u>
NOTE 9 PROVISIONS		
CURRENT		
Annual leave entitlements	164,824	148,434
Long service leave entitlements	<u>28,311</u>	<u>23,924</u>
	<u>193,135</u>	<u>172,358</u>
NOTE 10 UNEARNED REVENUE		
Income in advance	<u>63,083</u>	<u>45,223</u>
NOTE 11 FINANCIAL LIABILITIES		
CURRENT		
Secured borrowing	574,589	276,171
Lease liability	<u>11,178</u>	<u>11,178</u>
	<u>585,767</u>	<u>287,349</u>
NON CURRENT		
Lease liability	<u>6,248</u>	<u>15,667</u>

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 11 FINANCIAL LIABILITIES (CONT'D)

The Association has provided a mortgage over the land at 36-46 Brookes Street, Mitchell ACT in favour of the Westpac Bank as security for the loan facility of \$599,020 (2012: \$412,062). The balance of this facility drawn down as at 30 June 2013 was \$574,589 (2012: \$276,171). The loan facility is due for review on 16 May 2014 and is due to expire in 14 November 2015. The interest rate on the facility is variable and is 5.67% as at 30 June 2013 (2012: 6.73%). The repayment term of the facility is variable with only interest and fees being payable on monthly basis in the first year, and interest, principal and fees are payable on monthly basis after the first year, but is payable on demand if required by Westpac.

NOTE 12 FINANCIAL RISK MANAGEMENT

The Association's financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable, and loans.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Notes	2013 \$	2012 \$
Financial Assets			
Cash and cash equivalents	3	387,398	379,524
Other current assets	4	5,481	37,385
Trade and other receivables	5	55,698	37,214
Available for sale financial assets	7	<u>23,464</u>	<u>37,739</u>
Total Financial Assets		<u>472,041</u>	<u>491,862</u>
Financial Liabilities			
Trade and other payables	8	111,109	131,911
Secured borrowings	11	574,589	276,171
Lease liability	11	<u>17,426</u>	<u>26,845</u>
		<u>703,124</u>	<u>434,927</u>

Net Fair Values

Financial assets and financial liabilities are carried at their net fair value at the end of the reporting period. The carrying value of financial assets and financial liabilities approximates their net fair value due to their short term maturity or market interest rate. Apart from the available for sale financial instrument, no other financial assets or financial liabilities are traded on organised markets in standardised form.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
NOTE 13 LEASING COMMITMENTS		
Operating lease commitments:		
Payable:		
- not later than 12 months	274,005	171,909
- between 12 months and 5 years	<u>145,045</u>	<u>242,005</u>
	<u>419,050</u>	<u>413,914</u>

The operating leases relate to office premises at 71 Northbourne Avenue (Canberra City) and Hipsley Lane Shop expiring on 28 August 2015 and 31 August 2014 respectively. There are also operating leases in relation to motor vehicles, expiring on 20 September 2014 and 8 March 2015.

Finance lease commitments:

Payable:		
- not later than 12 months	11,178	11,178
- between 12 months and 5 years	<u>6,248</u>	<u>15,667</u>
	<u>17,426</u>	<u>26,845</u>

The finance lease commitment is for the purchase of trailer for a period of 3 years at an interest rate of 7.82%.

NOTE 14 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

The Association has no contingent liabilities or contingent assets at the end of the financial year.

NOTE 15 EVENTS AFTER THE REPORTING DATE

The financial statements were authorised for issue by the board of directors on the date of signing the attached Statement by the Board of Directors. The directors have the power to amend the financial statements after they are issued.

There are no events after the reporting date that require amendment of, or further disclosure in the financial statements.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 16 KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel is defined by AASB 124 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director of the entity.

The aggregate remuneration paid to key management personnel during the financial year is as follows:

	2013 \$	2012 \$
Total key management personnel compensation	<u>184,070</u>	<u>167,768</u>

NOTE 17 RELATED PARTY TRANSACTIONS

Other than compensation of key management personnel, which is separately disclosed in these statements, there were no other related party transactions during the year.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

STATEMENT BY THE BOARD OF DIRECTORS
FOR THE YEAR ENDED 30 JUNE 2013

In the opinion of the Board the accompanying financial statements comprising of statement of financial position, statement of comprehensive income, statement of changes in equity, statement of cash flows and notes to the financial statements:

1. present fairly the financial position of Lifeline Canberra Incorporated as at 30 June 2013 and its performance for the year ended on that date in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements, 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:



Pauline Thorneloe
President



Jeanie Bruce
Treasurer

Dated on this 30th day of August 2013

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

We have audited the accompanying financial statements of Lifeline Canberra Incorporated, which comprise the statement of financial position as at 30 June 2013, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and statement by the board of directors.

The Responsibility of the Members of the Board for the Financial Statements

The members of the Board are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and other authoritative pronouncements of the Australian Accounting Standards Board, and for such internal control as the directors determine is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Basis for Qualified Opinion

Lifeline Canberra Incorporated, in common with similar not-for-profit associations, does not have a comprehensive system of internal control over all revenue, such as Bookfair and some other 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.

Qualified Opinion

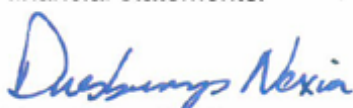
In our opinion, except for the matter referred to in the above qualification paragraph:

- (a) The financial statements of Lifeline Canberra Incorporated are properly drawn up:
 - (i) so as to give a true and fair view of the assets and liabilities of the Association as at 30 June 2013, the income and expenditure and cash flows of the Association for the financial year ended on that date and the other matters required by subsection 72(2) of the Associations Incorporation Act to be dealt with in the financial statements;
 - (ii) in accordance with the provisions of the Associations Incorporations Act; and
 - (iii) in accordance with Australian Accounting Standards – Reduced Disclosure Requirements.
- (b) we have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purpose of the audit;
- (c) proper accounting records and other records have been kept by the Association as required by the Act; and
- (d) the audit was conducted in accordance with the rules of the Association.

Inherent Uncertainty Regarding Continuation as a Going Concern

Without further qualification to the opinion expressed above, attention is drawn to the following matter:

The financial statements have been prepared on the basis that Lifeline Canberra is a going concern. As disclosed in Note 1 to the financial statements, the Directors' assessment that the Association is a going concern is based on the expectation of future surpluses and continued financial support from financiers, donors, the local community and the ACT government. If the Association is unable to continue as a going concern it may not be able to realise its assets and extinguish its liabilities in the normal course of business and at the amounts stated in the financial statements.


Duesburys Nexia
Canberra, 30 August 2013


R C Scott
Partner

Lifeline Canberra would like to thank the following partners for their organising support



LIFELINE CANBERRA ENQUIRIES
GPO Box 583
Canberra City ACT 2601

1st Floor, 71 Northbourne Avenue
Canberra City ACT 2601