

*Building  
a more  
resilient,  
suicide-free  
community.*



Annual Report  
2015 - 2016

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## Our story . . .

*Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide.*

Since 1971, our trained volunteers have supported people in need via our 13 11 14 crisis support and suicide prevention line. Lifeline Canberra telephone crisis supporters listen with care and acceptance, whatever the circumstance, and provide support and information to our callers in their time of need.

Lifeline Canberra is considered amongst the most preeminent charities in the ACT, regularly setting the benchmark for leadership in suicide prevention and community-wide awareness for mental health advocacy. As an integral part of the Canberra landscape, we continue to promote community and individual resilience.

*Each day our staff and volunteers fight to save the next life.*



## Our vision, purpose & core values

Our vision is to be the first organisation people turn to when they seek crisis support.

Our purpose is to support Australians in times of crisis and to equip individuals to be resilient and suicide safe . . .

*changing lives for the better*

Our core values are integrity, respect, compassion and professionalism.

### Integrity

- We are transparent in an environment of confidentiality
- Focusing on positive workplace behaviours, we encourage a healthy work-life balance
- We seek opportunities to learn grow and improve

### Respect

- We respect different opinions and strive to learn from our mistakes
- We work collaboratively and acknowledge individual contributions and efforts
- We recognise and value diversity

### Compassion

- We are inclusive of others
- Communicating openly, we show compassion for each other and recognise the contribution of paid and unpaid staff (volunteers)

### Professionalism

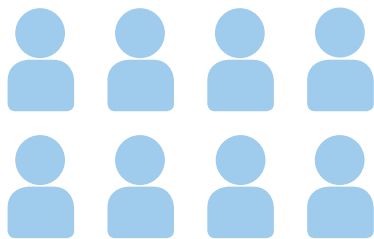
- As our purpose is to support others, we work for client-focused outcomes
- We seek and provide feedback constructively
- We pride ourselves on being reliable and accountable

# What drives us . . .

8 people die by suicide each day in Australia.

3,027 Australians took their own life in 2015.

Suicide remains the leading cause of preventable death for Australians aged 15 to 44.

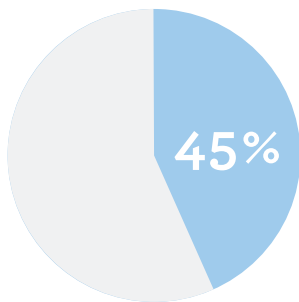


In Canberra, we lose on person to suicide each week.

For every death by suicide, it is estimated that as many as 30 people attempt to end their lives. That is approximately 90,810 suicide attempts each year.

45% of Australians will experience mental illness in their lifetime.

Approximately 1 in 5 Australians will experience a mental illness each year - that's 20% of us - yet this topic is still misunderstood and often stigmatised.



Mental illness is the main risk factor for suicide.

Data reflects the Australian Bureau of Statistics (ABS) Catalogue 3303.0 Cause of Death Australia, 2015

With the prevalence of suicide rapidly increasing, each day awareness and demand for our life-saving 13 11 14 service rises.

Each day our telephone crisis support volunteers speak with almost 100 callers.





## Our achievements from the year . . .



**34,911**

calls answered  
by our crisis  
supporters



**4,280**

shifts filled  
by our crisis  
supporters



**17,896**

calls where  
suicide was  
discussed



**133**

new crisis  
supporters  
inducted



**2,414**

safety plans  
created with  
callers at risk



**6,570**

hours of in-  
shift support  
completed

**On Sunday, 26 June 2016, we had the highest  
record of calls answered in one day: 249 calls**

### We also . . .

- answered 775 help-seeker enquiries on the National Feedback Service
- involved all crisis support volunteers in a supervision and development program for skill and best practice enhancement
- trained 1,932 people in our CORE Solutions courses
- delivered a number of Federal and ACT Government grants
- launched a major awareness and fundraising campaign
- received significant positive media exposure across a variety of community initiatives
- contributed to creating a more resilient community



# Our supporters . . .

We would like to express our gratitude to the following organisations and individuals for their support throughout the year . . .

666 ABC Canberra	Canberra Cavalry	Green Shed	Natio
ACT Government	Canberra FC	Gungahlin United FC	Power Saving Centre Canberra
Affinity Electrical Technologies	Canberra FM	GWS Giants	Prime7 Canberra
Alfred McCarthy	Canberra Olympic FC	Harcourts Brindabella	Promo Concepts
Allan Sparkes CV VA	Canberra Outlet Centre	Hellenic Club	PwC
Another Happy Customer Photography	Canberra Raiders	Helping Hand	Richard Rolfe
ANU Centre for Continuing Education	Canberra Weekly Magazine	Icon Water	Rojo Customs
Aspen Medical	Cantlie Recruitment & HR Solutions	Infinite Lights & Sounds	Rotary Club of Yass
Audi Centre Canberra	Capital Hotel Group	Jamison Flowers	RSM Australia, Canberra
Australian War Memorial	Capital Radio Network 2CA 2CC	JJ Richards	SBX
Band of the Royal Military College	Care Traffic	Joe Tomane	Sennell
Belconnen Magpies Football Club	Clear Complexions	King & Wood Mallesons	SERVICE ONE Alliance Bank
Belconnen United FC	Club Group	King O'Malley's Irish Pub	Show Pony Events
Birdsnest	Coordinate	Lambert Vineyards	South East Tuggeranong Resident's Association
Bond Hair Religion	Dr Brendan Nelson AO	Last Man Stands Canberra	Storage King
Bottles of Australia (BOA)	Elite Sound & Lighting	Leader Security	The Snow Foundation
Brindabella Business Park	Even Dots Creative	Marianna Tolo	The Vikings Group
Brumbies Rugby	eWay	Melissa Breen	Tigers FC
BTW Communications	Exhibition Park in Canberra (EPIC)	Monaro Panthers FC	Toll Logistics
Bytes n' Colours	Friends of Lifeline	Mt Majura Winery	Tuggeranong United FC
Calwell Shopping Centre	GG's Flowers	Much more than money	Westpac
Cameron Hill	Good Guys Tuggeranong	NAB	Woden-Weston FC

# Our Board . . .

## Joanna Houghton • 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 and was elected President in 2015.

Joanna holds a Bachelor of Laws (Hons) 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.

## Cade Brown • Vice President

Cade joined the Lifeline Canberra Board in February 2012. He was elected to the position of Treasurer in 2014 and Vice President in 2015. Cade provides the board with a deep understanding of corporate governance, risk management and financial management skills.

Cade holds a Bachelor of Commerce from the University of Canberra and is also a Certified Practising Accountant. A proud Canberran, Cade is committed to Lifeline Canberra's vision, purpose and values. He is passionate about the services that our volunteers and staff provide to the people of Canberra and the surrounding region.

## Jeanie Bruce • Secretary

Jeanie joined Lifeline as a Crisis Support volunteer in 1999, quickly expanding her volunteering role to include In-shift Support Supervisor and mentoring new volunteers. In 2011 she was named ACT Volunteer of the Year, for her considerable and ongoing contribution to Lifeline.

Joining the Board in 2012, Jeanie was elected to the position of Secretary in 2015.

Jeanie has extensive experience as a manager in the public sector in both WA and the ACT. She holds a Bachelor of Arts, a Master of Public Administration and a Bachelor of Laws (Hons). Canberra has been her home since 1991 and contributing to the local community, through Lifeline Canberra, continues to inspire her.

## Arran Curll • Treasurer

Arran joined the board in 2014 and was appointed to the Finance Risk and Audit Committee, leveraging his expertise in finance to help ensure we maintain a long-term approach to sustainability. He was elected to the position of Treasurer in 2015.

Having studied in the ACT, Arran's skills and passion for life took him abroad to the United Kingdom and then the Northern Territory, before returning to Canberra in 2007. Arran is a partner at local financial planning firm, Much more than money (formerly Godfrey Pembroke) and is an accredited Financial Advisor. A passionate fitness fanatic Arran can more often than not be seen around town running or cycling.

## Warren Apps • Director

Warren joined the Lifeline Canberra Board as a Director in 2011. Leveraging his experience in communications, he has worked closely with the team to assist engagement and business development.

Warren is a Director of Coordinate Group, Canberra's largest communication, marketing and advertising consultancy. With 20 years experience working in multinational advertising agencies, Warren was twice named one of the top five advertising professionals

under 30 in Australia by B&T in 2007 and 2008. Outside of his agency role, Warren is a regular media commentator on advertising, media and marketing issues, and is a Director of both the CBR Brave Ice Hockey team and the Brave Foundation.

## Stephen Moore • Director

Stephen joined the Lifeline Canberra Board in July 2014 and actively leverages his profile and networks to assist strategy and business development activities for the organisation.

Stephen is Captain of the Brumbies, has played for the Wallabies for 10 years and is Australia's most experienced hooker of all time. Away from Rugby Union and Lifeline Canberra, Stephen works for Deloitte and is an ambassador for Soldier On. Stephen is passionate about helping to deliver positive social outcomes for the community.

## Ayesha Razzaq • Director

Ayesha joined the Lifeline Canberra Board as a 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 telephone crisis support to the people of Canberra and surrounding region.

## Pauline Thorneloe • Director

Pauline joined Lifeline Canberra as a Crisis Support volunteer in 2004 and became a member of the Board in May 2009. She sees her contribution to Lifeline Canberra as a way to get more involved, and support, the Canberra community.

Pauline has worked in the public service for over 30 years and specialised over the last 11 years in human resource management.

Interim CEO May - August 2016

## Todd Wills • Director

Todd joined the Lifeline Canberra Board as a Director in February 2016. In 2015, Todd moved to Canberra from Melbourne and has been passionate about Canberra and its community ever since.

Todd holds a Bachelor of Law and Bachelor of Arts and has over 25 years' experience in the professional services industry in South Africa, Melbourne and Canberra. He is currently the Canberra Office Managing Partner for EY. His experience over the last 25 years has given him a great appetite for growing business, supporting the community and creating value. Todd is currently on the Red Shield Appeal Committee and the Canberra Cancerians Committee. In addition, he was formerly a board member of the Canberra Business Council (CBC).

Todd has a strong passion for mental health, support around mental illness and the prevention of suicide.

## A message from our President . . .



Lifeline Canberra has continued to expand on its success in 2015-16. We have ended the year as one of the highest performing centres in Australia. Again. We have answered more calls than ever before. Again.

*The need for Lifeline's services is ever increasing, with more people calling Lifeline than ever before.*

Lifeline Canberra's dedication to improving its service delivery means that we are helping more people, changing more lives for the better, and playing an essential part in suicide prevention.

The national suicide statistics are, however, showing no sign of improvement and are actually getting worse. Lifeline Canberra is committed to not only supporting the 13 14 crisis line, but to seeking new ways to help those in crisis.

*I sincerely thank our telephone crisis support volunteers, who willingly give up their time to listen to those in crisis every day.*

Calls to our crisis line can be challenging; requiring compassion, empathy and technical competence. People in need can reach out for help 24 hours a day only because of the commitment of the telephone crisis supporters. They are truly amazing, and to me are the unsung heroes of our community.

We continue to set record profits with our Bookfairs. Our amazing group of over 350 warehouse and bookfair volunteers work through the entire year to ensure the ongoing success of these iconic events. With only 8% of our funding coming from the ACT Government, their commitment to the ongoing viability of our major revenue stream is nothing short of outstanding.

Our CORE Solutions training team continues to build on their amazing success of the past few years. Their corporate and public training, which grows resilience in our community while supporting our financial endeavours, continues to receive incredible feedback and they are busier than ever.

This year saw the launch of a new awareness and fundraising campaign for Lifeline Canberra, the 'Save a Seat' campaign. The campaign seeks to capture a new revenue stream to ensure our ongoing financial sustainability. Just \$26 - the cost of a call to Lifeline - may save a life. If you are able, I encourage you to donate \$26 a month to Lifeline Canberra. We know we make a difference.

On behalf of the Board I would like to thank all of the staff at Lifeline Canberra. A small team, they run a high performing centre, and support over 700 volunteers. Their work ensures we provide high quality, ongoing support to our volunteers, train members of our community and our telephone crisis supporters, run amazing bookfairs, create fundraising events and remain financially viable. Thank you.

Our CEO, Carrie-Ann Leeson, has yet again managed to lead the team at Lifeline Canberra with her indefatigable energy, enthusiasm, dedication and charisma. Carrie welcomed her second son this year, and we congratulate Carrie and her family on the arrival of Ryan.

This year saw major structural reform for Lifeline Australia. This will see a stronger national organisation develop, and Lifeline Canberra is well placed to actively participate in the invigorated national network.

I would like to thank our Board members. All volunteers, they give their time, energy and considerable skills to determine Lifeline Canberra's strategic vision and ongoing success. This year has seen major changes to our Board. Athol Opus retired from the Board in February 2016, after his term of eight years expired. Athol was a fantastic contributor to Lifeline Canberra, and we thank him for giving his time to support the Canberra community. We also said goodbye to Stephen Moore, who made a significant contribution during his time in Canberra. Stephen has relocated to Brisbane to play for the Queensland Reds, and we wish him every success (except against the Brumbies).

Pauline Thorneloe, our immediate past President, is also stepping down from the Board in November 2016. Pauline has made a major contribution to Lifeline Canberra, as a telephone crisis supporter since 2004, a Board member since 2009 and President since 2011. She also stepped off the Board temporarily to become our acting CEO while Carrie-Ann Leeson took maternity leave in 2016. Pauline's tireless dedication to Lifeline Canberra will be sorely missed. We wish you all the very best Pauline, knowing that you will continue to give more of your considerable talents to Lifeline in future. It is also time for me to leave the Board, with my eight years up at the end of 2016.

*Thank you to everyone who supports Lifeline Canberra . . .*

- our staff, volunteers, sponsors, Board members and all the people of Canberra who come to our Bookfairs, run in our fun run, celebrate at our Gala or donate to us. You all play an important role in making our community a better place for everyone. It is because of you that Lifeline Canberra has ended the 2015-16 financial year in an enviable financial position.

*Joanna Houghton*  
Lifeline Canberra President



## A message from our CEO . . .



*This year we celebrate 45 years of crisis support in the Canberra community and beyond.*

For the team at Lifeline Canberra it has been a year of consolidation and growth.

Suicide remains the leading cause of preventable death in Australians from 15-44 years of age. This confronting issue continues to devastate our families and communities. The work done by Lifeline Canberra, at the coalface, makes a measurable difference. Every day our networks secure the safety of hundreds of Australians; securing the safety of thousands of mums, dads, brothers and sisters.

It is an absolute pleasure to present this report to you as it reflects momentum on all fronts. From our crisis support services to education and training, through to commercial operations, we can demonstrate progress; growth, engagement and sustainability in each area.

**Our Crisis Support team, together with the commitment of over 300 volunteers broke the record for calls answered every month to reach more individuals in need.**

**Our Training team experienced a 5 fold increase in the delivery of mental health courses.**

**Our engagement team doubled the levels of corporate support and introduced 3 new events to an already packed schedule.**

**Our approximately 300 warehouse and bookfair volunteers worked 24 hours a day, 365 days a year to secure the foundation of our commercial operations.**

All of this whilst securing our strongest financial position to date.

One area in which we haven't grown is in the number of employees we rely on to achieve these outcomes for the community. When you reflect on this report it is with great pride I can boast it is done with the commitment and capability of just 12 incredible team members. I would like to recognise and thank each of them.

Thank you to our dedicated volunteers, those who either undertake extensive training and supervision to become a telephone crisis supporter, spend hours tirelessly sorting books for our bookfairs, or energetically engaging the community at our various events. Thank you to these incredible individuals for their work and passion.

This year we farewelled a long serving board director, Athol Opas, after 8 years of service. It is with heartfelt thanks we wish Athol all of the very best in his future endeavours. We welcomed Todd Wills to the board and look forward to working with Todd in the coming years.

On behalf of the Lifeline Canberra team and board members I would also like to thank you for your support. With your ongoing support we are one step closer to a suicide-safe community.

Thank you,

**Carrie-Ann Leeson**  
Lifeline Canberra CEO

# A message from our crisis support team . . .

If you were to measure success in the crisis support area by the number of calls from people in crisis that were answered by Lifeline Canberra, then 2015-16 has been our most successful year yet.

*Our incredible volunteers answered 34,911 calls from people who were struggling with pain and struggling to cope with life.*

Family and relationships, as well as mental health continued to be major issues for callers to the crisis line. Our crisis supporters completed many safety assessments with callers who were a high safety risk. Of the calls answered by Lifeline Canberra, 477 had imminent safety risks issues and 16% of these callers required an intervention with emergency services. In the 17,896 calls where suicide was discussed, 14% of these calls the crisis supporter worked with the caller to establish an immediate safety plan. Other high risk calls included 907 domestic and family violence safety issues, 102 immediate child protection issues and 250 crime related emergencies.

At the end of the financial year Lifeline Canberra has 290 dedicated Crisis Supporters. This number has remained steady over the year with five intakes of new students.

Our team welcomed over 100 additional students into the phone room and have mentored these individuals into incredible, highly skilled crisis supporters. In addition to this we have trained another eight In-shift Support Supervisors who are vital in assisting and mentoring the volunteers answering our calls. The Crisis Support staff team have also increased their commitment to the crisis line by working every Saturday to help support those volunteers who roster themselves on weekends.

The Lifeline Canberra Crisis Support team continues to operate the National Feedback Service. During this year our team answered 775 help seeker queries and comments regarding Lifeline services. The team also supported many individuals - either via email or phone call backs - who had had poor experiences in seeking support.

2015-16 financial year has been a highly progressive year for the Crisis Support team. With our volunteers answering more calls than ever before, our supervision officers have facilitated over 50 group supervisions and over 200 individual call monitoring sessions, ensuring our volunteer's expertise continues to be exceptional and consistent. In addition to this, with the team focusing on increasing retention rates, we have seen a decline in the number of resignations from last financial year by 11%.

I would like to thank the incredible Crisis Support staff team; Barbara, Trish, Felicity, Rowena, Dawn and John. These individuals work consistently long and emotionally draining days and yet have amazing passion for our service to keep inspiring and supporting all our crisis supporters.

This financial year the team have worked tirelessly to keep increasing our standard of practice and supporting our volunteers. Thank you.

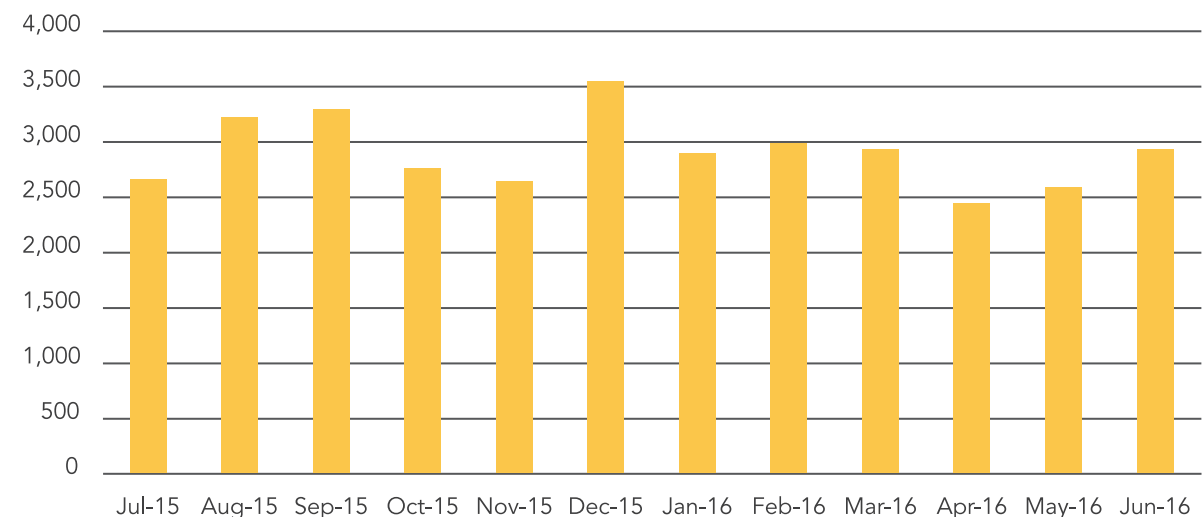
I would also like to thank all our incredible group of volunteers who constantly give up their weekends, evenings and days off to come into Lifeline Canberra and support the caller at the end of the line. The sacrifice each our volunteers make every week continues to inspire me in my role.

*Humans wanting to give to others, who they don't know, will never know, but have care and compassion for.*

Thank you for the dedication to our service and belief in the human spirit. Every day you change lives.

**Mandy Larsson**  
Director of Service Delivery

Calls answered: Financial year 2015-16



# Crisis support team initiatives . . .

## *Canberra Commitment Challenge*

During the year, we embarked on our inaugural 'Canberra Commitment Challenge' weekend. The Challenge we set ourselves was to see how many callers in crisis we could support over a three day weekend period.

When we communicated this idea to our volunteers they were extremely supportive and signed up for shifts enthusiastically.

We reached our goal of having every shift filled from 6am on Friday, 24 June to midnight on Sunday, 26 June.

Lifeline Canberra answered 713 calls over the three days - an incredible feat as, on average, we answer around 95 to 100 calls per day.

We made a huge difference to the national call answer rate during this period and have had the concept shared nationally with all Lifeline centres wishing to have similar challenges.

During this week our volunteers showed, once again, what can be achieved when a group of individuals strive to work together to make a difference.

*There was such an incredible feeling of mateship and community in the phone room over the three days.*



Some of the volunteers who participated in the inaugural Canberra Commitment Challenge weekend

## *Thank you dinner*

Again this year the fantastic Telephone Crisis Supporter Advisory Committee (TCSAC) had a wonderful 'Thank You' dinner for our crisis support volunteers.

The theme this year was 'hope' and I think everyone would agree that Libby Hanrahan, our guest speaker, embodied this theme with her experiences and stories about her role as a NSW Ambulance Helicopter Paramedic.

Libby's speech and her attitude towards life, and those in distress in our community, paralleled the work our volunteers do each and every day on the crisis line.

This, along with Nip's role as our wonderful MC for the night, truly made a great balance of hope and happiness.

Thanks so much to these incredible ladies for their wisdom and laughter.

*A huge thank you to the TCSAC members for another successful and inspirational night.*



Guest speaker, Libby Hanrahan with crisis support volunteer at the thank you dinner



# A message from our training team . . .

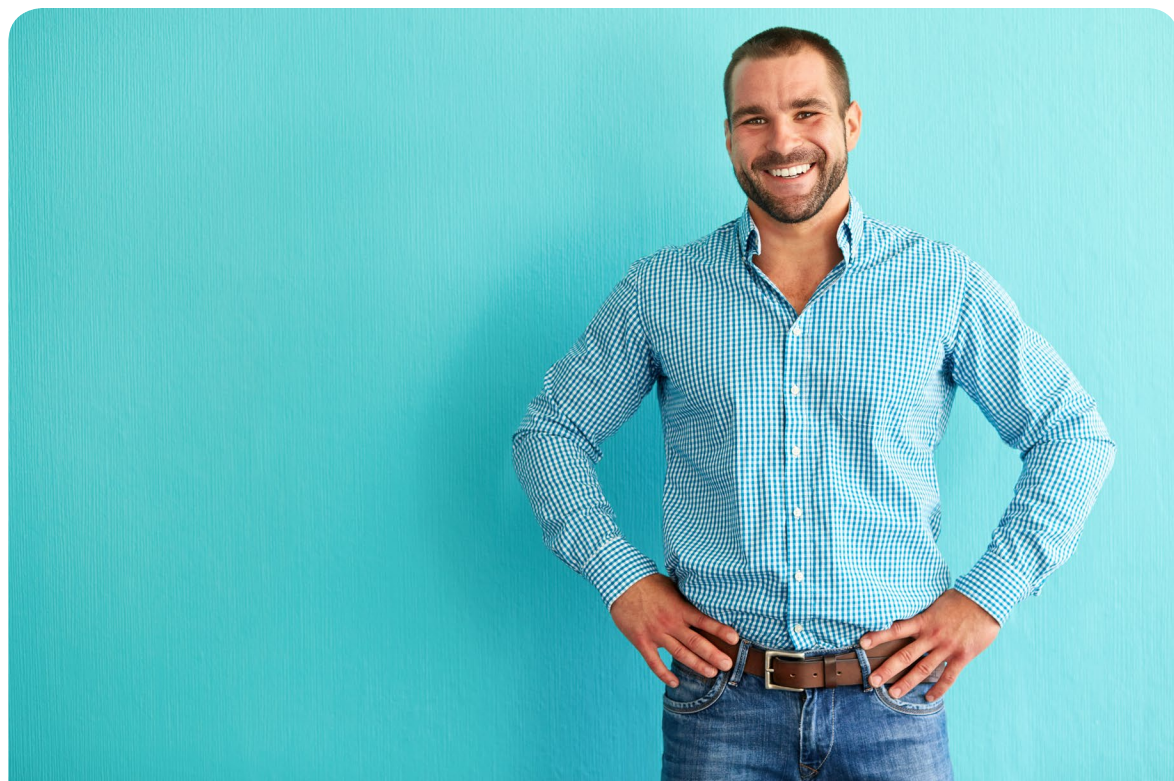
## *Crisis Supporter Workplace Training*

2015-16 was a year of firsts for the Crisis Supporter Workplace Training (CSWT). For the first time ever we ran five rounds of training. This meant we were able to welcome 133 new volunteers into the Lifeline Canberra family. We also introduced two new modes of training delivery with great success.

*We welcomed 133 new  
volunteers into the  
Lifeline Canberra family*

In July 2015 we delivered the inaugural intensive round. 24 keen and eager students began the training on a Monday, and a fortnight later were taking their first calls and supporting our callers in their time of need. This was such a success that we delivered another intensive round in June 2016 to another 20 amazing students.

We also introduced a Saturday session in April 2016, where 18 bright eyed students began on a Saturday morning, and four weeks later, hit the phone room and completed their first shifts. The Saturday sessions are running again in 2017, as this too proved to be so successful.



Of course, we continued to deliver our ever successful evening sessions; one commencing in August 2015 and another in February 2016. These were ran over Tuesday or Wednesday evenings, each over a two and a half month period, with a total of 89 passionate and dedicated students in attendance.

What an amazing bunch of people we have had completing CSWT this year. Lifeline Canberra have been privileged to welcome you into the organisation...

*...our callers and  
community will benefit  
enormously through  
your compassion and  
commitment. Thank you.*

Such a year would not be made possible without the endless giving, support and guidance from our wonderful Group Facilitators. The 2015-16 year saw 30 Group Facilitators giving up their time to share their expertise and knowledge with our students. With these incredible individuals, we have been able to train these 133 new Telephone Crisis Supporters, and ultimately answer more calls to people in their time of need...

*...you are remarkable  
and inspire us every day  
with your passion and  
commitment, you truly do  
save lives. Thank you.*

.....

### *A year of firsts ...*

- *5 training rounds*
- *new delivery methods*
- *2 intensive rounds*
- *more options for students*



# A message from our training team . . .

## CORE Solutions

Lifeline Canberra's corporate and community training team, CORE Solutions, passionately and inherently believe that education is power. The CORE Solutions mission is to 'Build Community Resilience' and we strive to achieve this through our prevention based courses on mental health and suicide awareness, crisis intervention and resilience based training.

The CORE Solutions portfolio of course all aim to leave our participants with skills and knowledge that will enable people to support those around them that may be showing signs of psychological struggle. Our philosophy is that, with a little education, you can make a massive difference, a life-changing difference, to those around you.

In the 2015-16 year, CORE Solutions has experienced a five-fold increase in our revenue from the previous year. This is an exceptional result and has cemented CORE Solutions as a major revenue stream for Lifeline Canberra. While this is a great outcome, the real achievement is reflected in the number of people that have been educated in our programs.

*In this financial year, we have delivered a total of 157 workshops around the country and reached 1,932 participants . . .*



Training Manager, Tracey McMahon with Trainers, Alisha Tarrant and Erica Whitby

This means that 1,932 people are now more ready, willing and able to reach out and support someone in emotional need, support someone through their crisis and employ life-saving skills if required. A phenomenal result and indicates the mark CORE Solutions is making in the preventative education context around mental health awareness in Australia.

The CORE Solutions team continues to be ever grateful for the support of the Much More Than Money team, as a major sponsor. This sponsorship has meant that we have been able to offer places in various workshops to over 100 participants who would not have been able to attend without this support. Thank you to the Much team, your support is truly valued and has changed the lives of many.

I would like to thank Alisha Tarrant, Erica Whitby and Susana Silva, the Training Coordinators of the CORE Solutions Team. These three have undoubtedly made this year the success it has been, working always with passion and pride when taking on this huge task of building a more resilient Canberra. These women are an inspiration and have truly made this community a better place. Thank you.

Lastly, and so importantly, I would like to thank those 1,932 participants that have attended our workshops. I am so heartened to see so many people willing and eager to be a part of making our community a more resilient and safe place to be. And, because of you, we are one step closer. Thank you.

*Tracey McMahon*  
Training Manager

**CORE** Communication  
Opportunity  
Resilience  
Empowerment  
**SOLUTIONS**

**Much** more  
than money®

## Our courses . . .

### Communication skills

#### Accidental Counsellor

Lifeline Canberra is the original creator of the Accidental Counsellor course. The program provides participants with a range of tried and tested crisis intervention skills that work to create effective communication and deescalate clients who are in crisis.

#### Dealing with People in Difficult Situations

Another original Lifeline Canberra course, this program provides participants with fundamental skills to deal with people who are displaying difficult behaviour.

### Suicide awareness and intervention

#### Applied Suicide Intervention Skills Training (ASIST)

ASIST is an internationally standard course providing participants with improved suicide awareness and practical intervention skills, enabling people to feel more comfortable, confident and competent in helping people at risk of suicide.

#### Suicide Awareness

This short course promotes awareness around suicide within Australia, covering the facts and teaching participants the signs, how to interact and how to support someone at risk of suicide.

### Mental health awareness and resilience

#### Mental Health First Aid

Mental Health First Aid teaches people how to assist others who are experiencing a mental health crisis. The course covers mental health issues such as depression, anxiety disorders, psychosis, substance use disorders as well as suicidal ideation.

#### Mental Health Awareness

Through this course, participants are exposed to a greater understanding of mental health, mental health issues and mental illness. This interactive session looks at reducing the stigma associated with mental health issues and teaches how to help others and look after yourself.

#### Resilience in the Workplace

Using evidence-based strategies from the latest in academic studies, and behavioural and brain science, this practical course covers the essential skills and resources employees need to become more effective contributors within their workplace, empowering staff to perform at their peak.

#### Stress Management

In this interactive two hour session, participants are invited to explore stress; what it is, how it affects people and how it can be effectively managed to encourage growth and prevent burnout.

*Our training team can also tailor courses to meet individual workplace needs.*

## What our participants say . . .

“

This course gave me the skills to help deal with difficult customers as well as family and friends.

”

“

A life-changing experience for me on a personal and professional level.

”

“

I feel a huge improvement in my confidence and putting these new skills into action.

”

“

I really enjoyed this course and felt very validated.

”

“

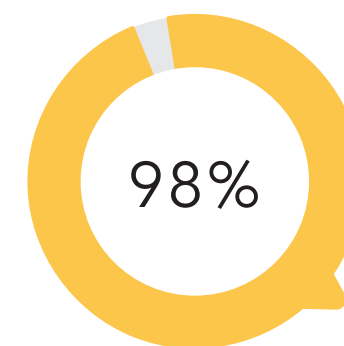
I'm so glad I have had the opportunity to attend this course - I learnt so much.

”

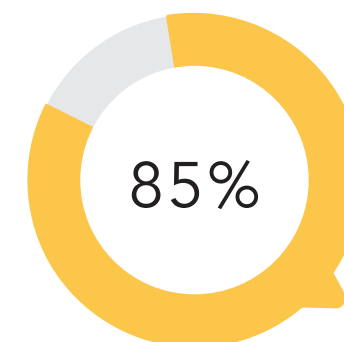
“

Best workshop I have been to in a long time!

”



of participants said they would recommend CORE Solutions training to someone else



of participants were overall extremely satisfied with the course

## A message from our engagement team . . .

Lifeline Canberra has continued to receive remarkable support from the Canberra community throughout the 2015-16 year, for which we are truly grateful.

Our annual events calendar continues to expand, with the support of our volunteers, partners and the Canberra community. We are proud to deliver events that not only raise funds for the crisis support and suicide prevention line, but also bring the community together to build resilience.

The second annual Icon Water Run for your Lifeline Fun Run and Half Marathon was held in November, again on the Majura Parkway. The event catered for all ages and fitness levels, with a 5km and 10km run or walk and a half marathon event for the serious runners. Wider community registrations included a large volume of local Canberrans, with participants also traveling from Victoria, South Australia, Queensland, and the Northern Territory.

In December we held our inaugural Golf Day, sponsored by Sennell and with support from the Gungahlin Lakes Golf Club. It was a big hit with over 16 teams, made up of local businesses, in attendance - we look forward to continuing this event in the future.

The annual Women of Spirit Awards, Out of the Shadows walk and Gala continue to receive outstanding support from the Canberra community. *You can read more about these events on the following pages.*

May 2016 saw the launch of our new fundraising and awareness campaign, *Save a Seat*. The campaign, led by Coordinate with the support of local media outlets, addresses the devastating rate of suicide in Canberra. *You can read more about the campaign on page 36.*

Our corporate, community and fundraising partners play a key role in our purpose to support Australians in times of crisis. The 2015-16 year saw our relationships with local sporting teams, the Canberra Raiders (league) and the Brumbies (union) strengthen, with unique opportunities to work together, leverage each other's networks and reach more and more people in our community.

Local National Premier League soccer teams also banded together to support Lifeline Canberra through the inaugural *Kick a Goal, Save a Life* campaign. The eight teams donated \$26 (the cost of a life-saving call) for every goal scored during the season, raising enough for over 300 additional calls to be answered.

We again partnered with the ACT Black Dog Ride committee for the Canberra 1-dayer in March 2016. The annual event is held Australia-wide and aims to start conversations to raise awareness for depression and suicide prevention.

Community fundraising activities have also grown, with more individuals and organisations putting their hand up with exciting ideas to raise funds and awareness for our services. King O'Malley's Irish Pub and the Green Shed have continued to come up with innovative and successful ways to raise funds, and we greatly appreciate their ongoing support.

The engagement team would like to acknowledge the outstanding achievements of the crisis support team and training team, and we thank them for all they do to make our community a better place.

I would like to thank my colleagues and all fundraising, warehouse and bookfair volunteers for their continuous, tireless support.

### Warehouse & Bookfairs

Our bookfairs continue to be the cornerstone of our fundraising strategy, raising a major portion of the funds needed to continue to meet the ever increasing demand for our life-saving services.

There are two main 'epic' bookfairs and a smaller 'southside' bookfair held each year, each continuing to break revenue and attendance records. This is a credit to our dedicated warehouse and bookfair volunteers who work 365 days a year, sorting, pricing and packing books and other donated items, to be ready for the iconic events. We have also expanded with a number of book sales around Canberra during the year.

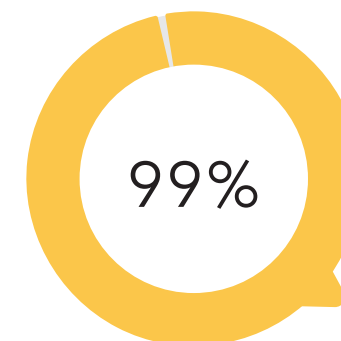
The main bookfairs have over 250,000 items for sale; books, movies, music, games, comics, maps and more - all donated by the community.

The 2016 Southside fair saw a new partnership with Communities@Work. We put the call out for attendees to bring along an item of non-perishable food to donate - and we are proud to say that we were able to collect 250 items of food for their community pantry program, supporting disadvantaged and vulnerable people in our community. We look forward to continuing this partnership in the future.

We would like to thank our warehouse and bookfair volunteers; their hard work and dedication continue to inspire us in our roles.

*Sarah Kentwell*

Communications Coordinator



of attendees said they would recommend the bookfairs to a friend



people through the doors at our Epic Bookfairs



# Celebrating inspirational women . . .

## Women of Spirit Awards

Each year Lifeline Canberra recognises incredible women in our community; women who have overcome adversity and now make a positive impact in society and inspire others to do the same. The Women of Spirit Awards is one small way to thank these amazing women, and remind them how special they are.

There are two categories; the Women of Spirit Award and the Rising Women of Spirit Award, which recognises women who have only recently overcome personal adversity.

The 2015 Awards saw an exciting new partnership with local, award-winning salon, Bond Hair Religion. Owner, Jenni Tarrant, received the Women of Spirit Award in 2013 and has hugely supported the Awards since.

Over 160 people gathered at the National Portrait Gallery on Wednesday, 2 September 2015 to recognise and celebrate the 12 incredible finalists at the Awards Luncheon.

.....



2015 Women of Spirit Award finalists at the National Portrait Gallery for the Awards Luncheon

## 2015 Women of Spirit Award Recipients

### Sarah Mamalai, Rising Woman of Spirit

Sarah Mamalai is an incredible woman who inspires all those she meets.

Battling brain cancer for over 8 years, Sarah has made it into the tiny 5% bracket of long-term survivors and has gone on to raise over \$600,000 for brain cancer research.

*“There is no such thing as ‘false hope’, there is only hope,” Sarah says.*

### Gay Evans, Woman of Spirit

A woman filled with courage and compassion for others, Gay has persevered through countless challenges in her life.

Overcoming disability, sickness and grief, Gay has used her personal struggles and experiences to help others, and has reached countless people in her lifetime.

*“It’s instinctual for me to want to help other people,” Gay says with a smile.*



Sarah Mamalai, Lifeline Canberra CEO Carrie-Ann Leeson and Gay Evans



## Walking out of the shadows . . .

### *World Suicide Prevention Day*

Each year on World Suicide Prevention Day (10 September), we invite the Canberra community to come together to join us as we walk *Out of the Shadows and into the Light*.

*Out of the Shadows* is a free event designed to remember those who have lost their lives to suicide. The event also offers an opportunity to discuss suicide prevention openly and in a supportive environment.

In 2015, we introduced a new section to the proceedings; as a mark of respect to those we have lost to suicide, we invited our guests to submit names of their loved ones for our team to read prior to the walk.

With over 120 attendees gathered on the steps of the Australian War Memorial, we heard from our Patron, Dr Brendan Nelson, as well as CEO, Carrie Leeson, before reading the memorial list.

As the sun rose, we walked down Anzac Parade and back; some of us in a reflective silence, others reminiscing fondly.

*It was a truly special event, and one we will continue for years to come.*



## A night of inspiration . . .

### *2016 'Sapphire' Gala*

Our 2016 Gala, presented by Audi Centre Canberra, was again held at the breathtaking Australian War Memorial, with the theme *sapphire*, to recognise our 45<sup>th</sup> year of crisis support in Canberra.

Our guest speaker from the previous year's Gala, Mr Allan Sparkes CV VA, joined us again to host the evening. We heard from our Patron and Director of the War Memorial, Dr Brendan Nelson AO as well as our presenting sponsor, Mr Richard Rolfe OAM of Audi Centre Canberra.

Allan hosted a Q&A session with local women, Rachael Stevens and Sam Davidson-Fuller; who shared their lived experience of using Lifeline's life-saving services.

We were fortunate to be joined by the five Cross of Valour recipients; Mr Darrell Tree CV, Mr Victor Boscoe CV, Mr Allan Sparkes CV VA, Mr Timothy Britten CV and Mr Richard Joyes CV.

With remarkable entertainment by the Royal Military College Band and Tania Kernaghan, it was truly an incredible evening.

The annual Gala continues to raise the bar in respect to quality as well as the financial contribution for our organisation.

We would like to thank each and every event sponsor and guest for their generosity and support.



We also launched our new mascot, the *Dare to Care Bear* at the Gala. Dare was designed to help start the conversation around mental health and suicide prevention - and he was a big hit on the night.

# Save a Seat . . .

On Monday, 30 May 2016, we launched a new fundraising and awareness campaign, *Save a Seat*.

In 2015, we lost 46 Canberrans to suicide - that's one person every week. The campaign, led by Canberra's largest communication, marketing and advertising consultancy, Coordinate, will highlight this devastating issue destroying our community.

The campaign works on the basis that every time we lose a loved one to suicide, a seat in our community, whether it be the classroom, office or family home, becomes empty. And every day, Lifeline Canberra telephone crisis supporters prevent the loss of many more.

Sadly, we do not have enough resources to answer every call but, with the help from the Canberra community, we can fill more seats in our crisis support centre and prevent many more seats from becoming empty in our community.

Canberra's leading media outlets have collaborated to help share the message with the community. We would like to thank Coordinate, Prime7, Mix 106.3, Hit 1047, HerCanberra, eWay, NAB, Much more than money, Dendy and Canberra Weekly for coming on board to support the campaign.

*We urge Canberrans to get behind the campaign, assess what their capacity is to contribute to a more resilient and safer community, and take action.*

.....



*At certain Lifeline Canberra events, you will see a memorial to loved ones lost to suicide, represented by 46 empty seats; to remember the 46 Canberrans lost to suicide in 2015.*

Please remember Lifeline is always here. If you need support, call us 24/7 on 13 11 14. Seek help and find hope.

We spoke to two Canberrans who have been touched by suicide; Adam Sutton and Rachael Stevens ... you can watch their full stories on the *Save a Seat* website.



*“My best mate took his own life and it’s left a massive fracture in the lives of his family and his friends. So I want people to know that if everything feels too hard, pick up the phone and talk to someone at Lifeline. It’ll save your life.”*

- Adam Sutton



*“I was about to take my own life. But I made a call to Lifeline. The woman on the other end of the phone helped me find just one reason to live. That was enough. Now I have a million reasons.”*

- Rachael Stevens



*If you would like to find out more about the *Save a Seat* campaign, please visit [www.saveaseat.com.au](http://www.saveaseat.com.au)*



## A message from our Treasurer . . .



On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2015-16 Treasurers' Report.

This has been an extremely successful year for Lifeline Canberra - largely due to a concerted effort in fundraising. Lifeline Canberra was able to increase the good financial result from the previous year of \$466k to an even better result of \$503k.

*Budget expectations were exceeded in every cost centre.*

The continued fantastic support from the public and efforts of volunteers and staff helped immensely to achieve the best result in years. We are delighted to see that sponsorships and donations were up.

All three bookfairs again achieved record results exceeding all expectations. The bookfairs remain a cornerstone of our financial strategy, but we continue to look to diversify our fundraising efforts through the development of revenue streams such as the Fun Run, Gala, Lock Up Your Boss and Golf Day.

Our CORE Solutions training team had a fantastic year. The exceptional level of delivery by the team, along with the great relationships Lifeline Canberra has developed with government departments and the corporate sector in the ACT has ensured the training courses have been filled throughout the year. In addition, 5 rounds of Crisis Supporter Workplace Training for 133 students was completed.

This year's Lifeline Canberra Gala, sponsored by Audi Centre Canberra held in May 2016 for the second time at the Australian War Memorial was again a huge success with a profit of \$83k to go straight to our phone room, including training for new volunteers on the phones.

The second Lifeline Canberra Fun Run and Half Marathon took place in early November 2015 with 5km, 10km and a half marathon to register for. It too was a great success with nearly 850 registrations impressing our main sponsors Icon Water and Audi Centre Canberra. The Fun Run has already become known as a well organised event for serious runners as well as for people that want to support us on a fun day out. The profit for the Fun Run 2015 was \$50k.

Our cash-flow position was strong throughout the 2015-2016 FY, an area we will continue to focus on to ensure a sustainable Lifeline Canberra.

Thank you to all the donors, big and small, all staff and the hundreds of volunteers that have contributed to the very successful outcomes for Lifeline Canberra this year.

*Arran Curll*  
Lifeline Canberra Treasurer

## *Additional notes for the financial statements*

- With the application of depreciation of property, plant and equipment, Lifeline Canberra's net assets as of 30 June 2016 were \$2.84m. This is an increase from the \$2.34m reported in 2014-15.
- *Other Financial Assets* (Investments) increased due to rollover of dividends from our investments with the Greater Good Foundation and the investment of \$190k into a 6 months Term Deposit Account.
- *Provisions* (Annual and Long Service Leave Liabilities) increased by \$37,940 because employees were unable to take their leave credits
- *Financial Liabilities* under Current Liabilities: The loan amount on 30 June 2015 of \$105 (loan fee charged on 30.06.2016) shows that Lifeline Canberra paid off the loan for the Warehouse in Mitchell completely.
- Grants were down by \$51k, but income from training, including sponsorships, were up by \$263k.

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

**FINANCIAL REPORT**  
**30 JUNE 2016**

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

**FINANCIAL REPORT 30 JUNE 2016**

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**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2016**

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 2016.

**Directors**

The name of each Board member of Lifeline during the year ended 30 June 2016, or, if different, at the date of this report, is as follows:

Joanna Houghton (President)  
Cade Brown (Vice President)  
Jeanie Bruce (Secretary)  
Arran Curll (Treasurer)  
Athol Opas (left February 2016)  
Todd Wills (Joined April 2016)  
Pauline Thorneloe  
Ayesha Razzaq  
Warren Apps  
Stephen Moore

**Principal activities**

The principal activity of lifeline during the year ended 30 June 2016 was the provision for 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 2016 was a profit of \$503,597 (2015: profit of \$466,564).

**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.

Notes to and forming part of these financial statements are annexed.

- 3 -

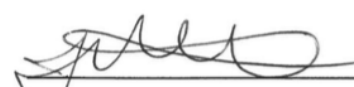
**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2016**


**Events after the Reporting Date**

No matter or circumstances 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 in Canberra on 23 October 2016 in accordance with a resolution of the Board of directors:

  
Joanna Houghton  
President

  
Arran Curll  
Treasurer

Notes to and forming part of these financial statements are annexed.

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LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
<b>Revenue</b>		
Donations income	424,553	660,745
Grants	265,860	316,878
Trading and operating activities	2,148,300	1,736,863
Other income	13,714	3,435
Gain on sale of non-current assets	550	13,500
<b>Total Revenue</b>	<b>2,852,977</b>	<b>2,731,421</b>
<b>Expenses</b>		
Administrative expenses	50,897	42,593
Cost of goods sold	10,675	8,071
Depreciation	78,310	99,955
Employment costs (excluding superannuation)	1,291,410	1,130,601
Management costs	12,298	10,000
Occupancy costs	206,545	239,991
Operating costs	549,473	591,884
Other costs	6,340	13,128
Superannuation	143,432	129,141
<b>Total expenses</b>	<b>2,349,380</b>	<b>2,265,364</b>
<b>Surplus/(deficit) for the year</b>	<b>503,597</b>	<b>466,057</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Gain/(loss) on revaluation of available-for-sale financial assets	-	507
<b>Total comprehensive income for the year</b>	<b>503,597</b>	<b>466,564</b>

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	1,009,153	373,959
Other current assets	3	20,040	21,196
Trade and other receivables	4	29,008	61,795
<b>TOTAL CURRENT ASSETS</b>		<b>1,058,201</b>	<b>456,950</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	2,141,421	2,192,342
Other financial assets	6	28,011	27,186
<b>TOTAL NON-CURRENT ASSETS</b>		<b>2,169,432</b>	<b>2,219,528</b>
<b>TOTAL ASSETS</b>		<b>3,227,633</b>	<b>2,676,478</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	80,500	68,541
Provisions	8	245,110	207,169
Unearned revenue	9	15,803	29,531
Financial liabilities	10	0	360
Lease incentive liabilities	10	15,890	4,144
<b>TOTAL CURRENT LIABILITIES</b>		<b>357,303</b>	<b>309,745</b>
<b>NON-CURRENT LIABILITIES</b>			
Lease incentive liabilities	10	27,635	27,635
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>27,635</b>	<b>27,635</b>
<b>TOTAL LIABILITIES</b>		<b>384,938</b>	<b>337,380</b>
<b>NET ASSETS</b>		<b>2,842,695</b>	<b>2,339,098</b>
<b>EQUITY</b>			
Reserves		2,276	2,276
Accumulated members' funds		2,840,419	2,336,822
<b>TOTAL EQUITY</b>		<b>2,842,695</b>	<b>2,339,098</b>

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Grants received		292,446	348,566
Receipts from other services		2,402,531	1,808,552
Donations		424,553	660,745
Interest received		8,251	1,143
Payments to suppliers & employees		(2,465,749)	(2,477,534)
<b>Net cash flows from operating activities</b>		<b>662,033</b>	<b>341,472</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Purchase of property, plant & equipment		(27,658)	(19,320)
Proceeds on disposal of property, plant & equipment		821	13,500
Receipts from investments		-	3,305
<b>Net cash flows (used in) / from investing activities</b>		<b>(26,837)</b>	<b>(2,515)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		-	(1,159,035)
Interest paid		(2)	(7,024)
Receipts from borrowings		-	896,007
<b>Net cash flows (used in)/from financing activities</b>		<b>(2)</b>	<b>(270,052)</b>
Net (decrease) / increase in cash held		635,194	68,905
Cash & cash equivalents at beginning of the year		373,959	305,054
Cash & cash equivalents at the end of the year	2	<b>1,009,153</b>	<b>373,959</b>

Notes to and forming part of these financial statements are annexed.

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LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Reserves	2,276	2,276
Accumulated surplus	2,840,419	2,336,822
	<b>2,842,695</b>	<b>2,339,098</b>
<b>TOTAL EQUITY</b>		
<b>RESERVES</b>		
Asset Revaluation Reserve:		
Balance at the beginning of the year	2,276	1,769
Other comprehensive income	-	507
<b>Balance at the end of the year</b>	<b>2,276</b>	<b>2,276</b>
<b>TOTAL RESERVES</b>	<b>2,276</b>	<b>2,276</b>
The Asset Revaluation Reserve is for the purposes of recording the increments and decrements in investments in accordance with Accounting Standards.		
<b>ACCUMULATED SURPLUS</b>		
Balance at the beginning of the year	2,336,822	1,870,765
Surplus/(deficit) for the year	503,597	466,057
<b>Balance at the end of the year</b>	<b>2,840,419</b>	<b>2,336,822</b>

Notes to and forming part of these financial statements are annexed.

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**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

**NOTE 1. SIGNIFICANT ACCOUNTING POLICIES**

**(a) Basis of preparation**

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 Australian Charities and Not-for-profits Commission Act 2012. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

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 for 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.

**(b) Income Tax**

The Association is a tax exempt body under relevant provision 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 overhead, 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 less, where applicable, any accumulated depreciation and impairment losses.

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 asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

An assets' 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 (e.g. 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.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

**NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(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.

Depreciation is calculated on a straight line basis over the estimated useful life of the specific assets as follows:

Class of Asset	Useful Life
Building	40 years
Fitout	4-5 years
Furniture, Fittings & Equipment	3-5 years

**(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 lease 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 period in which they are incurred.

Lease incentives under operating lease 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 are 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 requirement 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 asset with fixed or determinable payments and are started at amortised cost using the effect interest rate method.

*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 are stated at amortised cost using the effect interest rate method.

*Available-for-sale financial assets*

These 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.



**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

**NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(g) Financial Instruments (continued)**

*Financial liabilities*

Financial liabilities are generally recognised at amortised cost, comprising original debt less principal prepayments 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 asset are reviewed to determine whether there is any indication that those asset 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 assets' 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.

**(i) Employee Benefits**

Provision is made for the liability for employee benefits arising from service 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 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 probably 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 overdraft. 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 recognized upon the delivery of the service to the customers.

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

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

Revenue from donations and fundraising is recognised upon receipt.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

**NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(l) Revenue (continued)**

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.

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 payable in the statement of financial position are shown inclusive of 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 judgment use thin the development of the financial statements that give rise to a significant risk of material adjustment in the future.

LIFELINE CANBERRA INCORPORATED  
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016

**NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(o) New, revised or amending Accounting Standards and Interpretations adopted**

The incorporated association has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the incorporated association.

The following Accounting Standards and Interpretations are most relevant to the incorporated association:

- AASB 2014-1 Amendments to Australian Accounting Standards (Parts A to C)

**NOTE 2. CASH AND CASH EQUIVALENTS**

	2016	2015
	\$	\$
Cash on hand	388	166
Cash at bank- at call	1,008,765	373,793
	<u>1,009,153</u>	<u>373,959</u>

**NOTE 3. OTHER CURRENT ASSETS**

Deposits	3,227	1,625
Prepayments	14,707	14,674
GST receivable	2,106	4,897
	<u>20,040</u>	<u>21,196</u>

**NOTE 4. TRADE AND OTHER RECEIVABLES**

Trade debtors	29,008	61,795
<i>Ageing of trade receivables</i>		
Current	20,864	16,270
Less than 30 days overdue	3,944	40,995
30 to 60 days overdue	700	4,435
61 to 90 days overdue	3,500	-
More than 90 days overdue	-	95
	<u>29,008</u>	<u>61,795</u>

All receivables are considered recoverable and not impaired.

LIFELINE CANBERRA INCORPORATED  
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016

**NOTE 5. PROPERTY, PLANT AND EQUIPMENT**

Furniture & fittings and equipment at cost	470,185	453,255
Accumulated depreciation	(428,213)	(410,835)
<b>Total furniture &amp; fittings and equipment</b>	<u>41,972</u>	<u>42,420</u>
Land at cost	689,000	689,000
Accumulated Depreciation	-	-
<b>Total Land</b>	<u>689,000</u>	<u>689,000</u>
Buildings at cost	1,703,649	1,703,649
Accumulated depreciation	(322,984)	(280,392)
<b>Total Buildings</b>	<u>1,380,665</u>	<u>1,423,257</u>
Fit out at cost	142,482	134,162
Accumulated depreciation	(112,698)	(96,497)
<b>Total Fit out</b>	<u>29,784</u>	<u>37,665</u>
<b>Total Property, Plant and Equipment</b>	<u>2,141,421</u>	<u>2,192,342</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.

**Movement 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.

	2016	2015
	\$	\$
<i>Furniture &amp; Fittings and equipment</i>		
Balance at the beginning of year	42,420	60,973
Additions	19,338	11,178
Disposals	(2,409)	-
Depreciation expense	(17,377)	(29,731)
<b>Carrying amount at the end of year</b>	<u>41,972</u>	<u>42,420</u>
<i>Land</i>		
Balance at the beginning of year	689,000	689,000
<b>Carrying amount at end of year</b>	<u>689,000</u>	<u>689,000</u>
<i>Buildings</i>		
Balance at the beginning of year	1,423,257	1,465,848
Additions	-	-
Depreciation expense	(42,592)	(42,591)
<b>Carrying amount at the end of year</b>	<u>1,380,665</u>	<u>1,423,257</u>



LIFELINE CANBERRA INCORPORATED  
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016

**NOTE 5. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)**

	2016	2015
	\$	\$
<i>Fit out</i>		
Balance at the beginning of year	37,665	58,807
Additions	8,320	6,490
Depreciation expense	(16,201)	(27,632)
<b>Carrying amount at the end of year</b>	<b>29,784</b>	<b>37,665</b>

**NOTE 6. OTHER FINANCIAL ASSETS**

Available for sale financial assets at fair value:  
Greater Good Foundation

28,011	27,186
<b>28,011</b>	<b>27,186</b>

**NOTE 7. TRADE AND OTHER PAYABLES**

Creditors and accruals	80,500	68,541
	<b>80,500</b>	<b>68,541</b>

**NOTE 8. PROVISIONS**

Annual leave entitlements	214,885	177,817
Long-service leave entitlements	30,225	29,352
	<b>245,110</b>	<b>207,169</b>

**NOTE 9. UNEARNED REVENUE**

Income in advance	15,803	29,531
	<b>15,803</b>	<b>29,531</b>

**NOTE 10. FINANCIAL LIABILITIES**

**CURRENT**

Secured borrowing	-	360
Lease incentive liability	15,890	4,144
	15,890	4,504

**NON CURRENT**

Lease incentive liability	27,635	27,635
	<b>43,525</b>	<b>32,139</b>

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. The balance of this facility was fully drawn down as at 30 June 2016.

LIFELINE CANBERRA INCORPORATED  
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016

**NOTE 11. FINANCIAL RISK MANAGEMENT**

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

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

	2016	2015
	\$	\$
<b>Financial Assets</b>		
Cash and cash equivalents	1,009,153	373,959
Other current assets	20,040	21,196
Trade and other receivables	29,008	61,795
Available for sale financial assets	28,011	27,186
<b>Total Financial Assets</b>	<b>1,086,212</b>	<b>484,136</b>
<b>Financial Liabilities</b>		
Trade and other payables	80,500	68,541
Secured borrowings	-	360
Lease liability	15,890	4,144
<b>Total Financial Liabilities</b>	<b>96,390</b>	<b>73,045</b>

**Net Fair Values**

Financials assets and financial liabilities are carried at their net fair value at the end of the reporting period. The varying value of financial assets and financial liabilities approximate 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.

**NOTE 12. CONTINGENT LIABILITIES AND CONTINGENT ASSETS**

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

**NOTE 13. 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.

**NOTE 14. KEY MANAGEMENT PERSONNEL COMPENSATION**

Key management personnel are defined by AASB 125 "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:

Total key management personnel compensation	151,730	143,542
	<b>151,730</b>	<b>143,542</b>

**NOTE 15. 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  
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016

**NOTE 16. OPERATING COMMITMENTS**

Payables – minimum lease payments, including GST:

	2016	2015
	\$	\$
Not later than 12 months	105,160	102,097
Later than 12 months but not later than 5 years	219,879	325,039
	<u>325,039</u>	<u>427,136</u>

The association has entered into a lease agreement for suites one and two in 71 Northbourne Avenue Canberra. The lease period is from 1 March 2015 to 29 February 2020.

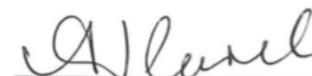
LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
DIRECTORS' DECLARATION

The directors of the Association declare that:

- (1) The financial statements and notes are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012*:
  - a. Comply with Australian Accounting Standards – Reduced Disclosure Requirements; and
  - b. Give a true and fair view of the financial position as at 30 June 2016 and of the performance for the financial year ended on that date of the Association.
- (2) In the directors' opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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

  
Joanna Houghton  
President

  
Arran Curll  
Treasurer

Dated on this 25<sup>th</sup> day of October 2016

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

We have audited the accompanying financial report of Lifeline Canberra Incorporated ("the association"), which comprises the statement of financial position as at 30 June 2016, 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 directors' declaration.

*Directors' Responsibility for the Financial Report*

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and *Associations Incorporation Act (ACT) 1991*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report 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 report is free from material misstatement.

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

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

*Independence*

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

*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 income and cash donations. Revenues of this nature are a significant source of revenue for the Association. The Association has determined that it is impracticable to establish control over the collection of this revenue prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to this revenue had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion whether Bookfair revenue and cash donations that the Association recorded are complete.

*Qualified Opinion*

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report presents fairly, in all material respects, the financial position of Lifeline Canberra Incorporated as at 30 June 2016 and its financial performance and its cash flows for the year then ended in accordance with the *Associations Incorporation Act (ACT) 1991* and Australian Accounting Standards – Reduced Disclosure Requirements.

RSM Australia Pty Ltd



Canberra, Australian Capital Territory  
Dated 26 October 2016

**GED STENHOUSE**  
Director

Our corporate partners . . .





*Changing  
lives  
for the  
better*



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