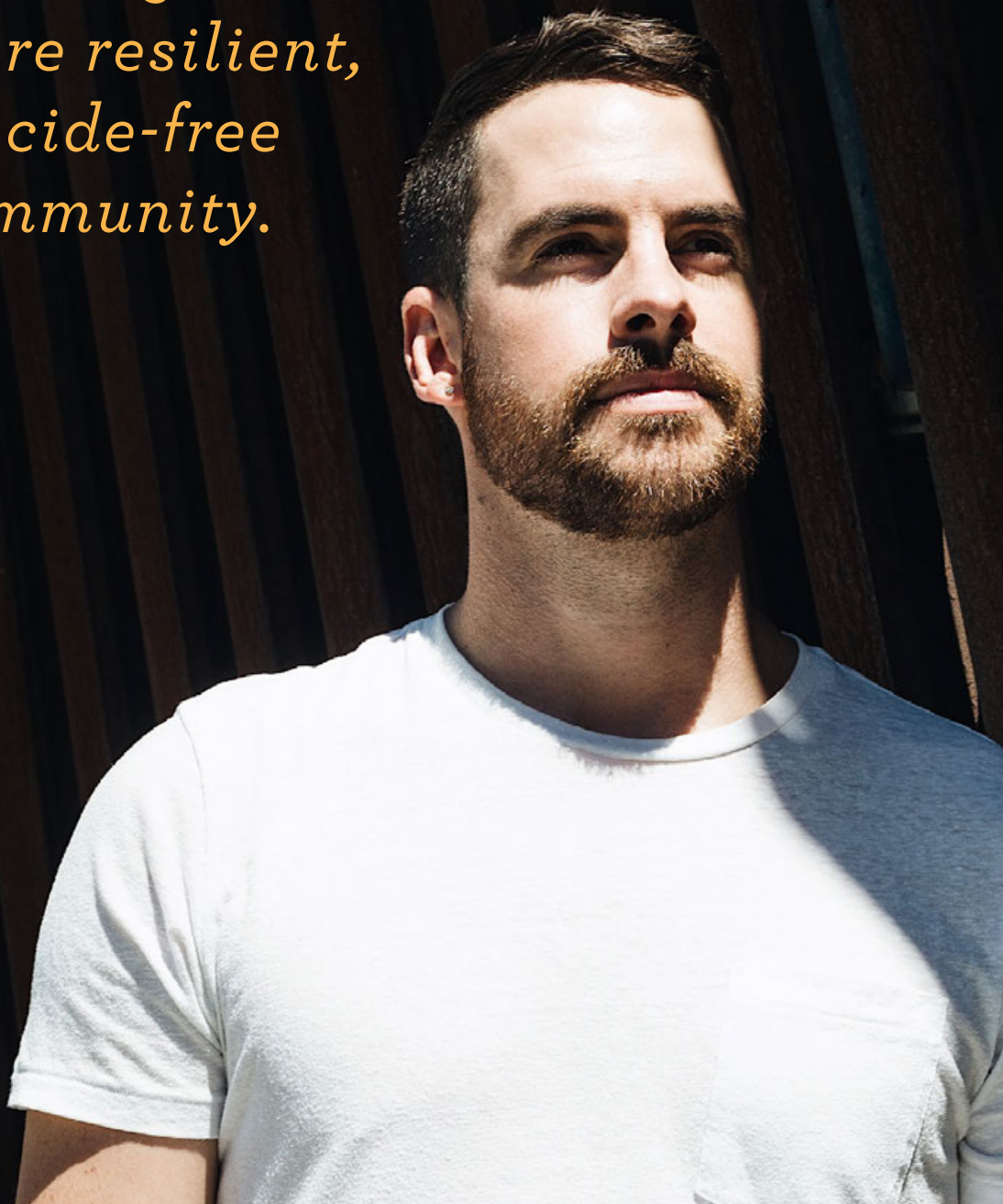


*Building a
more resilient,
suicide-free
community.*



With thanks to our sponsors



Lifeline Canberra Incorporated

ABN 14 207 094 003

www.act.lifeline.org.au

02 6171 6300

GPO Box 583

Level 1, 71 Northbourne Avenue

Canberra ACT 2601

Cover photo by Jeslyn Chanchaleune on Unsplash, 2017

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Our story

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

For over 46 years, Lifeline Canberra has provided the Canberra community with 24/7 crisis support via our local 13 11 14 service. Lifeline Canberra telephone crisis supporters are passionate and highly skilled volunteers who listen with care and acceptance, whatever the circumstance, and provide support and information to people in need.

Through our community events and our engagement with the local and federal governments, as well as corporate and community organisations, we also raise awareness of mental health support and suicide prevention. In our efforts, we provide a voice in the community and government discussions on crisis support and suicide prevention, including utilising international research and experience to influence policy and programs.

Changing lives for the better.

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 equip individuals to be resilient and suicide safe—changing lives for the better.

We have a specific focus on supporting the Canberra community, and continue to support all other jurisdictions across Australia in times of need.

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

Integrity

- We are transparent in an environment of confidentiality.
- We focus on positive workplace behaviours, encouraging 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.

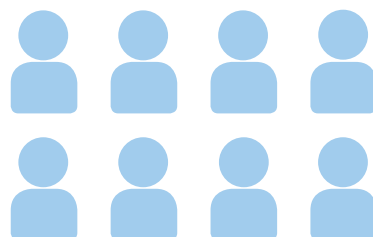
What drives us

Our number one priority at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support. We have 275 volunteers working in our crisis support centre. We are here for our community every minute of the day.

Our volunteers are the backbone of Lifeline Canberra; whether it is on the end of a phone, at our Bookfairs, or helping at our annual Fun Run, each and every volunteer works to our core values of integrity, respect, compassion and professionalism.

8 people die by suicide each day in Australia.

2,866 Australians took their own life in 2016.



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

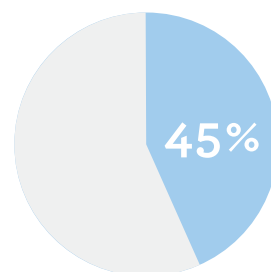
In Canberra, we lose one person to suicide each week.

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 per cent of Australians will experience mental illness in their lifetime.

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



Mental illness is the main risk factor for suicide.

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

Lifeline Canberra had a momentous year with many goals achieved and much support extended to our Canberra community.

Our achievements



34,035

life-changing calls answered by our crisis supporters.



Approx **4,200**

shifts filled by our crisis supporters



3,386

calls where suicide was discussed



85

new crisis supporters inducted



2,389

safety plans created with callers at risk



6,570

hours of in-shift support completed

On Sunday, 26 and Monday, 27 February 2017
we had the highest record of calls answered
in one day: **259 calls.**

We also:

- Held two very successful bookfairs, including two record-breaking fairs
 - Each bookfair brought together around 350 volunteers and thousands of community members and even included the sale of an extremely rare first print copy of *Harry Potter and the Prisoner of Azkaban*.
- Continued to build solid and meaningful relationships within the Canberra community, including with the ACT and Federal governments, corporate, sporting and community sectors.
- Held our third annual Fun Run event, which was attended by over 1,000 runners and walkers, and supported by 150 volunteers.
- Held our first 'Touch of Life' Corporate Touch Football Day, in conjunction with ACT Touch Football, raising awareness of mental health and workplace care in corporate environments.
- Encouraged many men across the region to grow a beard for winter in support of our vital crisis support service, raising awareness of suicide prevention.
- Contributed our voice, and was heard, on local matters, including: gambling harm-minimisation and support for pregnant women and new mothers—which is critical with suicide rates increasing in this community area.
- Delivered a powerful campaign on the issue of suicide following suicide rates in the ACT reaching a 10-year high.
- Delivered 201 facilitated training sessions to 2,254 participants across Canberra as part of our Core Solutions training package.

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

Our Core Values

Integrity

Respect

Compassion

Professionalism

Our Board of Directors

Cade Brown, President

Cade joined the Lifeline Canberra Board in 2012. He was elected to the position of Treasurer in 2014, Vice-President in 2015 and President in 2016. Cade provides the board with a deep understanding of corporate governance, risk management and financial management skills that he has obtained in a 15-year career as a consultant in one of Canberra's leading accounting firms. He is currently a Partner of Callida Consulting and has also figured prominently in Canberra's sporting landscape, primarily as captain of the ACT Comets.

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

Todd Wills, Vice-President

Todd joined the Lifeline Canberra Board 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.

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

Jessica Mellor, Secretary

Jessica joined the Lifeline Canberra Board as a Director in February 2017. She is an experienced project executive with a strong focus on strategy and innovative solutions.

Her experience spans major infrastructure projects, residential and commercial development, and funds management. Jessica is currently the Chief Executive Officer of Aquis Entertainment and Casino Canberra, and brings a wealth of knowledge in public company administration and compliance, projects and cost management.

Arran Currell, Treasurer

Arran joined the Lifeline Canberra 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 to 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 is often seen around town running or cycling.

Warren Apps, Director

Warren joined the Lifeline Canberra Board 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. He has 20 years' experience working in multinational advertising agencies and was twice named one of the top five advertising professionals under 30 in Australia by B&T (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.

Carol Bennett, Director

Carol joined the Lifeline Canberra Board in June 2017. Over the last two decades, Carol has worked at senior executive levels in peak national and state health and aged care organisations. This includes as Chief Executive Officer of Alzheimer's Australia, Consumers Health Forum of Australia, Hunter Medicare Local, Rural Health Workforce Australia and the Victorian Alcohol and Drug Association.

Carol has also managed her own consulting business working with national peak groups such as beyondblue, Australian Practice Nurses Association, Heart Support Australia

and Snowy Hydro SouthCare Rescue Helicopter Trust, where she performed in the role of interim CEO.

Carol is the current CEO of PainAustralia—a national peak body representing broad interests in the areas of medical/scientific, academia/research, carers, consumers and allied health professionals.

Carol is also on the Board of the Snowy Hydro SouthCare Helicopter Fund and is a member of the Medicines Australia Advisory Council.

Carol is passionate about improving the quality of health and aged care for all Australians.

Jeanie Bruce, Director

Jeanie joined the Lifeline Canberra Board in 2012. She joined Lifeline Canberra as a Telephone Crisis Support volunteer 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 named ACT Volunteer of the Year for her considerable and ongoing contribution to Lifeline.

Jeanie has extensive experience as a manager in the public sector in both Western Australia and the ACT.

Canberra has been her home since 1991 and contributing to the local community, through Lifeline Canberra, continues to inspire her.

Ayesha Razzaq, Director

Ayesha joined the Lifeline Canberra Board 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.

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.

Archie Tsirimokos, Director

Archie joined the Lifeline Canberra Board in February 2017. He has a strong connection to, and is an active member of, the Canberra community.

Archie is Meyer Vandenberg's Chair and is recognised as one of Canberra's most experienced commercial lawyers.

In 2014 Archie was named the Property Council ACT's Property Professional of the Year, and in 2016 Archie was inducted to the Real Estate Institute of ACT Hall of Fame. Archie was named the Institute's 'Solicitor of the Year' in 2015, 2014 and 2013.

In addition to his role as a Director of Lifeline Canberra, he is also Deputy Chair of the Canberra Business Chamber and former Chair of Communities@Work.

Archie believes that an understanding of what clients want is critical to achieving excellence.

President's message



In an environment where our services are increasing in demand and where suicide statistics are also increasing, Lifeline Canberra, like previous years, can be justifiably proud of our achievements and successes in 2016–17. Critically, our call rate has improved to a record rate as we continue to perform at a level that is at the very top of all centres across Australia.

The Lifeline Canberra Bookfairs continue to amaze all of us. The year-round efforts of our book warehouse and Bookfair volunteers fundamentally allow us to remain in our strong financial position and, ultimately to take more calls on our 13 11 14 crisis support line.

We continue to develop and deliver high-quality training outcomes through our CORE Solutions team, who improve the understanding and capability of our broader community through a range of innovative training programs.

All of these achievements have been on the back of the unwavering efforts and our unbelievably committed and talented staff.

On behalf of the Board, I would like to thank all of you for both what you do and, equally, the way that you do it.

Carrie Leeson has again been an outstanding leader of this organisation. Thank you to both her and the families of all of our staff for their love and support, which allows our staff to fulfill their potential. This thanks also goes to our inspirational army of volunteers which is now over 700. Their selfless commitment to the Lifeline Canberra cause is truly remarkable and allows us to deliver a truly first-class service.

I would like to thank our Board for their efforts. We welcomed three new Board members this year, Archie Tsirimokos, Jess Mellor and Carol Bennett were all outstanding contributors and are all equally passionate about assisting Lifeline Canberra to achieve our objectives. A huge thank you must also go to departing President Joannee Houghton. Joanne's contribution to Lifeline Canberra was enormous and her board tenure spanned three beautiful children, we wish her, Ben and the kids all the best and look forward to them remaining in the Lifeline Canberra family.

An enormous thank you must also go to our Patron Dr Brendan Nelson. It is an honour to have Dr Nelson associated and making a genuine impact to our organisation. For this we remain truly grateful.

Finally, a thank you to everyone that has given their time to Lifeline Canberra, this includes our business partners, our staff, our volunteers and those who simply support what we do.

We remain committed to helping our community here in Canberra in any and every way.

Cade Brown

Lifeline Canberra President

CEO's message



Lifeline Canberra's social and financial performance this past year is the continuation of a remarkable turnaround, precipitated by unwavering community, volunteer, employee and business support.

In March, our strategic plan was revisited and revised to ensure that we continue to strive to meet community needs and outcomes. Our crisis support services have demonstrated stable growth. This annual report focuses on the alignment with our 2015–2018 (previous) strategic plan to maintain consistency in reporting against our goals and performance.

Lifeline Canberra, as a result of some bold and innovative operational changes, have repositioned ourselves to play a different role in the changing landscape of mental health in Australia.

The professionalisation of our charity to be a more sustainable platform to address what is the fastest growing health issue internationally has been so generously supported by sponsors and philanthropists alike.

The ultimate goal of this resurgence is to get to more individuals in need, when they need us, as well as increase training and education to prevent mental ill health from changing lives where practicable. Thank you to those individuals and businesses who believe in the work that we do and support us financially or in kind.

Our independence continues to serve the community well. In an ever changing political environment we are best placed to cut through the haze and deliver messaging that best serves individuals in our community, their families and workplaces/schools.

As we move towards renewed values, within a hope-filled strategic plan, we look forward to another year with our incredible volunteers. Thank you to these incredible individuals, who give their time, either in the crisis centre or at the warehouse, for your commitment and support.

I would also like to thank the Board of Lifeline Canberra for their time, guidance and support; and my team for their passion, commitment and humour.

It is an honour and a privilege to have Dr Brendan Nelson as our Patron, an inspirational leader and supporter for the work we do. Thank you to our ambassadors, to the families of all of our volunteers and staff, and to our community partners.

An absolute dream team!

Moving into the 2017–2018 financial year we are as determined as ever to do more and more to change lives for the better. I look forward to sharing this with you.

Carrie-Ann Leeson

Chief Executive Officer

Our progress

Strategic Plan 2013–2018

Lifeline Canberra continues to be on-track to achieve our Key Indicators of Success, as set out in our Strategic Plan to 2018. Our progress in the 2016–17 financial year is outlined below.

Crisis Support Services

In 2013, we set out to increase the number of calls taken by Lifeline Canberra by 10 per cent each year.

In the 2016–17 financial year we continued to see an increase in our capacity to take life-changing calls.

We also remained within the top 5 per cent of the most efficient Lifeline call centres in Australia.

Relationships

Each year, Lifeline Canberra strengthens its relationships locally, nationally and internationally for the benefit of the Canberra community.

We maintain a strong partnership with Lifeline Australia so that we are considered a preferred supplier of crisis support services within the national Lifeline brand.

We have also continued to strengthen our relationships with the ACT and Federal governments to ensure a consistent share of government funding and a meaningful voice in policy debate that impacts crisis support and mental health awareness, and supports suicide prevention. This includes being a key community organisation voice

present in government round-tables and other discussions relating to gambling harm minimisation.

Our government engagement continues to grow with advocacy efforts reaching new members of the ACT Legislative Assembly and ongoing support from ministers.

Each year we increase the number of sponsors joining our Lifeline Canberra family. In 2013, we set an ambitious goal to increase our sponsors by 50 per cent and continue to have productive partnerships with a large number of businesses across Canberra. Since 2013 we have doubled our sponsors. Even in the last year, we have seen an increase in sponsors, and through our awareness campaigns and ongoing community engagement this number rises at every event.

We continue to be well supported by the Canberra community who engage with us through events and social media. Every event in 2016–2017 saw attendance numbers that were an increase on 2015–16 event levels, and our social media continues to grow in both followers and engagement every month.

Strong relationships allow us to continue to raise awareness of our services and mental health across the Canberra region.

People

We continue to attract increasing numbers of volunteers who support all aspects of our organisation. We currently have 750 volunteers across our crisis support centre, book warehouse and events team.

In 2013, we set out to see the retention rate of our telephone crisis supporters be the highest in the country. We continue strong progress towards this goal.

Volunteers are the lifeblood of Lifeline Canberra and we are pleased to have excellent staff retention rates, with individuals being professional and recognised as experts in their field.

With a strong team of staff and volunteers, Lifeline Canberra is achieving the goals set out in our Strategic Plan for our people. This strong team is helping Lifeline Canberra to deliver exceptional services to the Canberra community through our 13 11 14 crisis support line, community awareness activities, events and advocacy efforts. We are grateful for their support.

Support Systems

Following on from our commitment to recruit and retain, Lifeline Canberra continues to deliver on the objectives in our Strategic Plan, to provide support systems that benefit all our volunteers and our paid staff.

This includes:

- continuing to review and improve our systems annually
- providing ongoing training to staff and volunteers
- ensuring we stay aware of international best practice, and incorporate new developments and practices into our training
- continuing a strong program of genuine rewards and recognition, and
- encouraging and applying innovative thinking on a daily basis.

Our outlook for 2017–18

In March 2017, we set out to renew our strategic direction. We will build on our work to date, further our ability to build resilience in regards to mental health within our community and support people in crisis.

In 2017–18 Lifeline Canberra has clear goals and a strong commitment to keep offering high-quality services to the Canberra community.

Our Strategic Plan 2017–20 has four goals:

Goal 1

Build the financial sustainability of Lifeline Canberra to invest in new and existing services.

Goal 2

Change the conversation around suicide and mental health.

Goal 3

Increase our ability to provide proactive early intervention and meet our current crisis support services.

Goal 4

Demonstrate the value of Lifeline Canberra to our stakeholders.

We look forward to updating you further on these goals and our work to achieve them throughout 2017–20. Copies of our new Strategic Plan are available on request, and can also be downloaded from our website later in the 2017–18 financial year.

Our supporters

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

Sponsors

Audi Centre Canberra
Icon Water
Much More than Money
Australian National University—Centre for Continuing Education
Sennell
Green Shed
Aquis Entertainment
Bond Hair Religion
Service One Alliance Bank
RSM Australia
Canberra Outlet Centre
Club Lime

Community Partners

Canberra Cavalry
Canberra Raiders
Belconnen Magpies
Touch Football Australia

Supporters

ACTEW AGL
AHC Studios
Australian Institute of Sport
Birdsnest
Canberra FM
Canberra Southern Cross Club
Canberra Weekly
Cantlie
Capital Hotel Group
Coordinate
Dendy Cinemas
EPIC
EQ Café and Lounge
Evendots
HerCanberra
Infinite Sight and Sound
King & Wood Mallesons
King O'Malley's
Leader Security
Lennox Motors
Malibu Spray
National Australia Bank
Prime7
Show Pony
Storage King
Tony Innaimo Transport

A message from our crisis support team

At the core of our organisation is our Crisis Support team. 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.

This service exists to 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.

In the face of what is the fastest growing health issue internationally—mental health—and against many challenges, the Lifeline Canberra team continue to deliver, listening with care and acceptance, whatever the circumstance.

In 2016–17 the Telephone Crisis Support team has been kept busy with many changes and improvements on a national level and many exciting developments on a local level.

We have maintained our amazing call answer rate while incorporating our local initiatives such as the Canberra Commitment Challenge and Thank You dinners, to add a feeling of community, companionship and support to our volunteers.

Our extraordinary volunteer crisis supporters continue to provide support, guidance and care for our callers.

During the 2016–17 financial year we answered 34,035 calls.

Of these;

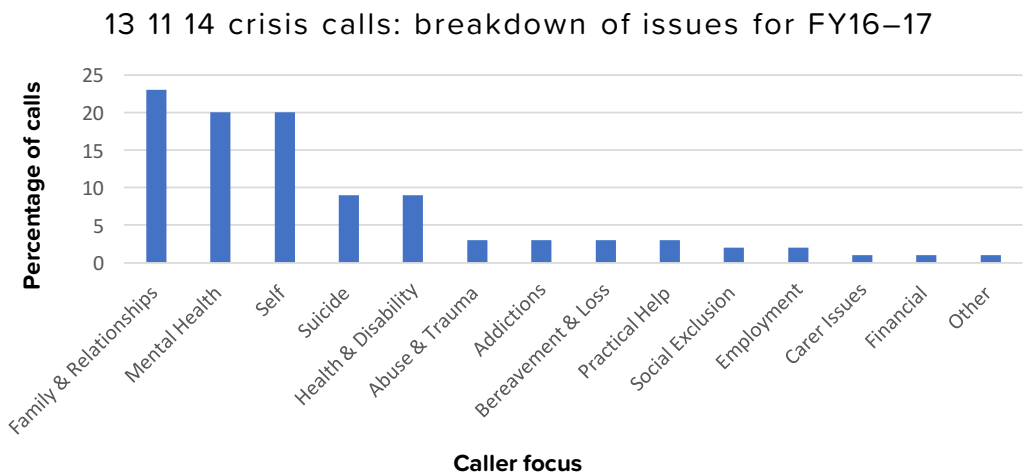
- 513 callers had imminent safety issues—they were in the process of suicide or at risk of harm and Lifeline Canberra intervened in this process, sending assistance to them.
- 3,386 callers were having suicidal thoughts and struggling to keep safe.
- 918 callers were in highly dangerous domestic and family violence situations.
- 305 callers were currently at risk of non-suicidal self-injury.
- 94 callers were children in child abuse situations, or concerned family members reporting children in child abuse situations.
- 2,389 callers were assisted by Lifeline Canberra to establish and develop safe plans for the individual's wellbeing.

We're proud to make a difference in so many lives.

Family and relationships, mental health and ‘concerns with self’ continue to be the major issues in which callers contact us seeking support. Advances in technology mean that, as a society, we are more connected than ever. But even with this connection, loneliness and isolation remain key community issues. These issues can be a great source of pain and helplessness for many, and we are seeing evidence of this through our callers.

In an ever changing political environment, we continue to retain the mainstay to ensure we get to the person in need, when they are in need.

We remain committed to understanding suicide and mental health, and the human elements driving this. Making a real difference to individuals and our community is our priority and this remains front and centre in all our work.



A message from our crisis support team

Lifeline Canberra continues to be a driving force and is recognised as a thought-leader in the Lifeline Australia network. Our Canberra Commitment Challenge (where we fill every seat in every shift to increase our answer rate and be available for as many callers as possible) has been incorporated as a national initiative with a majority of centres now involved in Super Sundays—where we aim to increase the caller answer rate nationally, especially on those high-demand days, such as Saturday and Sunday.

At Lifeline Canberra the Commitment Challenge initiative has certainly achieved more than answering additional calls. The feedback we have had from our volunteers has been highly positive, with many asking for an increase in the number of the three-day challenge events each year. Our volunteers talk of feelings of common purpose and teamwork during these weekends, as well as the building of friendships and community within the Lifeline Canberra team.

At the end of the financial year we had 275 dedicated crisis supporter volunteers. This number has remained relatively steady over the past 12 months. We have trained 85 new crisis supporter volunteers, which has been a slight reduction on previous years; however, we have seen a decrease in volunteer resignations.

We believe this is due to the building of community, friendships and support between our volunteers, which has been a strong focus this year. The Crisis Support team has also maintained its concentration on working

Saturdays and some Sundays to make sure all volunteers, no matter the day, feel supported and connected to staff.

The Crisis Support team continued to operate the National Feedback Service. The National Feedback Service is where individuals using Lifeline services provide comment, complaint or compliments about the services Lifeline provides. During 2016–17 we provided support for 933 clients offering feedback and comments regarding Lifeline services. These included help seekers struggling with suicide, homelessness and mental health concerns.

We would like to thank Steve and Ruth Lambert for the continued sponsorship of one staff position within the Crisis Support team. This position has given Lifeline Canberra the ability to offer more ongoing support to our volunteers, as well as working on specific projects, in-call supervision, call assessments and call coaching.

We would also like to thank the incredible Crisis Support team—Barbara, Trish, Felicity, Rowena, Dawn, Kellie, Jackie and John. These eight amazing individuals have worked tirelessly over the past 12 months—especially with the additional workload of national changes that have been implemented. Their never-ending dedication and enthusiasm is inspiring. Thank you.

We would also like to thank our volunteers. This group of Canberrans sacrifice their weekends, weeknights and sleep-ins to come into our phone room and change lives, every day.

Without the care and compassion, the hope and belief, the resilience and commitment of these 275 plus individuals there would be 34,035 callers who would not have had a listening ear and much needed support during the year.

Thank you all so much—you truly are the heroes of our Canberra community.

Mandy Larsson

Director of Service Delivery



Members of the Crisis Support team, left to right: Dawn Nusa, Mandy Larsson, Felicity Wheeler, Rowena Martin and Barbara Bankovsky.

A message from our training team

CORE Solutions Corporate Training

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 workshops on Mental Health and Suicide Awareness, Crisis Intervention and Resilience-based training.

The CORE Solutions portfolio of workshops 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 around the topics mentioned above, you can make a massive difference—a life-changing difference—to those around you.

In 2016–17, CORE Solutions has cemented itself as a major revenue stream for Lifeline Canberra. While this is a great outcome, and one the team can be proud of, the real achievement is reflected in the number of people that have been educated in our programs.

In 2016–17 we delivered a total of 201 workshops around the country, with 2,254 participants.

This means that 2,254 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, which 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 offered 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.

We would like to thank Alisha Tarrant and Erica Whitby, the training coordinators of the CORE Solutions team. These two have undoubtedly made the 2016–17 year the success it has been, working always with passion and pride when taking on this huge task of making our community a more resilient place. These women are an inspiration and have truly made this community a better place. Thank you.

Lastly, and so importantly, we would like to thank those 2,254 participants that have attended one of our workshops.

It is encouraging to see so many people willing and eager to be a part of making our community a more resilient and safe place to be. Because of you, we are one step closer. Thank you.

Tracey McMahon
Training Manager



Training team Manager
Tracey McMahon



Training team member
Erica Whitby



Training team member
Alisha Tarrant



Proudly supported by



We have received a wealth of positive feedback from training participants, some of their testimonials include:

"I've done a lot of mental health training lately, including Cert IV in Mental Health—this course has been the best by a LONG margin!"

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

"As soon as I walk out of the room I feel like I can put these new skills into practice."

Crisis Supporter Workplace Training (CSWT)

In 2016–17 we delivered CSWT over three rounds.

This meant that we were able to welcome 100 students into the Lifeline Canberra family.

What an amazing bunch of people we have had completing CSWT this year. Lifeline Canberra has been privileged to welcome you into the organisation; and 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. In 2016–17, 30 Group Facilitators gave up their time to share their expertise and knowledge with our students. With the assistance of these incredible individuals, we have been able to train 100 new Telephone Crisis Supporters, and ultimately answer more calls from people in their time of need. You are all remarkable and inspire every day with your passion and commitment, and truly do save lives. Thank you!

Our courses

Communications skills

Accidental Counsellor

This two-day program has been developed for people who find themselves in situations where counselling or empathetic communication is required. The program focuses on the importance of communication and resilience in a workplace and provides participants with a range of skills to work effectively with clients who are distressed, agitated or in crisis.

Dealing with people in difficult situations

This course provides participants with fundamental skills to deal with people who are displaying difficult behaviour. This intensive course equips people with the skills needed to de-escalate difficult situations as they arise, and most importantly, the value of boundary setting and self-care.

Suicide awareness and intervention

Applied suicide intervention skills training (ASIST)

Would you know what to do if someone talked to you about having thoughts of suicide? Lifeline Canberra offers a two-day program designed for people in the community who want to feel more comfortable, confident and competent in helping people at risk of suicide. ASIST is a highly interactive, practical, practice-oriented workshop.

Mental health awareness and resilience

Resilience in the workplace

Resilience in the Workplace is designed to build stress resilience and empower staff to perform at their peak. 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.

Mental health first aid

This two-day course addresses many mental health issues such as depression, anxiety disorders, psychosis, drug and alcohol, deliberate self-harm and eating disorders.

For more information on any of Lifeline Canberra's courses please contact our training team, training@act.lifeline.org.au

A message from our engagement team

Lifeline Canberra exists to support Australians in times of crisis and equip individuals to be resilient and suicide safe. To deliver on our purpose, we must raise awareness of our services and the importance of looking after our mental health, and we must raise the funds needed to support every call and change lives for the better.

In 2016–2017, we continued to receive incredible support from the Canberra community as we grew our events and fundraising activities.

In 2016–2017, we set out to hold seven major events, with a goal to make each event bigger and better than before. Two of these events were bookfairs, of which both fairs broke ground on the same events held last financial year. The two bookfairs brought together tens of thousands of Canberrans in support of, and raising awareness of, our 13 11 14 crisis support and suicide prevention line.

In addition to our bookfairs, we held:

- Our tenth annual Women of Spirit Awards, sponsored by Bond Hair Religion and Icon Water. The Awards are not primarily a fundraising event, rather, they shine a light on the amazing women we have in our community. Women who have overcome adversity and are giving back to the community in a myriad of ways. This event is a truly memorable lunch that touches all who attend.
- Our first Corporate Touch Football Day, sponsored by RSM Australia, which saw 14 teams come together for an afternoon of Touch Football and in

acknowledgement we all need to take time out from our busy days to engage in some self-care.

- Our third annual Run for your Lifeline Fun Run, sponsored by Icon Water and Audi Centre Canberra, and supported by Club Lime, Canberra Outlet Centre and Prime7. The Fun Run was attended by more than 1,000 members of the community. The Fun Run saw participants compete in half-marathon, 10km and 5km events.
- Our 6th annual Gala Ball. This event raised the bar in so many ways. The National Arboretum, in which we held the event, is a world-class venue and we were pleased to be the first charity to host a gala event at the venue. The event was a sell-out and raised the most amount of funds of any gala event held by Lifeline Canberra. We give a huge thank you to Richard and Deborah Rolfe, along with our patron Dr Brendan Nelson AO and our wonderful supporters who all contributed to making this night a success.
- Our first ever virtual Lock up Your Boss event where bosses from across Canberra were locked up 'virtually' for a good cause.

You can read more about our events on the following pages.

We continue to be extremely grateful for the amazing Canberra community, who continue to host individual community fundraising events in our honour. More than 32 community fundraising events were held in 2016–17, with funds raised going to support our crisis support service.

We acknowledge the great effort that so many people have gone to in undertaking these fundraising events for us and we thank everyone involved.

A very personal thank you to the engagement team—Winnie, Sarah, Terina, Sheena and Zoran—for their support. Each of these people work incredibly hard; their dedication and willingness to jump in and deliver great outcomes, sometimes at only a moment's notice, ensures our events are of value to the community and in turn are successful. Their hard work helps us generate the vital funds that are required to train volunteers who answer our 13 11 14 telephone crisis support service.

We also thank our wonderful Lifeline Canberra ambassadors, who continue to support our charity whenever and wherever they can. Melissa Breen, Mariana Tolo, Henry Speight and Cameron Hill—thank you; we certainly value your time and are extremely grateful for your ongoing support.

Thank you for a great year!

Jenine Woodman

Events Manager

Engagement & Business Development



Members of the Engagement team, left to right: Jenine Woodman, Sarah Kentwell, Zoran Janjic, Winnie Dennis.

A message from our ambassadors

We are all fighting different battles in life, but this amazing Canberra organisation constantly gives back, lifts people up and spreads love thorough the community.

Life takes us all on different journeys, sometimes we might feel alone, but being exposed to the amazing volunteers and staff at Lifeline fills my heart back up—there is always someone there.

Being a Lifeline Canberra Ambassador is an honour, we all want to make a difference in this world, make a positive change and be there for those around us—friends or strangers.

Melissa Breen

"I'm so proud to be an ambassador for Lifeline Canberra."

– Melissa Breen



Melissa Breen with Pauline Thorneloe

It's important to spread awareness and educate people about mental illness, to help remove the stigma that is associated with it. Also letting people who suffer from mental illness know that there is always someone that they can turn to, and encourage them to seek help either through Lifeline or friends and family.

With my involvement in motorsport, which is a male dominated industry, I hope that I can make a positive impact on those who have suffered, are suffering or know someone that suffers from mental illness, and keep on spreading awareness of such an important issue facing so many Australians today.

Cameron Hill

"Having the opportunity to be a Lifeline Canberra ambassador means a lot to me."

– Cameron Hill



Cameron Hill

Our events

Bookfairs

For 46 years, Lifeline Canberra, and its bookfairs, have grown significantly. The funds raised from our bookfairs go directly to fund the crisis support phone line.

In the 2016–17 financial year we held two bookfairs, one at Thoroughbred Park, and one at Exhibition Park in Canberra (EPIC). Our EPIC bookfair was our second biggest bookfair ever.

Moving forward we will hold three bookfairs per calendar year, two at EPIC and one on the south-side, at the Southern Cross Basketball Stadium.

Each Bookfair requires a wealth of planning and we are truly blessed to have more than 150 volunteers who work at our book warehouse in Mitchell, sorting the thousands of items that are kindly donated.

Our warehouse is open seven days a week, 365 days of the year. Our volunteers sort, price and package the books, CDs, DVDs, sheet music, vinyl records, magazines and comic books. The warehouse in itself is a community, offering individuals the

opportunity to engage with others, share experiences and establish long-lasting friendships.

In 2016–17 we continued our partnership with Communities@Work to offer non-perishable food donation bins for the community to support those in need. Together, we were able to collect well over 1,000 items of food across the year.



Our Lifeline Canberra bear at the Spring Bookfair.



2016–2017 Bookfairs

Spring Bookfair
18–16 September 2016
Thoroughbred Park

EPIC Bookfair
10–12 February 2017
Exhibition Park in Canberra

Women of Spirit Awards

Our 2016 Women of Spirit Awards uncovered 16 inspirational women whose dedication to helping their community and their self-commitment to overcoming adversity is truly remarkable.

Held in September 2016, the Awards luncheon celebrated all 16 women and provided a forum to announce the 2016 Rising Women of Spirit and 2016 Women of Spirit Award recipients.

The luncheon was the biggest in our organisation's history, with a record 200 Canberrans in attendance. This milestone shows significant growth from the small, afternoon tea-style events that were the Award ceremonies in the first seven years of operation.

Deborah Evans was announced as the 2016 Woman of Spirit and Natasha Maguire was

announced as the 2016 Rising Woman of Spirit. Nominated by their peers, these incredible women were selected for their outstanding community work while showing unbelievable resilience in the face of significant adversity in their lives.

Speaking at the event, Lifeline Canberra CEO Carrie Leeson said it was humbling to be in the company of such incredible and inspirational women who give hope to their communities.

“Our community is full of everyday heroes, of individuals giving selflessly to leave others better than they find them. The Awards is an opportunity to recognise and celebrate them. It is also an opportunity to inspire others. There is no event like it.”

This event was proudly sponsored by Bond Hair Religion and Icon Water.



Pictured left to right: 2016 Woman of Spirit, Deborah Evans with Awards Partner, Bond Hair Religion owner, Jenni Tarrant and 2016 Rising Woman of Spirit, Natasha Maguire at the 2016 Women of Spirit Awards.

Out of the Shadows and into the Light World Suicide Prevention Day

Lifeline Canberra, the Domestic Violence Crisis Centre and the Canberra community came together on World Suicide Prevention Day (10 September 2016) to walk *Out of the Shadows and into the Light*.

Members of the Canberra community gathered with us on the steps of the Australian War Memorial before dawn on the day to hear a tribute to loved ones lost. As the sun rose, we walked united down Anzac

Parade and back to reflect on our loved ones and speak openly about suicide and suicide prevention in a supportive environment.

We were honoured to have our patron Dr Brendan Nelson AO address the group, along with ACT Member of the Legislative Assembly, Shane Rattenbury, who read out a memorial list of the names of people we have been lost to suicide.



For 24-hour crisis support, call Lifeline on 13 11 14.

Touch of Life • Corporate Touch Football

In October 2016, we held our first-ever 'Touch of Life' Corporate Touch Football Day, cementing a key partnership with Touch Football Australia and raising awareness of workplace wellbeing and our crisis support service.

More than 180 people attended the day, which was sponsored by RSM Australia and supported by Touch Football Australia.

Twelve corporate teams participated in the round-robin-style event.

As a community organisation, we are always looking for opportunities to engage with our local community. This new event enables organisations to support their community through Lifeline Canberra's services, as well as network with like-minded Canberra businesses.



Pictured: RSM Australia team at the inaugural Touch of Life event.

Summer Nights Gala, presented by Audi Centre Canberra

In February 2017, we held our 2017 'Summer Nights' Gala, with over 300 of our Lifeline Canberra community joining us at the National Arboretum.

The sell-out event was the first of its kind at the stunning National Arboretum. Journalist, author and former national rugby player Peter Fitzsimons AM kindly donated his time, experience and wit to host the event. Our entertainment for the evening, international hit sensation 'Boys in the Band', were kindly sponsored by SMA Productions and Aquis Entertainment.

Guests had the opportunity to meet Australian Olympians including, Melissa Breen, Marianna Tolo, Michelle Heyman and Matt Beckenham.

Presenting partner Richard Rolfe OAM from Audi Centre Canberra, presented our champions with a special Cross of Valour coin, with help from Lifeline Canberra supporter Allan Sparkes CV, OAM, VA.

Our Director of Service Delivery, Mandy Larsson spoke passionately about her experience answering the crisis support line, a moving speech that highlighted to the community the contribution Lifeline Canberra makes to the community and the passion of our staff and volunteers to support people in need.

Our auctioneer for the evening, Richard Luton, spoke bravely about his personal experiences and why he was so proud to donate his time for the event.



Pictured left to right: Doug Thompson, Erica Snell, Gillian Adamson, Dr Brendan Nelson AO, Carrie Leeson and Sean Molloy at the 2017 Lifeline Canberra 'Summer Nights' Gala.

Visit from HRH Princess Haya Bint Al Hussein, United Arab Emirates

On 28 March 2017, Lifeline Canberra hosted Her Royal Highness (HRH) Haya Bint Al Hussein from the United Arab Emirates, chairperson of the Dubai Health Authority. HRH was joined by Director of the Australian War Memorial and Lifeline Canberra Patron Dr Brendan Nelson AO and Lifeline Canberra CEO Carrie Leeson.

HRH also heard from Canberra's many philanthropists who support the charity within the Canberra community.



Pictured left to right: Dr Brendan Nelson AO, Her Royal Highness Haya Bint Al Hussein, Carrie Leeson and His Excellency Dr Obaid Al Ketbi, UAE Ambassador, at the Lifeline Canberra office.

Lock Up Your Boss—virtually!

In April 2017, bosses from across Canberra were locked up ‘virtually’ for a good cause. Their crimes ranged from eating too many sausage rolls at the office morning tea, through to causing mischief that required the team to step in and have their boss locked up.

In addition to raising funds, Lock Up Your Boss is an event that allows individuals and their employers the opportunity to start conversations, to reach out and educate, and to raise funds for crisis support and suicide prevention in Canberra.

Every boss was under close watch from their parole officer/s who named a bail price and charged the boss with fundraising enough money to be released on 9 June 2017.

The 2017 Lock Up Your Boss initiative was our first virtual event, which saw most of our communication play out on social media, with pictures of tied-up bosses under close surveillance.

Service One Alliance Bank supported this event, once again, continuing our long-standing partnership.



Pictured left to right: Richard Luton, Principal of Luton Properties, with Carrie Leeson and ACT Chief Minister, Andrew Barr MLA.

Our volunteers

Crisis support



Lifeline helped Dennis through some of his darkest moments. Today, he gives back by volunteering on the phones.

At age 18, Dennis joined the Army and went through the Australian Defence Force Academy and later underwent officer training at the Royal Military College, Duntroon. Over the years, Dennis underwent rigorous training that prepared him for some of the toughest circumstances you could imagine. But he never thought among them would be suicide.

“I was deployed to East Timor twice. When I came back, I was different. Looking back now I know it wasn’t normal. But back then, I didn’t have any idea about depression or mental health,” Dennis said.

For years, Dennis struggled with undiagnosed depression that soon turned to thoughts of suicide. His military training taught him to overcome challenges and be self-reliant, but Dennis truly needed help.

“My thoughts became so dark, it was overwhelming. All I could think was that I didn’t want to burden the people in my life any more. I thought they would all be better off without me,” Dennis said.

In 2004–2005 Dennis’ unaddressed mental health issues worsened and he was hospitalised three times after serious suicide attempts. The doctors said he was incredibly lucky to be alive. Each time Dennis left hospital, he struggled to find the support he needed to pull himself out of the terrible cycle. Dennis called Lifeline for help many times during those years.

“I remember one time I was suicidal when I called. I spoke to a gentleman and he helped stop me being at risk of hurting myself. For someone to just say, ‘it’s ok mate, we’ll just have a chat’—it takes such a weight off your shoulders,” Dennis said.

Dennis worked with psychologists to address his depression and started to recover. Telling all his family and friends what he had been through was an integral but challenging part of his journey.

“I served 19 years in the army. I ran into fires as a firefighter. But, my mental health is the toughest thing I’ve had to face,” Dennis said.

Today, Dennis has his mental health under control. But his work on the front lines isn’t over. He is now a trained Lifeline Telephone Crisis Supporter and helps save lives with every shift.

This story was first published by Lifeline Australia

For 24-hour support, call Lifeline on 13 11 14.

Seek help and find hope.

Book warehouse

A common thread that holds our volunteers at our Lifeline Canberra book warehouse together is a love of books. Following are the thoughts of three of our long-serving volunteers who love books, volunteering and the contribution they are making to Lifeline Canberra.

.....



It was her love of Mills and Boons romance novels that brought Doreen Watt to a Lifeline Canberra Bookfair in the 1970s. Ever since that time, approximately 40 years ago, Doreen's relationship with Lifeline Canberra has blossomed! She's worked in many different warehouse locations in those 40 years and now, at the book warehouse in Mitchell, she's in charge of the large fiction section, which of course includes 'Romance'.

Doreen reflects on that first time she attended a Lifeline Canberra Bookfair and in her own words "I got sucked in".

And it's lucky for Lifeline Canberra that she did, as she has been a volunteer in the warehouse ever since.

"I do it now for a love of books and of course the benefit for Lifeline Canberra."

Doreen, now 78 years of age, works at the warehouse twice a week (every second day when there are large donations to sort and pack) and has seen many an odd occurrence when she's opened donated books. On one

occasion she was shocked to find ten \$100 bills within the pages of a book—this of course became a donation to Lifeline Canberra. She's also opened boxes of books finding the receipts inside them.

"Some of these books are brand new, never touched, and they get donated to the warehouse," Doreen said.

And while her number one priority is supporting Lifeline Canberra, Doreen is still on the search for missing titles from her Mills and Boon collection.

"What keeps me coming back is that thought: 'I'm going to find that book I want on the very next day'."

Doreen has encouraged anyone in the community wanting to volunteer or anyone with some spare time to offer their services to the bookfair warehouse. "The people that I know and work with... we're all getting older and we need the new blood coming in to do some of the heavy work."

Asked to sum up her time as a volunteer Doreen's response: "I look forward to it... if I didn't have this, I would be sitting at home twiddling my thumbs; it's meeting people, looking at books and helping Lifeline Canberra... it's fulfilment."

Doreen Watt

Lifeline Canberra Bookfair volunteer since 1978 approximately

We thank all of our book warehouse volunteers, old and new, for their valued contribution to Lifeline Canberra's biggest fundraising event.

.....



It was the early 1970s when Marie Sexton first started volunteering for Lifeline Canberra in the book warehouse. It was an easy decision for Marie to volunteer; she has a great love for books and was a librarian. Many of her friends, also librarians volunteered too.

When asked why she chose to volunteer for Lifeline Canberra, Marie's response was simple.

"You realise you're supporting a marvellous cause. You see Lifeline Canberra referred to so much in the news; there seems to be so much need in the community. It's pretty terrible to imagine there are so many people who are feeling that they need support; but this (the book warehouse) all helps."

Marie has watched the Bookfair grow from a small event, with only a few boxes of books at Albert Hall to a massive Canberra event, with thousands of books and a community that would be devastated if the event was not on their calendars.

"Canberra is a unique location, the centre of government, various universities and institutions, all sorts of associations, so you

have a very literate population who have all sorts of book interests... people use books for information, to relax, find out facts (i.e. gardening)."

Marie, who did not reveal her age, but did mention she was 29 plus, volunteers three days a week. She admits that work in the warehouse can be physical with lots of heavy lifting, variable comfort levels with the change of seasons, and sometimes dusty and dirty. However, the positives outweigh any negatives, she has made wonderful friendships and is part of her very own community as a volunteer at Lifeline Canberra and an added bonus is that her role in the warehouse keeps her fit.

"You do have to be fairly fit to work here, which is good, it helps encourage you to keep up your level of fitness," Marie said.

Marie sums up her volunteering experience as "rewarding and enjoyable".

When asked what makes her come back each week to help at the warehouse Marie said, "The stimulation of new authors and old books and hearing what people have to say to the volunteers here and how they react, because you observe a lot of things. It's almost like a family group, or a big station or property, people coming and going with various interests, but all with a love of books."

Marie Sexton

Lifeline Canberra Bookfair volunteer since 1972



Jean Hodgson was brought up in a family that encouraged contributing to society; hence it was an easy decision for her to volunteer for Lifeline Canberra in the book warehouse.

“Initially I thought it would be good to help older ladies in a nursing home, but when I heard I could play with books for Lifeline Canberra instead... I thought that might be more interesting,” Jean said with a cheeky laugh.

Jean, now 78 years of age and also a librarian, had a number of friends, teachers and librarians who volunteered in the warehouse; so she decided to join them. At the time there was a vacancy in magazines and that is where Jean started her now 17-year volunteering career with Lifeline Canberra.

Watching the changing nature of information and the evolution of e-books and kindles, Jean did start to wonder what might become of the Bookfair.

“It is scary what the future does hold and whether we’ll keep using resources to make paper to make books.”

However, a quick look around the warehouse at the large piles of books in all different

categories and genres indicates the future of the Bookfair is very safe.

Jean gets a buzz at every Bookfair. “It’s just unbelievable at the start of a Bookfair... there’s a great queue outside, then the doors are open and the people come rushing in.”

Jean said an added bonus of working at the Bookfair was that Lifeline Canberra tries to match volunteers with book categories they are interested in.

“I have a new chap in my area (non-fiction) who does ‘outdoors stuff’ and so of course he has got the outdoor adventures section, which he loves.”

Jean thoroughly enjoys her two days a week volunteering at the warehouse and said time would be “heavy on her hands” if she didn’t volunteer.

“Being aware of Lifeline Canberra and all it does makes it very worthwhile to volunteer for. These charity organisations that help society so much, that’s so worthwhile, you don’t feel your little effort is wasted, it is very self-satisfying.”

“It’s fun playing with the books and in the back of my mind I’m doing a good deed.”

“Anyone who is thinking ‘what shall I do in retirement’ or ‘what shall I do with my spare time’, and who loves books, I would encourage them to please volunteer.”

Jean Hodgson

*Lifeline Canberra Bookfair volunteer
since 2000*

Events

Over the last 12 months Lifeline Canberra has been privileged to work with its volunteers from the Canberra community, who give up their time on weekends and after hours to help with our events.

Hundreds of wonderful volunteers bring each Bookfair to life and in 2016, our 'Run for your Lifeline' Fun Run event saw 60 volunteers brave very grey weather conditions to come along and help us

deliver the event. Their support truly brightened the day and showed the commitment our community has to supporting Lifeline Canberra.

We could not deliver the events we do without the support of our wonderful volunteers.



Dedicated volunteers at the book warehouse make the Bookfair possible



A wonderful 2016 Fun Run volunteer

We are always looking for more volunteers to join the Lifeline Canberra family.

Be it one day a year, or many days per year; if you're interested in supporting us, please email events@act.lifeline.org.au

A message from our Treasurer



On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2016–17 Treasurer's Report. The 2016–2017 Financial Year has been another great year both from a service provision and financial perspective for Lifeline Canberra. Having turned the corner most particularly in 2014–2015 Financial Year, Lifeline Canberra has managed to consolidate its financial position from the 2015–2016 Financial Year, continuing to add to the positive financial health of the organisation throughout 2016–2017 with a profit result of \$342,000.

The Lifeline Canberra team has continued to work tirelessly to grow our fundraising base over the past 12 months. We have now reached a point where we hope to be able to segregate capital to provision for unexpected events into the future, thus ensuring Lifeline Canberra operates in the best position to continue to deliver much-needed services.

The bookfairs remain our largest fundraising activity, however efforts to diversify the revenue base and profile of Lifeline

Canberra saw the Icon Water 'Run for you Lifeline' Fun Run further establish itself with a \$45,000 profit. The Canberra Gala Ball contributed profits of \$61,000, and Lock Up Your Boss \$74,000. Inclusive of these items, an incredible \$744,000 was received as donations from the general public and through the efforts of our volunteers. The fundraising and awareness efforts continue to grow with the team busily developing other events such as the 'Touch of Life' touch football afternoon, the Women of Spirit Awards and Lifeline Canberra Golf Day.

The 2016–17 financial year saw the launch of the Save a Seat campaign, which has provided us with another opportunity to share our message and develop further fundraising platforms. We look forward to developing the portals created through this to further reach out to the general public and businesses for regular donations and support.

Corporate Training continued to grow its reputation through its exceptional delivery and building on the strong relationships developed over the past few years. Profits from Corporate Training reached over \$72,000 for the year, with Lifeline Canberra seeing this as a key way of continuing to raise further funds, but most importantly empowering people in the community with the tools they need to assist themselves and those around them in crisis.

Our cash-flow position was strong throughout the 2016–17 Financial Year. We are grateful that the extraordinary efforts

of the Lifeline Canberra team have placed the organisation in a very good financial position. We look forward to further securing the financial stability of Lifeline Canberra and seeking new ways to attract support, and much-needed funds, and to assist the community over the next 12 months.

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.

Additional details on the Financial Statements:

- *\$17,500 was received by way of interest from Saving Accounts, Term Deposit and Investments (Greater Good Foundation).*
- *Employment costs were slightly higher in the beginning of the year due to additional cost of Acting CEO (maternity leave) until the start of September 2016.*

Arran Curll

Treasurer

Lifeline Canberra Incorporated

ABN 14 207 094 003

Financial Report

30 June 2017

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2017

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2017

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 2017.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2017, or, if different, at the date of this report, is as follows:

Cade Brown (President)

Todd Wills (Vice President)

Jessica Mellor (Secretary) (joined 1/2017)

Arran Curll (Treasurer)

Jeanie Bruce

Ayesha Razzaq

Warren Apps

Archie Tsirimokos (joined 1/2017)

Carol Bennett (joined 6/2017)

Joanna Houghton (left 11/2016)

Stephen Moore (left FY 2015/2016)

Pauline Thorneloe (left FY 2015/2016)

Principal Activities

The principal activity of lifeline during the year ended 30 June 2017 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 2017 was a profit of \$342,323 (2016: profit of \$503,957).

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.


LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2017

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 2017 in accordance with a resolution of the Board of directors:


Cade Brown
President


Arran Curll
Treasurer

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Revenue		
Donations income	744,174	424,553
Grants	228,834	265,860
Trading and operating activities	2,023,096	2,148,300
Other income	20,098	13,714
Gain on sale of non-current assets	-	550
Total revenue	3,016,202	2,852,977
Expenses		
Administrative expenses	73,986	50,897
Cost of goods sold	4,139	10,675
Depreciation	77,496	78,310
Employment costs (excluding superannuation)	1,321,706	1,291,410
Management costs	12,419	12,298
Occupancy costs	198,347	206,545
Operating costs	832,501	549,473
Other costs	231	6,340
Superannuation	153,054	143,432
Total expenses	2,673,879	2,349,380
Surplus for the year	342,323	503,597
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of available-for-sale financial assets	-	-
Total comprehensive income for the year	342,323	503,597

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 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,405,956	1,009,153
Other current assets	3	17,522	20,040
Trade and other receivables	4	78,583	29,008
TOTAL CURRENT ASSETS		1,502,061	1,058,201
NON-CURRENT ASSETS			
Property, plant and equipment	5	2,078,329	2,141,421
Other financial assets	6	30,300	28,011
TOTAL NON-CURRENT ASSETS		2,108,629	2,169,432
TOTAL ASSETS		3,610,690	3,227,633
 CURRENT LIABILITIES			
Trade and other payables	7	154,755	80,500
Provisions	8	218,396	245,110
Unearned revenue	9	16,775	15,803
Lease incentive liabilities	10	10,872	15,890
TOTAL CURRENT LIABILITIES		400,798	357,303
NON-CURRENT LIABILITIES			
Lease incentive liabilities	10	24,874	27,635
TOTAL NON-CURRENT LIABILITIES		24,874	27,635
TOTAL LIABILITIES		425,672	384,938
NET ASSETS		3,185,018	2,842,695
 EQUITY			
Reserves		2,276	2,276
Accumulated members' funds		3,182,742	2,840,419
TOTAL EQUITY		3,185,018	2,842,695

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 2017

	Note	2017 \$	2016 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		251,717	292,446
Receipts from other services		2,178,681	2,402,531
Donations		744,174	424,553
Interest received		17,507	8,251
Payments to suppliers & employees		(2,780,872)	(2,465,749)
Net cash flows from operating activities		411,207	662,032
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		(14,404)	(27,658)
Proceeds on disposal of property, plant & equipment		-	821
Receipts from investments		-	-
Net cash flows (used in) / from investing activities		(14,404)	(26,837)
CASH FLOW FROM FINANCING ACTIVITIES			
Repayment of borrowings		-	-
Interest paid		-	(2)
Receipts from borrowings		-	-
Net cash flows (used in) / from financing activities		-	(2)
Net (decrease) / increase in cash held		396,803	635,193
Cash & cash equivalents at beginning of the year		1,009,153	373,960
Cash & cash equivalents at the end of the year	2	1,405,956	1,009,153

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Reserves	2,276	2,276
Accumulated surplus	3,182,742	2,840,419
TOTAL EQUITY	<u>3,185,018</u>	<u>2,842,695</u>

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year	2,276	2,276
Other comprehensive income	-	-
Balance at the end of the year	<u>2,276</u>	<u>2,276</u>
TOTAL RESERVES	<u>2,276</u>	<u>2,276</u>

The Asset Revaluation Reserve is for the purposes of recording the increments and decrements in investments in accordance with Accounting Standards.

ACCUMULATED SURPLUS

Balance at the beginning of the year	2,840,419	2,336,822
Surplus/(deficit) for the year	342,323	503,597
Balance at the end of the year	<u>3,182,742</u>	<u>2,840,419</u>

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

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 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 (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 2017

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) 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.

(h) 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.

(i) 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.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(j) 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.

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).

(k) 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.

(l) 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.

New or amended Accounting Standards and Interpretations adopted

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

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

NOTE 2. CASH AND CASH EQUIVALENT

	2017	2016
	\$	\$
Cash on hand	649	388
Cash at bank- at call	1,405,307	1,008,765
	<u>1,405,956</u>	<u>1,009,153</u>

NOTE 3. OTHER CURRENT ASSETS

Deposits	7,327	3,227
Prepayments	10,195	14,707
GST receivables	-	2,106
	<u>17,522</u>	<u>20,040</u>

NOTE 4. TRADE AND OTHER RECEIVABLES

Trade debtors	78,583	29,008
<i>Ageing of trade receivables</i>		
Current	70,908	20,864
Less than 30 days overdue	7,075	3,944
30 to 60 days overdue	-	700
61 to 90 days overdue	-	3,500
More than 90 days overdue	600	-
	<u>78,583</u>	<u>29,008</u>

All receivables are considered recoverable and not impaired.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

NOTE 5. PROPERTY, PLANT AND EQUIPMENT

	2017	2016
	\$	\$
Furniture & fittings and equipment at cost	484,590	470,185
Accumulated depreciation	(446,697)	(428,213)
Total furniture & fittings and equipment	37,893	41,972
Land at cost	689,000	689,000
Total Land	689,000	689,000
Buildings at cost	1,703,649	1,703,649
Accumulated depreciation	(365,575)	(322,984)
Total Buildings	1,338,074	1,380,665
Fit out at cost	142,482	142,482
Accumulated depreciation	(129,120)	(112,698)
Total Fit out	13,362	29,784
Total Property, Plant and Equipment	2,078,329	2,141,421

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.

Furniture & Fittings and equipment

Balance at the beginning of year	41,972	42,420
Additions	14,404	19,338
Disposals	-	(2,409)
Depreciation expense	(18,483)	(17,377)
Carrying amount at the end of year	37,893	41,972

Land

Balance at the beginning of year	689,000	689,000
Carrying amount at end of year	689,000	689,000

Buildings

Balance at the beginning of year	1,380,665	1,423,257
Additions	-	-
Depreciation expense	(42,591)	(42,592)
Carrying amount at the end of year	1,338,074	1,380,665

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

NOTE 5. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

Movement in carrying amounts (continued)

	2017	2016
	\$	\$
<i>Fit out</i>		
Balance at the beginning of year	29,784	37,665
Additions	-	8,320
Depreciation expense	(16,422)	(16,201)
Carrying amount at the end of year	13,362	29,784

NOTE 6. OTHER FINANCIAL ASSETS

Greater Good Foundation	28,958	28,011
Undeposited funds	1,342	-
	30,300	28,011

NOTE 7. TRADE AND OTHER PAYABLES

Accounts Payable	93,962	22,770
Accrued Expenses	57,809	57,625
GST payables	2,984	-
Other payables	-	105
	154,755	80,500

NOTE 8. PROVISIONS

Annual leave entitlements	187,898	214,885
Long-service leave entitlements	30,498	30,225
	218,396	245,110

NOTE 9. UNEARNED REVENUE

Income in advance	16,775	15,803
	16,775	15,803

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

NOTE 10. FINANCIAL LIABILITIES

	2017	2016
	\$	\$
CURRENT		
Lease incentive liability	<u>10,872</u>	<u>15,890</u>
NON CURRENT		
Lease incentive liabilities	<u>24,874</u>	<u>27,635</u>
	<u>35,746</u>	<u>43,525</u>

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.

NOTE 11. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

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

NOTE 12. 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:

	2017	2016
	\$	\$
Key management personnel compensation	<u>180,016</u>	<u>151,730</u>
	<u>180,016</u>	<u>151,730</u>

NOTE 13. 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.

NOTE 14. OPERATING COMMITMENTS

Payables – minimum lease payments, including GST:

	2017	2016
	\$	\$
Not later than 12 months	106,212	103,118
Later than 12 months but not later than 5 years	183,774	289,986
	<u>289,986</u>	<u>393,104</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
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

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

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 2017 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:



Cade Brown
President



Arran Curll
Treasurer

Dated on this 27 day of October 2017

RSM Australia Pty Ltd

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600
GPO Box 200 Canberra ACT 2601

T +61 (0) 2 6217 0300

F +61 (0) 2 6217 0401

www.rsm.com.au

AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Canberra Incorporated for the year ended 30 June 2017, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.



Canberra, Australian Capital Territory
Dated: 25 October 2017

GED STENHOUSE
Director

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RSM Australia Pty Ltd

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600
GPO Box 200 Canberra ACT 2601

T +61(0) 2 6217 0300

F +61(0) 2 6217 0401

www.rsm.com.au

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

Opinion

We have audited the financial report of Lifeline Canberra Incorporated ("the Association"), which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the financial report of Lifeline Canberra Incorporated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered Association's financial position as at 30 June 2017 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Regime and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

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 2017 and its financial performance and its cash flows for the year then ended in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013* and Australian Accounting Standards – Reduced Disclosure Requirements.

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Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in Lifeline Canberra Incorporated's annual report for the year ended 30 June 2017, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profit Commission Act 2012*, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing Lifeline Canberra Incorporated's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate Lifeline Canberra Incorporated or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

RSM Australia Pty Ltd



Canberra, Australian Capital Territory
Dated: 25 October 2017

GED STENHOUSE
Director

www.act.lifeline.org.au