



With thanks to our sponsors



Lifeline Canberra Incorporated

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

Seek help and find hope.

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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 47 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 organisations and community organisations, we also raise awareness of mental health support and suicide prevention. In our efforts, we provide a voice in 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

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

Our mission

Our mission is to proactively build resilience within our community and provide crisis support to individuals.

We do this through an increased focus on early intervention to build resilience. We work with the community but specifically with those that are most at risk in relation to mental health. We seek to build life skills and educate people to help themselves. We support those in crisis and provide care and support to their family and friends.

Our tagline

Lifeline—changing lives for the better.

Our values

Integrity: We will be genuine in everything we do. We will be honest, transparent and do what we say.

Leadership: We will be a leader in the mental health sector by showing the courage to care and through best practice delivery of services.

Connection: Through connecting with the community, individuals, business and government we will create a robust network of support for our community. We connect people to people, to support and build community.

Innovation: We will challenge the status quo through thought leadership and developing new ways and initiatives to address mental health and suicidal behaviour.

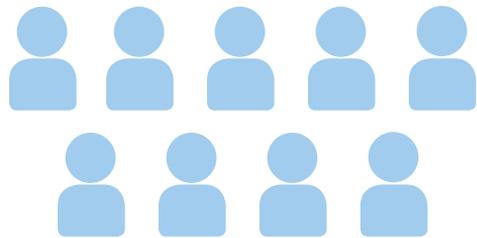
What drives us

Our number one priority and vision at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support. We have 280 volunteers working in our crisis support phone service.

These incredible human beings give up their nights, weekends and family time to help those in need. Our volunteers are the true heroes of the community giving unconditionally, and achieving the extraordinary. We thank you; and our callers thank you.

9 people die by suicide each day in Australia.

3128 Australians took their own life in 2017—
2328 males and 708 females.



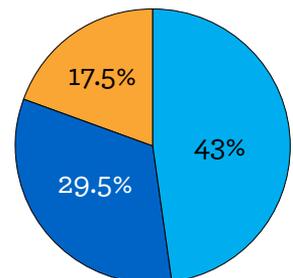
Suicide remains the leading cause of preventable death in Australians aged 15 to 44.

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.

43% of people who died by suicide in 2017 were living with a mood disorder, depression, **29.5%** with a drug and alcohol use disorder and **17.5%** with anxiety.

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



Mental illness is the main risk factor for suicide.

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

At a glance



31 467
life-changing calls
answered by our crisis
supporters



6570
hours of in-shift
support supervising



3155
callers having suicidal
thoughts and struggling
to keep safe



512
callers had imminent
safety issues where
Lifeline Canberra
intervened and sent
assistance



2482
safety plans created
with callers at risk



320
callers were at risk
of non-suicidal
self-injury



948
callers in highly
dangerous domestic
and family violence
situations



108
callers were children
in child abuse
situations



Approx **14 130**
hours of crisis support



Held **3** record-
breaking bookfairs
with the help of over
400 volunteers



80
new crisis supporters
inducted

We also:

- Held three very successful bookfairs, all record-breaking fairs.
 - Each bookfair brought together around 400 volunteers and thousands of community members, and raised funds for our crisis support centre.
- Continued to build solid relationships of meaning within the Canberra community, including with the government, corporate sporting and community sectors.
 - This included increasing our number of ambassadors who help us engage our local community and spread important messages of mental health awareness and self-care.
- Held our fourth annual Fun Run event, which was attended by over 1000 runners and walkers, and supported by 150 volunteers.
- Held our second ‘Touch of Life’ Corporate Touch Football Day, sponsored by RSM Australia and supported by ACT Touch Football, raising awareness of mental health and workplace care in corporate environments.
- Contributed our voice on local matters including gambling harm-minimisation.
- Delivered 109 workshops to 1760 people across Canberra as part of our CORE Solutions training package.

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 Curl, 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



It is with great pleasure that, as an organisation operating in a challenging environment, Lifeline Canberra can again report another year of major achievements in 2017–18. We are enormously proud of our organisation, we are unwavering in our efforts to be purpose-led and values based as we continue to tackle the ongoing challenges of suicide in our community.

Our connection with the community continues to thrive. The number and the impact of our community events has increased again. The headline of these events continues to be our bookfairs. They remain the underpinning pillar of our financial wellbeing and ultimately allow us to take more calls on the 13 11 14 crisis support line. To see our volunteers at our events/crisis support room where they work unbelievable hours and they do this with a smile. To our staff, volunteers and everyone that attends our bookfairs, a sincere thank you for your efforts.

Our crisis supporter numbers have increased significantly this year. This is a major achievement as this allows us to increase

the scale in which we do our core business. A massive thank you must go out to all staff who are involved in the training and the on-boarding of our new crisis supporters and, of course, a big welcome to the LLC family for those who have joined the organisation.

We are extremely excited about the opportunity to partner with the Beacon Group and be a genuine contributor in the global mental health field. This has been a considered and strategic opportunity that we have fostered and we look forward to keeping you up to date on this venture as we mature our delivery and further involvement.

All of these achievements have been largely because of our amazing and talented staff and, on behalf of the Board I would like to thank all of you for another outstanding year. Carrie Leeson has once more been an outstanding CEO and thanks to both her and the family for the opportunities that she oversees with our remarkable team.

Our volunteers across the warehouse, on the crisis support lines, on the Board and others have all again contributed to the achievements that we are so proud of. It is their efforts that make Lifeline Canberra a special organisation to be involved with

and we are eternally grateful for each and every one of you.

I would like to thank our Board for their ongoing contributions throughout the year, in particular our departing board member Ayesha Razzaq. The depth and breadth of her contribution was enormous over her term and we wish her and her family all the best for the future and we look forward to staying in touch.

We continue to be honoured by the contributions of our patron Dr Brendan Nelson. It is a privilege to have Dr Nelson associated with Lifeline Canberra and the depth of his engagement and contribution is something that we are all extremely grateful for.

Finally, a thank you to everyone that has given any of their time to Lifeline Canberra, this includes our business partners, our staff, our volunteers and those who simply support what we do. We understand that there are competing priorities in all of your lives but rest assured that, as an organisation, we will continue to work towards our vision each and every single day.

Cade Brown

Lifeline Canberra President

CEO's message



Our vision is to be the first organisation people turn to when they need crisis support and to build resilience within our community.

We are driven by our shared purpose to contribute to the health and wellbeing of Australians and to making our communities stronger through the provision of care and education.

The past year has been immensely challenging as the organisation designed a new strategy and restructured to execute it. This report offers detailed information on outcomes relating to this plan. This new strategic plan has positioned Lifeline Canberra for a successful future and to deliver on community first outcomes.

We have identified four strategic priorities.

- build the financial sustainability of Lifeline Canberra to invest in new and existing services
- change the conversation around suicide and mental health
- increase our ability to provide proactive early intervention and meet our current crisis support services, and
- demonstrate the value of Lifeline Canberra to our stakeholders.

This is a critical time for our community as we face an unprecedented increase in the rate of suicide, suicide attempts and self-harm. Lifeline Canberra is well placed to play a leading role in the implementation of meaningful and measurably effective interventions in these areas of need.

Lifeline Canberra's service and financial performance this past year is continuing on the trend set over the past four years, precipitated by unwavering community, volunteer, employee and business support. Lifeline Canberra has maintained a steady growth trajectory whilst continuing to bolster its foundations for future sustainability.

Financially, with an increase in turnover over the past few years, we took considerable action to improve governance, strengthen our way of working and promote agility in response to community needs. This was in addition to strengthening our core businesses during the year.

Most remarkably, despite the increase in service delivery on the crisis support front, we have remained at 14 FTE (full time equivalent) for employees. The team and volunteers at Lifeline Canberra have carried an incredible load to achieve this.

As we prepare for upcoming challenges, within a hope-filled strategic plan, we look forward to another year with our incredible volunteers. Thank you to these incredible individuals—who give of 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. An absolute dream team!

Moving into the 2018–2019 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.

Best wishes

Carrie Leeson
Chief Executive Officer

Our progress

Strategic Plan 2017–2020

Lifeline Canberra continues to be on-track to achieve our Key Indicators of Success, as set out in our strategic plan to 2020.

Our progress in the 2017–18 financial year is outlined below.

Crisis Support Services

In the 2017–18 financial year we operated at capacity to answer life-saving calls.

We also remained within the top 5% 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 efforts continue to help us grow ACT Legislative Assembly awareness of what we do and of our mission to proactively build resilience within our community and provide crisis support to individuals.

We continue to be humbled by the support of our Canberra community. In the last financial year we welcomed a number of new supporters to the Lifeline Canberra family.

We have built strong relationships within the community which allow us to continue to raise awareness of our services and mental health across the Canberra region. This includes through our social media presence, which continues to grow and engage our community.

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.

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 crisis support staff and supporters across all our activities, 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.

Find us on Social Media

Instagram [@Lifeline_ACT](#)

Twitter [@Lifeline_ACT](#)

Facebook [Lifeline Canberra](#)

Our outlook for 2018–19

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 2018–19 we have clear goals and a strong commitment to keep offering high-quality services to the Canberra community.

Our four goals within our Strategic Plan 2017–20 are:

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.

As we build the financial sustainability of Lifeline Canberra to deliver our current services and invest in new opportunities for the future, we are employing new strategies to:

- separate growth funds from operating expenditure to allow investment for the future
- secure an increase in government funding
- build revenue from regular donors
- explore and develop additional revenue streams
- expand our CORE Solutions training, and

- seek secondments from industry and government to build capability and foster broader awareness of Lifeline Canberra.

We recognise that the current dialogue around Suicide and mental health is one of overriding negativity. To change the conversation to focus on prevention and positive stories of recovery we are working to:

- develop ways to promote through leadership around positivity
- empower champions to advocate for Lifeline Canberra, and
- build media relationships and contribute to media commentary.

To increase our ability to provide early intervention, we are employing strategies to build greater awareness, expand our capacity and explore strategic partnerships. This includes, in particular, an aim to continue to strengthen our ability to provide crisis support through the recruitment and training of volunteer crisis supporters. We aim to have 350+ telephone crisis support workers by the end of the 2018–19 financial year, to support us in taking more calls to support more people in crisis.

In addition, in 2018–19 we have secured the licence for a ground breaking suite of educational programs from Canada for our defence force and first responders. This is made possible thanks to our supporters Richard and Debbie Rolfe OAM from Audi Centre Canberra, who presented Lifeline Canberra with a cheque for \$50,000 at our 2018 Gala event, with the purpose of the funds helping us to deliver training to first responders.

Demonstrating the value of Lifeline Canberra is important for us to continue and increase our support in the community. To do this, we are: working to change our internal culture to willingly share information and stories about our good work; as well as exploring ways to better engage our community and share our values with them.

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
Infinite Sight and Sound
Sennell
Green Shed
Aquis Entertainment
Bond Hair Religion
Service One Alliance Bank
RSM Australia
Canberra Outlet Centre
Club Lime

Community Partners

Brumbies Rugby
Canberra Cavalry
Touch Football Australia

Supporters

ACTEW AGL
AHC Studios
AllBids
Australian Institute of Sport
Australian War Memorial
Birdsnest
Canberra FM
Canberra Southern Cross Club
Canberra Weekly
Cantlie Recruitment Solutions
Capital Hotel Group
Coordinate
Dendy Cinemas
Embassy of the United Arab Emirates
EPIC EQ Café and Lounge
Evendots
GLR Accountants
HerCanberra
King & Wood Mallesons
King O'Malley's
Leader Security
Lennock Motors (Peter Munday)
Malibu Spray
National Australia Bank
Prime7
Show Pony
Storage King
Tony Innaimo Transport

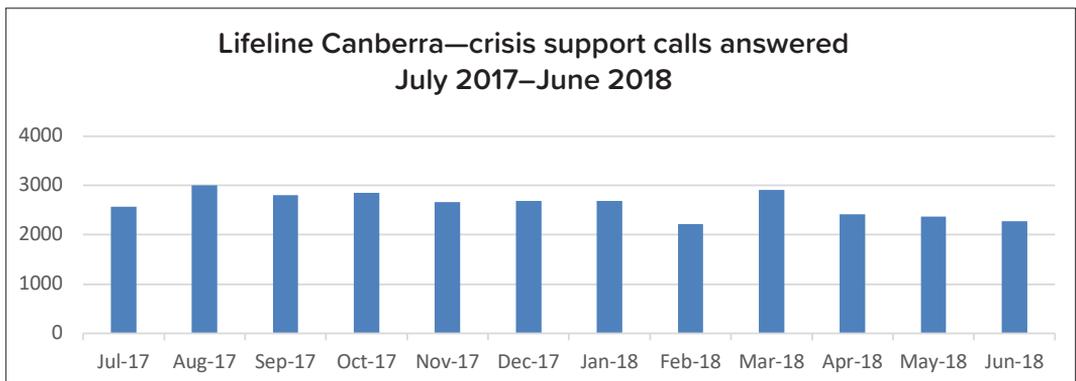
A message from our crisis support team

The past financial year has seen Lifeline Canberra continue to be a driving force and recognised thought leader in the National network of Lifeline Crisis Support. We have maintained a best practice service, and challenged ourselves to grow our volunteer numbers with several large training rounds, especially in the second half of the year. The year 2017–18 has seen an extra 80 volunteers join our team as well as training of an extra 12 In-shift Support Supervisors to support these new students.

Our incredible volunteers have continued to provide compassion and support, while at the same time empowering our callers to find the strength to make the changes they strive for in their lives. During the 2017–18 financial year Lifeline Canberra answered 31 467 callers in crisis.

The breakdown of these calls:

- **512 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
- **3155 callers were having suicidal thoughts and struggling to keep safe**
- **948 callers were in highly dangerous domestic and family violence situations**
- **320 callers were currently at risk of non-suicidal self-injury**
- **108 callers were children in child abuse situations**, or concerned family members reporting children in child abuse situations
- **With 2482 callers Lifeline Canberra worked hard to establish and develop safe plans** for each individual’s wellbeing.



Callers are contacting the crisis line and seeking support during times of high emotional and physical pain, especially during periods between professional appointments or out of business hours, when other support is not available.

Mental health, 'self' and family and relationships continue to be the major issues for which callers contact seeking support. Loneliness and social isolation in our community continues to rise and is a source of immense pain and helplessness, especially with callers who have no family or social contacts.

The team has worked tremendously hard in creating an environment of community and support, which has resulted in increased retention rates of our crisis supporter volunteers. Some of these strategies have included 'Pop Up' drinks, 'Class Reunions', 'Game of Phones', 'Snapper on the Lake—Get together', 'Canberra Commitment Challenge' and 'Twelve Days of Christmas'. These events have strengthened the friendships and bonds between fellow volunteers as well as presenting a common goal to work towards—answering more calls.

Our focus for the next twelve months will be further recruitment and training with the aim of having 350+ volunteer crisis supporters by the end of the next financial year. This would result in an increase in our crisis supporter hours and our ultimate

goal—all callers talking with a crisis supporter immediately when they contact the service.

The past 12 months has seen a complete refurbishment of the Crisis Supporter area. We would like to thank two incredible supporters of Lifeline Canberra for their amazing donation and making this dream a reality for the team. We have been able to create a space for our volunteers where they can sit and have their lunch/dinner or a cup of tea, and chat in a supportive and open environment. Along with this the Crisis Support Staff area was developed into an open-plan area, with easy accessibility for volunteers to their In-shift Support Supervisor and as well as staffing support. The third area to be constructed was a volunteer meeting room where a volunteer can go with their In-shift Support Supervisor for a quiet discussion and debriefing of tough and challenging calls.

Our Canberra Commitment Challenge concept continued this year where we held two sessions in August 2017 and March 2018. Again this initiative achieved incredible results where Lifeline Canberra Crisis Supporters answered over 700 calls for each three day challenge. In addition to more callers answered, these challenges result in great team dynamics where both staff and volunteers are united in attaining the best support and answer rate possible for our callers.

The Lifeline Canberra Crisis Team continued to operate the National Feedback Service

over the 2017–18 year. During this time the team provided support for 1161 clients offering feedback and comments regarding Lifeline services. These included help seekers struggling with suicidal thoughts, mental illness, homelessness and domestic violence situations.

I would like to thank the amazing staff team who work tirelessly to provide the support and assistance to our volunteers, as well as all being crisis supporters themselves! To Barb, Trish, John, Felicity, Jackie, Stef and Dawn, thank you for your never-ending commitment—but also for your sense of humour—which is absolutely so important in this area.

Most importantly though, thank you to our volunteers. This group of 280 incredible human beings who give up their nights, weekends and family time to come in and care for another in pain and distress. As I often say, our volunteers are the true heroes of the community giving unconditionally, and achieving the extraordinary. We thank you; and our callers thank you.

Mandy Larsson
Director of Service Delivery



Members of the crisis support team
Left to right – top row Mandy, Felicity, Barb, Stefanie
Bottom row Jackie, Dawn, Trish

A message from our training team

Lifeline Canberra's corporate and community training team (CORE Solutions) passionately and inherently believes that education is power. 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 aims to leave our participants with skills and knowledge that will enable individuals 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 2017–18 CORE Solutions has been 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 the number of people that have been educated by our programs.

1760 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 suicide intervention skills if required. This is a phenomenal result, which indicates the mark CORE Solutions is making in the preventative education context around mental health awareness in Australia.

Of the 1760 people trained by Lifeline Canberra this financial year 992 attended corporate workshops, 468 attended public workshops, 80 participated in Crisis Supporter Workplace Training (CSWT) and 220 were guests at seminars.

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 many 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 Angela Belluomo, Christine English and Alisha Tarrant as the Trainers and Coordinators of the CORE Solutions team. These three have made the 2017–18 year the success it has been, working always with passion and pride when taking on the 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 1760 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.

Erica Whitby
CORE Solutions Lead



Members of the training team
Left to right – Erica, Lish, Chrissy, Angela



Proudly supported by



CORE Solutions testimonials

Number of workshops run

- 109 workshops run in 2017–18

Testimonials

- Everyone should do this course. Lifeline is an asset to Australia.
- This was an excellent experience. I will be able to immediately use the learnings!
- The course structure, content and the presenter made me feel educated and informed rather than drained and overwhelmed. I feel I have better skills and am more confident.
- I liked the combination of theoretical information and practical examples/phrases for given situations. The explanations of why we respond naturally to certain situations and how the situation can be better managed were very useful and productive.
- I loved the presenter's style—a strong mix of formal and less formal, excellent ability to deal with different styles/perspectives/input. The presenter also made clear that there isn't any perfect answer/process—it's a combination of learning, practice, judgement and instinct, and I like that!
- I loved this course; the presenter was excellent as she really gave me the tools to deal with situations in the workplace and in my life. 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.

Domestic violence alert (DV alert)

This course is designed for individuals to learn skills for a professional or personal role that relates to supporting people affected by domestic and family violence. Through this powerful workshop, stigmas that surround domestic and family violence are broken down, and participants learn how to communicate respectfully and effectively when discussing domestic and family violence, and are empowered to connect those at risk to local supports. Across two days, a three step model is taught: Recognise, Respond, Refer. DV-alert is funded by the Department of Social Services and participants gain a statement of attainment upon successful completion of the course.

Contact our training team for information: training@act.lifeline.org.au

A message from our engagement team

The events commenced the new financial year with a bookfair on the south-side. We are overwhelmed with the support we receive from our south-side customers. We had just over 7000 people visit us over the three days, which was truly amazing. Two months later we delivered our EPIC bookfair. Again we had growth in attendance and funds raised. Our Canberra community continues to support our bookfairs and we are continually surprised at the outcomes. We then finished off the financial year with our February bookfair at EPIC.

These bookfairs require a wealth of planning and the dedication of over 200 volunteers who work at our book warehouse in Mitchell, sorting the

thousands of items kindly donated. Our warehouse is open 365 days of the year. Our volunteers sort, price and package the books, CDs DVDs, sheet music, vinyl records, magazines and comics. Our warehouse in itself is a community, offering individuals the opportunity to engage with others, share experiences and establish friendships.

We would like to thank Tony Innaimo and his trucking company, for coming on board to assist us with the transportation of our pallets from our warehouse to the bookfairs. Tony and his team donate this service to us and we are very appreciative.



Thank you to our wonderful volunteers who work so hard to help us deliver our bookfairs.



Thank you so much to Tony Innaimo Transport for delivering our pallets of books to our bookfairs

In addition to our bookfairs we held the following events:

- September—our eleventh annual Women of Spirit Awards was held at the National Gallery. We hosted just over 200 guests. The women nominated by the Canberra community have overcome adversity and are giving back to the community in a myriad of ways. This event touches all those who attend.
- October—RSM Australia again sponsored our Corporate Touch Football Day, we had close to 20 teams come together for a fun afternoon of touch football at the Deakin ovals. This event focuses on people getting out of the office, enjoying the sunshine and engaging in self-care.

Thank you to Frank and the team at RSM Australia.

- November—our Lifeline Fun Run sponsored by Icon Water, Audi Centre Canberra, Club Lime, Canberra Outlet Centre, Prime7 and our great friends at the United Arab Emirates saw close to 900 people participate in our full marathon, half marathon, 10km and 5km events. This was our last Fun Run event. Lifeline Canberra, along with our sponsors and supporters, are very excited to announce that we will launch, in November 2018, our first ever Boot Camp!
- February—our seventh Gala was another sell out event. It was hosted by our new Lifeline Canberra Ambassadors Ned and

Josh, from Hit 104.7. The boys did an awesome job emceeing our 'Casablanca' themed gala with our patron Dr Nelson welcoming them into the Lifeline Canberra Family. We send a huge thank you to Richard and Deb Rolfe, along with our Patron Dr Brendan Nelson AO and all our sponsors. Lifeline Canberra would not be able to deliver the events we do without the extremely generous support of our sponsors and supporters. Infinite Lights and Sounds along with Show Pony Events style who provide our AV equipment for all our events, to Stewart Thompson and Jillian Hart, thank you, we certainly appreciate all you do for us.

- March—our second virtual Lock up your Boss event saw 18 bosses locked up in the virtual world of their office. A huge thank you to all of them for supporting us, our top 15 fundraisers were hosted by our Patron Dr Brendan Nelson. Well done to Ally Stephens from the Mark Agency who was our highest fundraiser, raising just over \$7,000. Coming in second place was Christine Marr from Bookssorted and third was Matt Flavel from the Department of Treasury. Congratulations to all our bosses; we hope you join us again in 2019.

Our 2019 bookfairs will be held on:

- *8–10 February 2019 at EPIC, Mitchell*
- *12–14 July 2019 at Southern Cross Stadium, Tuggeranong, and*
- *13–15 September 2019 at EPIC, Mitchell.*

Lifeline Canberra would like to acknowledge our wonderful sponsors and supporters, in particular Icon Water, Audi Centre Canberra, Club Lime, Canberra Outlet Centre, Service One, RSM Australia, Much More than Money, Infinite Sights and Sounds, Show Pony Events and Peter Barclay. Without the support of these individuals and businesses Lifeline Canberra would not be able to deliver its events. A full list of our supporters is on page 18. Please consider reaching out to these wonderful individuals and businesses when you next need specialist services.

We continue to be extremely grateful for the support we receive from the Canberra community raising funds in our honour. In June, Ian Lindeman and his team held the 2nd Winter Nude Charity Swim, which raised just over \$5,000 for Lifeline Canberra.

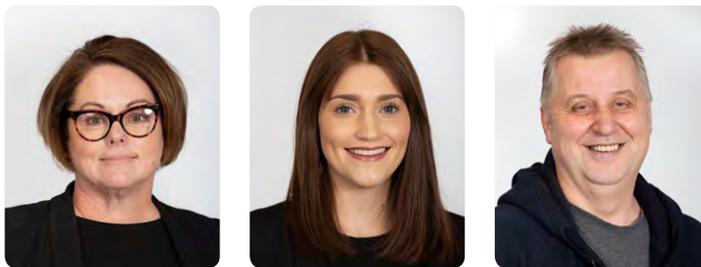
Sixty people braved the -2 degree temperature to swim in the lake; he promises that in 2019 this event will grow. Our Canberra community held 11 fundraising events; we acknowledge the effort that many people go to in undertaking these events for us and thank everyone involved.

A very special thank you to the team: Winnie, Zoran, Terina and Sheena. Winnie is our coordinator for the events and looks after our volunteers at the warehouse; Winnie prides herself on delivering great outcomes and has built a strong relationship with all our volunteers. Zoran collects our book donations from the Canberra community and assists us with delivering our events. This is a huge job and we are extremely grateful. Sheena assists with our

communications at Lifeline Canberra; thank you for stepping into this role and making our lives easier. Terina our administration officer is always willing to step in and help us out. Each of these people work incredibly hard; their dedication ensures that our events are of value to the community and in turn are successful.

Our events help us generate vital funds that are required to train volunteers who answer our 13 11 14 telephone crisis support service.

Jenine Woodman
Director Events, Engagement & Business Development



Members of the engagement team
Left to right Jenine, Winnie and Zoran

A thank you to our ambassadors

Our Ambassadors are some of the most valued members of the Lifeline Canberra family. These exceptional individuals represent our city and country in their chosen professions, and then take time out of their busy schedules to represent Lifeline Canberra. Our crew has grown in the past year. We have added three new ambassadors to the table.

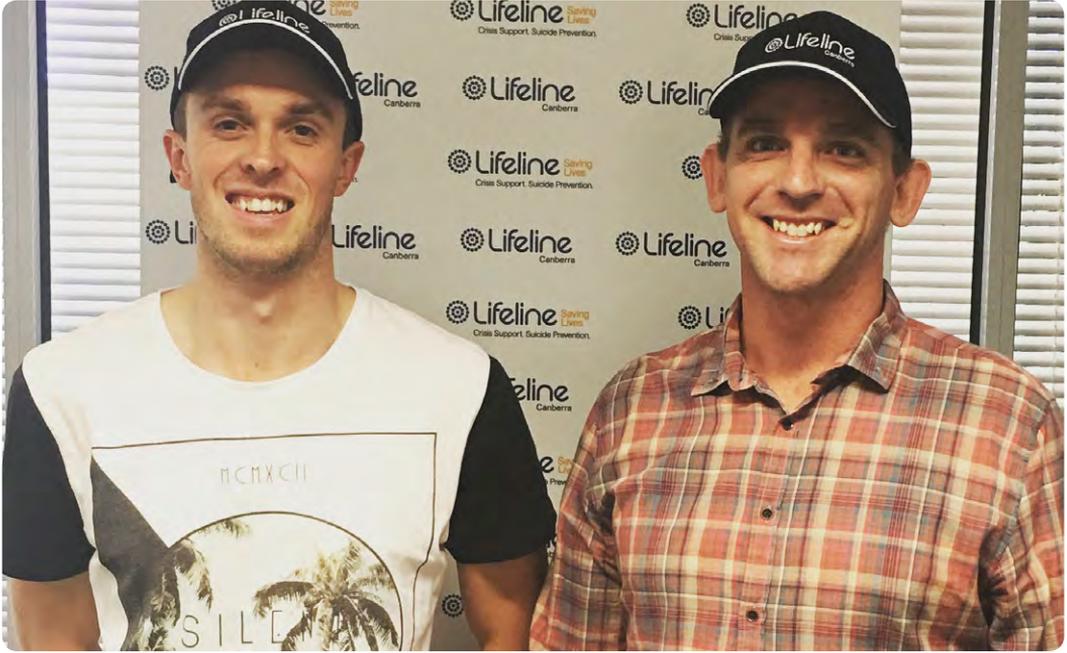
We'd like to take a moment to thank them for the work they do for us and congratulate them on their personal successes.



Lifeline Canberra Ambassador Melissa Breen



Lifeline Canberra ambassadors Ned Breward and Josh Torney, Hit 104.7 FM, with Carrie



Lifeline Canberra ambassadors Cameron Hill (Cameron Hill Racing) and David Kandilas (Canberra Cavalry)



Lifeline Canberra Ambassador Henry Speight (ACT Brumbies) (far right) with Lifeline Canberra staff (l-r) Kunal, Nick and Lish

Our events

Women of Spirit Awards

Canberra is home to many inspirational women who are dedicated to helping their local community. Our 2017 Women of Spirit Awards uncovered 16 remarkable women who have not only made an impact on the community but have committed to overcoming adversity in their lives.

The Awards luncheon, held in September 2017, celebrated all 16 women and saw the 2017 Rising Women of Spirit and 2017 Women of Spirit Award recipients announced.

Suzanne Tunks was announced as the 2017 Women of Spirit recipient and Stacey Bransdon was announced as the 2017 Rising Woman of Spirit recipient.

These incredible women were selected for their outstanding community work while showing unbelievable resilience in the face of significant adversity in their lives. Our award recipients are nominated by their peers

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 so much to support our community.

“Our community is full of inspirational people. Those who set out to do something that will leave our community—and the people within it—in a better way than they found it,” Carrie said.

“Our Women of Spirit Awards and luncheon is one way we can recognise the amazing women in our community and thank them for the work they do.”

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

We would like to thank Jenni Tarrant from Bond Hair Religion who has supported the Women of Spirit Awards for many years. We are grateful for her support and wish her well in her new ventures.



Recipients and nominees for the Women of Spirit and Rising Women of Spirit awards in 2017, with Lifeline Canberra CEO Carrie Leeson



Songwriter and performer Jason Maynard with Lifeline Canberra CEO Carrie Leeson

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 2017) 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 lost to suicide.

Songwriter and performer Jason Maynard performed an original and moving song for everyone gathered.

Touch of Life

Corporate Touch Football

In October 2017 we held our second 'Touch of Life' Corporate Touch Football Day, further strengthening our 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 event enables organisations to support their community through Lifeline Canberra's services, as well as network with like-minded Canberra businesses.



2017 Touch of Life winners, RPS Project Management



Carrie Leeson with Lifeline Canberra VIPs

Casablanca Gala, presented by Audi Centre Canberra

In February 2018, we held our ‘Casablanca’ Gala, with 340 guests from our Lifeline Canberra community joining us at the National Arboretum.

Our entertainment was again provided by our good friends SMA productions. The Diamonds were a huge success also, with Nan Heo—soloist Strong Diva.

Presenting partner Richard and Debbie Rolfe OAM from Audi Centre Canberra presented Lifeline Canberra with a cheque for \$50,000 for delivering training to our first responders. These funds will secure the licence for a ground breaking suite of educational programs from Canada for our defence force and first responders.

A special thank you to Natalie Forrest and her husband Clinton who shared with us the mental health battle Clinton has endured for much of his life, and his need to phone Lifeline for support. We wish Natalie and Clinton all the very best following their return to their home town of Perth. Natalie and Clinton have supported us for many years and we will miss them greatly.



Natalie and Clinton

Lock Up Your Boss 2018

In June 2018, bosses from across Canberra were locked up 'virtually' for the second year. Their crimes, ranging from eating too many sausage rolls, working too hard and crimes against 'hairmanity' required their teams to step in and have them locked up.

In addition to raising much needed 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 raising enough funds to be released on 8 June 2018.

The 2018 *Lock Up Your Boss* initiative was our second 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 again; continuing our long-standing partnership.



Top 15 fundraisers from Lock up Your Boss 2018 and associated guests of Lifeline Canberra at the National Portrait Gallery

A thank you to a long-time friend

Wally from EQ Café

We would like to extend a warm thank you to Wally and the whole team at EQ Café for their generosity in supplying us with pastries and cakes for the volunteers over the year.

Wally's pastries have become such a beautiful go-to treat for volunteers when they have taken a tough call, need a pick me up, or just when they want to indulge in something delicious while chatting with fellow volunteers.

Wally, your pastries lift our spirits (and our sugar levels!) when we need it the most. We are incredibly grateful.



Wally Rao of EQ Cafe and Bar with Lifeline Canberra CEO Carrie Leeson

Our volunteers

Crisis support

Peter Sutton volunteered on Lifeline’s phones for 19 years, empowering the individuals who call us for support.

“Every call is individual, and it’s important to help people to realise what they can do to help themselves.” Peter says.

“It’s a very levelling experience. I have learnt so much about other people, but I have also learnt so much about myself. Lifeline is a community of wonderful people—the benefits really do outweigh the costs.”

Thank you, Peter, for your years of work. We’ll miss you in the phone rooms.

This story was originally printed by *Canberra Weekly*.



Peter Sutton volunteered on our phones for 19 years

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.

Without the support of our volunteers, Lifeline Canberra would not be able to deliver our successful events like our bookfairs or operate our extremely valuable crisis support phone lines. We are deeply thankful for all our volunteers do across a broad range of activities. You are our heroes.



Thank you to our amazing volunteers who support us

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

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 are interested in supporting us, please email us at events@act.lifeline.org.au.

Committed, passionate and driven— meet Lifeline Canberra board secretary Jessica Mellor

Board member Jessica Mellor credits much of her success to the support she has received from Lifeline Canberra and is committed to ensuring the organisation continues to thrive and receive the recognition it deserves.

When talking to Jessica Mellor it's easy to forget that she is just 33 years of age.

She's currently the Executive Director and Chief Executive Officer of Aquis Entertainment, the owner of Casino Canberra. She's studying her MBA, is the current Secretary of the Lifeline Canberra Board (having joined as a Director in 2017) and often volunteers for other Lifeline Canberra activities.

In a 20 minute chat with Ms Mellor, you get the feeling she has been here before—it's a very wise head on 33 year old shoulders. Her commitment, passion, vision and drive exceed admirable.

Jessica Mellor is dedicated to ensuring the Canberra community does all it can to support fellow Canberrans in need.

Her current position with Aquis Entertainment/Casino Canberra, can be a contentious one at times, given problem gambling is a much discussed subject and a key focus for Lifeline Canberra.



Jessica Mellor

However, it's because of this Ms Mellor wanted to do more and had a strong desire to ensure Casino Canberra was supporting Lifeline Canberra.

“We make formal contributions to organisations that are funded to run gambling support programs, but Lifeline does ad hoc gambling support through the 13 11 14 service, with no formal funding from industry.

“I wanted to show Lifeline Canberra some financial support in recognition of the service they provide to our industry, because they don't currently receive that recognition in any formal way.”

It was because of this support from Casino Canberra that Ms Mellor met some of the Board members from Lifeline Canberra. It was evident they all shared a common goal, and soon after she found herself accepting a position on the board.

However, Jessica's association with Lifeline Canberra is not only through her work with Casino Canberra.

Personally she has great empathy and compassion for those living with mental illness—it's an illness she has also struggled with. Ms Mellor freely admits that she has been that person in crisis.

“I've had my own challenges... so I can really identify with the ways that you can overcome, or be overcome by, poor mental health.

“I'm really passionate about the purpose of Lifeline and the opportunity to be able to contribute in whatever way I can.

“At the moment it's in a governance capacity on the board. I love that, as I love the high level strategic conversations about big picture issues, but at other times I have been a volunteer at the bookfairs and on the phones,” Ms Mellor said.

The driver behind her desire to help is linked to her ability to identify with people who are struggling or are in crisis.

“At various times in my life I've suffered from anxiety as a result of, predominantly, external pressures; but I feel really fortunate that that's my experience, and that with time and a good support network and people around me I was able to learn to manage that.

“I have learnt to deal with it better as I get older and to push my boundaries out when things get challenging.

“The importance of self-care is something that I've learnt since joining the Lifeline Canberra family. I was very hard on myself before and now I feel OK about self-care and taking time for myself and for my own mental health.

“I might never have learnt to cope with those issues as well as I do now if I hadn't bonded with the team at Lifeline Canberra so closely.”

In addition, Ms Mellor believes that the lessons she has learnt via assistance from Lifeline Canberra have helped her in her job and her capacity to be successful in her profession.

“The industry that we work in has a lot of its own mental health challenges with customers, but also with team members, particularly those who work night shift.

“It's helped me cope with my job, but also helped me to manage some of the complexities within the organisation in relation to mental health issues and how we as a business deal with that and look after our workforce.”

It's clear to see that Lifeline Canberra is close to Ms Mellor's heart and she values its role as a silent contributor in the local community.

“People see the outcome of Lifeline's work rather than the execution.

“To a lot of people they identify with the need, even if they've never used the service before. It provides a sense of comfort knowing that if they are in crisis or if ever something happens then the Lifeline service is there; and that's so important.”

Asked what her goals are as board member of Lifeline Canberra, Ms Mellor admits she is a big picture thinker and the word 'no' often doesn't occur to her.

“I see that Lifeline Canberra does a lot of good work in the community, beyond the phone room, but I think that Lifeline Canberra has a bigger role to play in the future in terms of shaping the way society copes with mental health challenges, which are becoming very complex.

“The training and skills developed within Lifeline Canberra mean that in the future we can play a bigger part in identifying greater societal mental health challenges and how they are dealt with going forward.

Ms Mellor says the most rewarding part of her role on the board is seeing the real world impact of Lifeline Canberra.

“When I'm out and about and mention that I sit on the board of Lifeline Canberra it's amazing how many people will respond by saying they're so thankful for Lifeline Canberra, for example, because a loved one was suffering and they phoned 13 11 14 and it made a difference in their life.

“People instinctively open up to you about their personal experience.

“When you're sitting in the board room and making decisions about things like finance and governance it's those other experiences outside of the board room that remind you why you're doing that and the importance and reward of the outcome.”

Ms Mellor wants more people to know about Lifeline Canberra's services and understand the dedication of its volunteers, the benefit of the crisis support phone line and its reach beyond the phone room.

“People assume that Lifeline Canberra receives a lot of government funding, or that Lifeline Australia provides its funding, however, that's not the case.

“The truth is that most of the 13 11 14 service is funded by bookfairs, other fundraising events and the generosity of the Canberra community—not government.

“Linked to that is the fact Canberra answers far in excess of its pro-rata number of calls per year; for a small regional centre it’s really pulling more than its fair share of weight around the national network.

“There’s a really nice message in this and it’s only achieved because we have really strong volunteers who are committed to the phones.

“Importantly, Lifeline Canberra has an amazing suite of really unique training products.

“There are a lot of training organisations in Canberra, but the skills that the Lifeline courses teach are really different to anything I have ever experienced in corporate training before.

“Interpersonal skills, coping and resilience—these are all things that if you build them into your workforce it will have a positive effect on every person in the organisation.

“Dealing with those hard issues really helps people empathise with others and connect with others—you can’t measure the impact of that.”

Asked what her three wishes for Lifeline Canberra are moving forward, her response is inspiring and shows she is determined to ensure the organisation thrives well into the future.

“Firstly, I’d like to see Lifeline Canberra receive more formal recognition from local government for the contribution it makes, ideally financially!

“Secondly, to become the preeminent voice on mental health issues in Canberra and highlight how we can start to, as a society, deal with those complexities.

“And thirdly, for more people to undertake the training that Lifeline Canberra provides. The skills are not just work based, they’re life skills. The more who have those skills, the more people there are in the community for people to turn to if they’re in crisis.”

Giving back to the community through a love of books

In just three short years of volunteering for Lifeline Canberra, Mark and Elise Rogers have developed a strong connection to the book warehouse in Mitchell.

Prior to volunteering at the warehouse, Mark and Elise already had a great love of books, they were also regulars at Lifeline Canberra bookfairs, dating back to the events held at Albert Hall.

“We’ve been spending our money and supporting the organisation for a long time,” Elise said.

“A few times I said to Mark (about the volunteers), ‘I wonder how they get involved?’.

“One day when we were dropping off book donations we saw a sign that said ‘contact us’.

“We’d both retired and were looking at volunteering somewhere...so we sent them an email and went from there,” Elise said.

Now, having clocked up almost three years as volunteers, they can’t imagine a life without the roles they fulfil each week.

“I just love it,” Elise said.

“We were both involved in scouting and the ethos is to give back to the community; and this fits in with that ethos of giving back. It’s an intrinsic reward that you’re helping others.”

Elise started work in the children’s section on her first day at the warehouse. As a former primary school teacher it was the perfect fit.



Elise Rogers sorting books in the children's section at the book warehouse

For Mark there was a great need at the time for help in logistics, the section responsible for a lot of the stacking and heavy lifting.

He admits there are days when it's so busy he goes home exhausted, but not once has he ever gone home thinking it was a waste of time.

"I know I've done something useful," he said.

"It's all part of a big paper factory here, but I play a part in helping to keep a worthy service running."

From traders, to children, to the adult looking for that perfect book to complete a collection; Mark and Elise have seen it all.

It's the children who are well cared for by Elise when bookfair time rolls around.

She makes sure there's a steady supply of books all weekend for the children, knowing many will have sporting commitments and will come at varied times during the day.

"I know (through the fairs) that we're encouraging kids to continue to read; and it's important for that not just to be screen time.

"They need, especially the young ones, the physicality of books. It's how they learn to read, flipping pages," Elise said.

Elise is firmly of the view that Canberrans love their books.

"It's well known that we have a population in Canberra that are bibliophiles; they really are into books."

And going by the number of bookfair goers at this year's events it's clear to see she is right.



Mark Rogers hard at work stacking and moving boxes in the book warehouse

"They just seem to be getting bigger and profits seem to be going up," Elise said.

"We've had to find a larger venue for the Tuggeranong fair and a number of volunteers were sold out on the Friday and had to get more boxes to top up for the Saturday."

In the day and age of e-books, concerns are often raised about the future of physical books. However, Mark says he doesn't

see any imminent danger for the future of the bookfairs.

“Certainly the trend is upward at the moment. There’s more and more online book selling, but the second hand market is thriving.”

Asked why they believe the bookfairs are so successful and why Canberrans support the event in droves, they both agree nostalgia plays a large role.

“I think people get a buzz out of going there and trawling through the shelves, finding a bargain and finding a particular book that they are looking for, and yes, a sense of nostalgia...the audience for buying old Enid Blyton books is not kids!” Mark said.

“You get people asking ‘have you got Nancy Drew or Biggles’ and when you answer ‘yes, they’re just there’ they get so excited...and that’s a nostalgia thing for sure,” added Elise.

But Mark and Elise have one vital tip to share if you are thinking of donating books to Lifeline Canberra for the bookfairs—carefully check your books before donating them!

Elise has found cards from grandma in children’s books, photos tucked into book pages, even birthday cards in a collection of books.

Mark has a little chuckle when he says ‘always check with your partner before you donate books’.

He said it’s a regular occurrence where a partner donates the books, but the other half is unaware and then comes into the warehouse hoping to retrieve them, which is sometimes impossible.

Importantly, Mark and Elise both agree that the time they spend volunteering at the book warehouse is good for the body and mind—inadvertently supporting Lifeline Canberra’s strong messaging around self-care activities.

“It (volunteering) moves you on from the space you’re in at home, that’s for sure,” said Mark.

“You’re interacting with other people; in that sense it’s actually healthy. It’s not onerous...it keeps me physically active and alert.”

“It’s a family in a way—we’ll be here for many years to come,” said Elise.

If you would like to volunteer at the Lifeline Canberra book warehouse, please call 02 6171 6300 or email bookfairvols@act.lifeline.org.au

When the generosity of one touches the lives of many

Peter Barclay is a well-known Canberran. He's the owner of King O'Malley's Irish Pub in the City, he's an active community member—sitting on numerous boards—and he volunteers with many Canberra organisations.

Lifeline Canberra is one such organisation that receives a wealth of support from Peter, for which it is extremely grateful.

However, Peter is more than happy to help and is constantly thinking of more ways he can assist the organisation, whose work he labels 'absolutely incredible'.

"Their services are needed more than ever today with issues of mental health, the stress that people are under and problems within society, like gambling," he said.

"When people are in a comfort zone and things are going well you think 'that will never happen to me', but businesses fail, a member of the family can get sick, people lose jobs, just through an act of fate; it can happen to anyone.

"More people need to be aware that if the wheels do come off Lifeline Canberra is there to provide support."

For the last 20 years Peter has volunteered his time in many and varied ways at Lifeline Canberra. He started off like many, an avid book lover who attended the bookfairs and purchasing second hand books. He also served on the Lifeline Canberra Board for a number of years. But he found himself wanting to do more.

For the last 15 years he has provided a free lunch at King O'Malley's to book warehouse volunteers at the conclusion of each bookfair. He says it's one small way to give back to the people who have given so much.

"I felt it was important to give back to the volunteers who actually sort out the books throughout the year and do such an amazing job," Peter said.

"So we bring them together after each bookfair and have a lunch at King O'Malley's.



L to R: Dorothy Barclay, Jenine Woodman and Peter Barclay at the pop-up bookshop at King O'Malley's

It's free of charge and it's a lovely afternoon where the volunteers can get to know each other better and celebrate their achievements and the great work that they do for Lifeline."

More recently Peter came up with a brilliant idea to create a pop-up bookshop at King O'Malley's in the city. This book shop sells many of the 'multiple copy' books that have been donated to Lifeline.

Initially the pop-up shop was meant to operate for just a few weeks leading up to a bookfair, but it's been so successful that four years later it's a loved second hand book store in the centre of Canberra.

All book sale funds are channelled straight back to Lifeline Canberra and to date an incredible \$10,000 has been raised through this pop-up book shop.

In a beautiful addition to this story, Peter's mother Dorothy works in the book shop.

Sadly Dorothy lost her husband (and Peter, his father) three years ago. The book shop has been a vital tool in allowing Dorothy to find a sense of purpose after losing her life partner.

"She looks forward to coming into the book shop, sorting the books out, keeping it beautiful and chatting to the customers," Peter said.

Peter admits that the pop-up book shop has saved his mum from becoming isolated and given her the desire to be out and about after suffering a huge loss.

"As people get older they start to lose people from their friendship groups and there are not as many opportunities for them to use their skills.

"But for mum the first thing she says of a morning is 'I have to get ready and go to my book shop'...it keeps her going.

"Only recently she was hospitalised for dehydration and when I visited her in hospital she said 'I can't wait to get out and go to the shop; how's it going without me'.

"It helped her recovery in effect, because it gave her something to do rather than going home and staying in bed.

"In fact, when she was discharged from hospital, she didn't even go home; she went straight to the book shop."

Peter is a strong advocate for volunteering services to Lifeline Canberra and is encouraging all Canberrans who may have some spare time, a skill or a service to see how they can help.

"I think there are a lot of opportunities to get involved with Lifeline Canberra; I'd really recommend that people get in touch and just have a chat and see how you can find a match in an area you're interested in.

"It could be sorting books, helping at bookfairs, offering other services like counselling, or even serving on the board. A wide range of skills and services are needed."

For more information about how you can volunteer at Lifeline Canberra please visit the volunteer page on the Lifeline Canberra website or call 6171 6300.

Meet our administration team

Terina—Office Administrator

Terina welcomes our volunteers on day one and also supports the entire Lifeline Canberra Team. She is central to our outcomes and successes and a massive asset to the team.



Terina

Newcomers

In April the Lifeline Canberra Family warmly greeted two new staff members, Kunal and Nick.

Nick is looking after our receivables, risk and compliances (work health and safety).

Kunal is in charge of Payables and Human Resources.



Nick



Kunal

A message from our Treasurer



On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2017–18 Treasurer's Report.

The 2017–18 financial year further consolidated the financial position of Lifeline Canberra at the same time allowing continued delivery of our principal activity—the 24-hour telephone-based counselling and counselling related services. Since 2015 Lifeline Canberra's financial position has improved markedly each year, with 2018 delivering a positive result of \$308,273.

The balance sheet of Lifeline Canberra is in good shape, but the board and management remain acutely aware that demand for fundraising dollars and the community's needs for the services Lifeline Canberra provide are also expanding. Our paramount priorities are ensuring we are able to contend with risks to the organisation, but continue to provide the level of services the community relies on.

Every 12-month period brings new opportunities and challenges and the Lifeline Canberra team has continued to take advantage of and deal with these as they

occur. The position reached by the end of the 2017–18 financial year, along with attracting more telephone counselling volunteers has allowed the addition of a new seat in the phone rooms this year. It is incumbent on Lifeline Canberra to continue to consider expansion of our service provision, opportunities for diversifying our fundraising sources, and ensuring the organisation remains in a sound financial position.

The bookfairs remain our largest fund-raising activity with revenue from that source hitting another record of over \$1,000,000 raised. Thank you again to our amazing volunteers and the Lifeline Canberra team for their work on an ongoing basis in that space. Outside of the bookfairs, Lifeline Canberra sought to continue to raise much needed funds and profile. Highlights include successful events such as the Gala Ball at the Arboretum, the Icon Water "Run for you Lifeline" fun run, Lock Up Your Boss, the "Touch of Life" Corporate Touch Football Day, the Women of Spirit Awards and donations from the public (all growing over the course of the year).

One of the commitments Lifeline Canberra has made is to leverage off our expertise in crisis support and response to work more heavily in the preventative space and mental health management areas. Corporate Training has been growing over the past few years and this continued to be the case throughout 2017–18. The organisation is encouraging anyone who has an interest in this area to consider Lifeline Canberra for this support so that we are able to empower as many people in the community to know

how to manage themselves and those around them in crisis, and importantly to arm themselves with self-care strategies in a world where we see suicide and mental health statistics worsening.

As stated, our cash-flow position was strong throughout the 2017–18 financial year and we are grateful that the extraordinary efforts of the Lifeline Canberra team have placed and maintained the organisation in a very good financial position.

We look forward to continuing the financial stability of Lifeline Canberra and seeking out new ways to attract support, much needed funds, and to assist the community over the next 12 months, in a world of growing need.

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

Arran Curll
Treasurer

Lifeline Canberra Incorporated

ABN 14 207 094 003

Financial Report

30 June 2018

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2018

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2018

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 2018.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2018, 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 Thomeloe (left FY 2015/2016)

Principal Activities

The principal activity of lifeline during the year ended 30 June 2018 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 2018 was a surplus of \$308,273 (2017: Restated surplus of \$384,914).

Significant Changes in State of Affairs

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

Incorporation

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

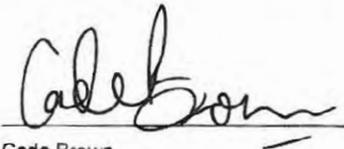
LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2018

Events after the Reporting Date

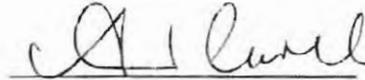
No matter or circumstance has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

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

Signed in Canberra on 21 November 2018 in accordance with a resolution of the Board of directors:



Cade Brown
President



Arran Curil
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2018

	2018	Restated 2017
	\$	\$
Revenue		
Donations income	489,225	744,174
Grants	244,707	228,834
Trading and operating activities	2,463,099	2,023,096
Other income	23,694	20,098
Total revenue	3,220,725	3,016,202
Expenses		
Administrative expenses	117,290	73,986
Cost of goods sold	10,265	4,139
Depreciation	35,932	34,905
Employment costs (excluding superannuation)	1,522,935	1,321,706
Management costs	4,096	12,419
Occupancy costs	209,052	198,347
Operating costs	844,534	832,501
Other costs	829	231
Superannuation	167,519	153,054
Total expenses	2,912,452	2,631,288
Surplus for the year	308,273	384,914
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of available-for-sale financial assets	-	-
Total comprehensive income for the year	308,273	384,914

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 2018

	Note	2018 \$	Restated 2017 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,529,293	1,405,956
Other current assets	3	50,713	17,522
Trade and other receivables	4	189,420	78,583
TOTAL CURRENT ASSETS		1,769,426	1,502,061
NON-CURRENT ASSETS			
Property, plant and equipment	5	728,998	701,255
Other financial assets	6	30,350	30,300
TOTAL NON-CURRENT ASSETS		759,348	731,555
TOTAL ASSETS		2,528,774	2,233,616
CURRENT LIABILITIES			
Trade and other payables	7	100,437	154,755
Provisions	8	199,245	218,396
Unearned revenue	9	88,000	16,775
Lease incentive liabilities	10	10,816	10,872
TOTAL CURRENT LIABILITIES		398,498	400,798
NON-CURRENT LIABILITIES			
Lease incentive liabilities	10	14,059	24,874
TOTAL NON-CURRENT LIABILITIES		14,059	24,874
TOTAL LIABILITIES		412,557	425,672
NET ASSETS		2,116,217	1,807,944
EQUITY			
Reserves		2,276	2,276
Accumulated members' funds		2,113,941	1,805,668
TOTAL EQUITY		2,116,217	1,807,944

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 2018

	Note	2018 \$	2017 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		269,178	251,717
Receipts from other services		2,608,448	2,178,681
Donations		489,225	744,174
Interest received		14,712	17,507
Payments to suppliers & employees		<u>(3,194,554)</u>	<u>(2,780,872)</u>
Net cash flows from operating activities		<u>187,008</u>	<u>411,207</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		-	(14,404)
Proceeds on disposal of property, plant & equipment		<u>(63,671)</u>	<u>-</u>
Net cash flows (used in) / from investing activities		<u>(63,671)</u>	<u>(14,404)</u>
Net increase in cash held		123,337	396,803
Cash & cash equivalents at beginning of the year		<u>1,405,956</u>	<u>1,009,153</u>
Cash & cash equivalents at the end of the year	2	<u>1,529,293</u>	<u>1,405,956</u>

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 2018

	2018	2017
	\$	\$
Reserves	2,276	2,276
Accumulated surplus (2017 restated)	2,113,941	1,805,668
TOTAL EQUITY (2017 restated)	<u>2,116,217</u>	<u>1,807,944</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	1,805,668	2,840,419
Adjustment to opening balance	-	(1,419,666)
Surplus for the year (2017 restated)	308,273	384,915
Balance at the end of the year (2017 restated)	<u>2,113,941</u>	<u>1,805,668</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 2018

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

Land and buildings are shown at fair value, based on periodic, at least every 3 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. 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 2018

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 2018

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.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(I) Comparative Figures

In the June 2018 financial year, Lifeline Canberra engaged a valuer to undertake an external valuation of the land and buildings. The resultant value from the valuation was significantly less than had been reflected in the previous external valuation undertaken in 2012. The reason for the difference is that the previous valuation did not recognise that the land is held under a concessional lease and cannot be transferred without the relevant Minister's consent or without the full market value of the land being paid out under a deconcessionalisation process. The land and buildings were revalued at 25 May 2018 at \$1,200,000 before adjustments, which make allowance for a deconcessionalised interest to be paid out, providing a net book value of \$650,000 which relates to the building only.

The comparatives presented in these financial statements have been restated to reflect the effect of these adjustments.

The table below shows the affected line items of the financial statements:

	Actual in 2017	Correction of revenue recognised	Restated actual 2017
Statement of Comprehensive Income			
Depreciation	77,496	(42,592)	34,904
Total expenses	2,673,879	(42,592)	2,631,287
Surplus for the year	342,323	42,592	384,915
Total comprehensive income for the year	342,323	42,592	384,915
Statement of Financial Position			
NON-CURRENT ASSETS			
Property Plant and Equipment	2,078,329	(1,377,074)	701,255
TOTAL NON-CURRENT ASSETS	2,108,629	(1,377,074)	731,555
TOTAL ASSETS	3,610,690	(1,377,074)	2,233,616
NET ASSETS	3,185,018	(1,377,074)	1,807,944
EQUITY			
Accumulated member's funds	3,182,742	(1,377,073)	1,805,668
TOTAL EQUITY	2,116,217	(308,273)	1,807,944
Statement of Changes in Equity			
ACCUMULATED SURPLUS			
Adjustment to opening balance	-	(1,419,666)	(1,419,666)
Restated surplus after correction of revenue recognised	342,323	42,592	384,914
Balance at the end of the year	3,182,742	(1,377,073)	1,805,668

Critical Accounting Estimates and Judgments

The Board evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association. The Board does not believe that there were any key estimates or key judgment use thin the development of the financial statements that give rise to a significant risk of material adjustment in the future.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

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.

	2018	2017
	\$	\$
NOTE 2. CASH AND CASH EQUIVALENTS		
Cash on hand	1,450	649
Cash at bank - at call	1,527,843	1,405,307
	<u>1,529,293</u>	<u>1,405,956</u>

NOTE 3. OTHER CURRENT ASSETS

Deposits	2,000	7,327
Prepayments	39,186	10,195
GST receivables	9,527	-
	<u>50,713</u>	<u>17,522</u>

NOTE 4. TRADE AND OTHER RECEIVABLES

Trade debtors	187,158	78,583
Employee Loan	2,262	-
	<u>189,420</u>	<u>78,583</u>
<i>Ageing of trade receivables</i>		
Current	120,460	70,908
Less than 30 days overdue	61,770	7,075
30 to 60 days overdue	615	-
61 to 90 days overdue	1,032	-
More than 90 days overdue	3,282	600
	<u>187,158</u>	<u>78,583</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 2018

	2018	Restated 2017
	\$	\$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	650,000	650,000
Total Buildings	<u>650,000</u>	<u>650,000</u>
Furniture & fittings and equipment at cost	504,436	484,590
Accumulated depreciation	(465,125)	(446,697)
Total furniture & fittings and equipment	<u>39,311</u>	<u>37,893</u>
Fit out at cost	186,311	142,482
Accumulated depreciation	(146,624)	(129,120)
Total Fit out	<u>39,687</u>	<u>13,362</u>
Total Property, Plant and Equipment	<u><u>728,998</u></u>	<u><u>701,255</u></u>

The building consists of Block 7 section 36 Mitchell which has a Crown Leasehold interest. The land and buildings were revalued at 25 May 2018 at \$1,200,000 before adjustments. The adjustments make allowance for a deconcessionalised interest to be paid out, which equates to the current land value at market value, resulting in a net value of \$650,000 which relates to buildings only.

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	37,893	41,972
Additions	19,844	14,404
Depreciation expense	(18,426)	(18,483)
Carrying amount at the end of year	<u>39,311</u>	<u>37,893</u>

Buildings

Balance at the beginning of year	650,000	650,000
Carrying amount at the end of year	<u>650,000</u>	<u>650,000</u>

Fit out

Balance at the beginning of year	13,362	29,784
Additions	43,827	-
Depreciation expense	(17,502)	(16,422)
Carrying amount at the end of year	<u>39,687</u>	<u>13,362</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
NOTE 6. OTHER FINANCIAL ASSETS		
Greater Good Foundation	30,350	28,958
Undeposited funds	-	1,342
	<u>30,350</u>	<u>30,300</u>
 NOTE 7. TRADE AND OTHER PAYABLES		
Accounts payable	76,128	93,962
Accrued expenses	33,836	57,809
GST payables	(9,527)	2,984
	<u>100,437</u>	<u>154,755</u>
 NOTE 8. PROVISIONS		
Annual leave entitlements	174,153	187,898
Long-service leave entitlements	25,092	30,498
	<u>199,245</u>	<u>218,396</u>
 NOTE 9. UNEARNED REVENUE		
Income in advance	88,000	16,775
	<u>88,000</u>	<u>16,775</u>
 NOTE 10. FINANCIAL LIABILITIES		
CURRENT		
Lease incentive liability	10,816	10,872
NON CURRENT		
Lease incentive liabilities	14,059	24,874
	<u>24,875</u>	<u>35,746</u>

NOTE 11. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

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:

Key management personnel compensation	<u>203,326</u>	<u>180,016</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:

Not later than 12 months	109,398	106,212
Later than 12 months but not later than 5 years	<u>74,376</u>	<u>183,774</u>
	<u>183,774</u>	<u>289,986</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.

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

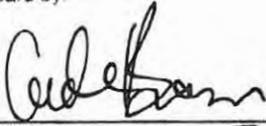
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DIRECTORS' DECLARATION

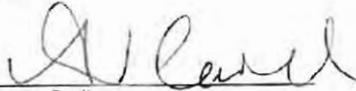
The directors of the Association declare that:

- (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 2018 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 24 day of November 2018

RSM Australia Pty Ltd

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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Canberra Incorporated for the year ended 30 June 2018, 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.



RSM AUSTRALIA PTY LTD



Canberra, Australian Capital Territory
Dated: 5 November 2018

GED STENHOUSE
Director

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

Qualified Opinion

We have audited the financial report of Lifeline Canberra Incorporated ("the Association"), which comprises the statement of financial position as at 30 June 2018, 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, except for the matter described in the *Basis for Qualified Opinion* section of our report the accompanying 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 2018 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements 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.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of Lifeline Canberra Incorporated in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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 2018 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 of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements 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 gives a true and fair view and 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.

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.

A handwritten signature in black ink that reads 'RSM'.

RSM Australia Pty Ltd

A handwritten signature in black ink that reads 'GED Stenhouse'.

GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 5 November 2018

www.act.lifeline.org.au