



With thanks to our sponsors



Lifeline Canberra

Lifeline Canberra Incorporated

ABN 14 207 094 003

<https://www.lifelinecanberra.org.au/>

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Canberra ACT 2601

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 49 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. They provide support and information to people in need.

Through our community events and our engagement with the local and federal governments, as well as corporate and community organisations, we also raise awareness for 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 who 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 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 resilience.

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

What drives us

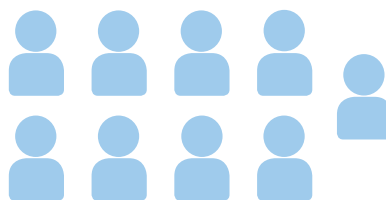
Our number one priority and vision at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support. We have 280 volunteers working on our crisis support phone service.

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.

We want to change lives for the better

Suicide is the leading cause of death for people aged between 15-44 and the second leading cause of death for those aged between 45-54.



*9 people die by suicide each day
in Australia.*

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.

(Source: the Australian Bureau of Statistics)

At a glance



36 984

life-changing calls answered by our crisis supporters.



3 692

callers having suicidal thoughts and struggling to keep safe



2 902

safety plans created with callers at risk



1 232

callers in highly dangerous domestic and family violence situations



Approx **15 926** hours of crisis support



79

new crisis supporters inducted



6 570

hours of in-shift support supervising



484

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



430

callers were at risk of non-suicidal self-harm



101

callers were children in child abuse situations



414

crimes or other emergency



held **3**

recordbreaking bookfairs with the help of over 400 volunteers

We also:

- Continued to build authentic relationships 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 second Bootcamp supported by Icon Water, Club Lime and the University of Canberra.
- Held our forth '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.
- Delivered 173 workshops to approx. 2518 people across Canberra as part of our training packages

Our Board of Directors

Arran Curll, President

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



He was elected to the position of Treasurer in 2015, and then in 2020 he became President of Lifeline Canberra. Having studied in the ACT, Arran's skills and passion for life took him abroad to the United Kingdom and then the Northern Territory, before returning to Canberra in 2007. Arran is a partner at local financial planning firm, Much More Than Money (formerly Godfrey Pembroke) and is an accredited Financial Advisor. A passionate fitness fanatic Arran can more often than not be seen around town running or cycling.

Todd Wills, Vice-President

Todd joined the Lifeline Canberra Board as a Director in February 2016. In 2015, Todd moved to Canberra from Melbourne and has been passionate about Canberra and its community ever since. Todd holds a Bachelor of Law and Bachelor of Arts and has over 25 years' experience in the professional services industry in South Africa, Melbourne and Canberra. He is currently the Canberra Office Managing Partner for EY (Ernst & Young). His experience over the last 25 years has given him a great appetite for growing business, supporting the community and creating value. Todd is currently on the Red Shield Appeal Committee and the Canberra Cancerians Committee. In addition, he was formerly a board member of the Canberra Business Council (CBC).



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. She brings a wealth of knowledge in public company administration and compliance, as well as projects and cost management.



Warren Apps, Director

Warren joined the Lifeline Canberra Board as a Director in 2011. Leveraging his experience in communications, he has worked closely with the team to assist engagement and business development. Warren is a Director of Coordinate Group, Canberra's largest communication, marketing and advertising consultancy. 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 in 2007 and 2008.



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.



Richard Rolfe, Director

Richard joined the Lifeline Canberra Board as a Director in February 2020. As the Director of the Audi Centre in Canberra, Richard has built a successful career in the motor industry over the past 34 years during which he has developed a reputation for his acute business acumen. Both within the motor industry and the broader Canberra community, Richard is recognised for his expertise in developing business strategy, leadership, event management, marketing and communications and business planning. In addition to his business pursuits, Richard also has a strong involvement in the Canberra community. In 2009, Richard was awarded the Order of Australia Medal (OAM) for service to the community of Canberra through philanthropic support for sporting, service and charitable organisations. In 2017, Richard was elevated from the OAM to a Member of the Order of Australia (AM) for significant service to the community of the Australian Capital Territory through philanthropic support of medical, cultural and social welfare organisations. Currently, Richard is Patron of the Heart Foundation (ACT), Vice-Patron of the Cross of Valour Association, a major supporter of Lifeline Canberra, the Heart Foundation, Home in Queanbeyan and the founding member of the AUDI Foundation. Richard holds a Bachelor of Economics from ANU.



Bruce Armstrong, Director

Bruce joined the Lifeline Canberra Board as a Director in April 2020. Bruce started his working career in the Australian Army. On graduating from Portsea Officer Cadet School in 1980, Bruce was posted to 8/12 Medium Regiment, RAA. Highlights of his subsequent military career included service in the Special Air Service Regiment, Command of 8/12 Medium Regiment and his final appointment as Chief of Staff International Force East Timor, prior to the UN handover in 2000. Since resigning from the Australian Defence Force in late 2000, Bruce's commercial roles have included: Director Channel Sales and Strategic Alliances for a global enterprise software company; Managing Director for a national building service company and Chief Operating Officer of a publicly listed company in the automotive industry. In April 2013, Bruce joined Aspen Medical as the Chief of Staff. In January 2015 he was appointed as the Chief Executive Officer for the global operation spanning 16 countries and employing in excess of 2,000 employees.



President's message



What a year. Lifeline has always been important, but it is impossible to overstate the importance of the role the organisation has played in the community this year. Mental health was a growing concern before the fires hit, but our black summer saw a further increase in demand for Lifeline's crisis support services as the physical and mental effects of that period came to bare. No sooner were the fires extinguished (though certainly not the impact) and a global pandemic had gripped us bringing challenges for Lifeline swiftly at all levels – most importantly the mental health of our community, but also the ability and capacity of raising funds, the logistics of providing our critically important services, and a level of uncertainty and loss of control over what the future holds that no one could have anticipated.

In amongst such uncertain times Lifeline has understood the importance of continuing to provide their critical services more than ever, even as behind the scenes the management

and volunteers have had to grapple with the logistics of an environment changing at times by the minute. Not only have Lifeline Canberra managed to keep the 13 11 14 Crisis Support Service running, but as demand has increased substantially so too Lifeline Canberra have increased the number of calls answered by an incredible 30%, with the percentage of calls answered consistently in excess of 90%. These are incredible achievements at any time, but demonstrates Lifeline Canberra's commitment to stepping up when our community needs us most.

Supporting our community in this way requires a lot of ingredients, however there is no doubt the most important one is our amazing volunteers. Over the past months we have heard so many stories of our crisis supporters going above and beyond. Answering one phone call can make a life-changing difference to someone, however over this difficult time we have seen so many people volunteering more of their time to answer phone calls and provide in-shift supervision, a higher proportion of people continuing to volunteer, and over the last financial year we saw an additional 79 crisis supporters join our family. On behalf of the board we would like to extend our deepest thanks to all of our telephone crisis supporters.

Of course, the volunteers in our network extend to so many other areas to ensure we can provide the services we do. Prior to Covid-19 turning on its head the operation of our bookfairs, Lifeline Canberra had enjoyed another 3 record-breaking bookfair events. Though what the future holds is unknown we are looking forward to increased flexibility in that space and returning to welcoming all our supporters out to buy a book or 10 (or more!) as soon as possible.

Having an open mind, being innovative, and continuing to smile have been the hallmark of this period for the Lifeline Canberra team. Mentioning any of the specifics will mean missing so much of what has been happening behind the scenes, but we can all be proud of the Book Lovers Lane bookstore operating out at Fyshwick markets. Similarly our training team, continuing to partner with Beacon Group, has needed to adjust very quickly to our new circumstances preparing online training options, looking at new training initiatives such as our fledgling schools program, and seeking out grants to help us keep our doors open. All are examples of making sure Lifeline Canberra continues to operate and offer leadership in our community as we seek to answer the phones and provide tools to as many people as possible to empower them to know how to help those around them who may need help, and how to engage in self-care.

To the board, it has been an absolute pleasure working with you all. Standing alongside our incredible volunteers and the Lifeline Canberra team we can be proud the organisation finds itself in a strong position to contend with whatever our future holds. It is a joy to work with such a committed, hardworking, and open minded group of people.

Finally, a big thank you to everyone that has given any of their time to support Lifeline Canberra. The effort over the last period has been immense, but we know suicide and mental health issues continue to be a growing concern, particularly in the environment we are currently in. Our role is as a consequence more important than ever. As uncertain as things may feel at present, one thing that I am certain of is that the wonderful Lifeline Canberra volunteers and team will continue to turn up every day to make sure as many callers as possible have the opportunity to be heard and as many people in our community possess the tools to address their own challenges and assist their loved ones when they need help.

Arran Curll

Lifeline Canberra President

CEO's message



In the year under review Lifeline Canberra achieved incredible outcomes, in the face of unprecedented and unforeseen challenges.

Throughout the bushfires, smoke, storms and Covid – 19 the organisation maintained its composure and was able to scale activities on the crisis support front to meet the ever increasing demand on the service. This the result of years of hard work on the foundations.

Challenged to continue to enable and deliver crisis support in a world where isolation and suicide is increasing; yet humbled by the continuous demonstrations of compassion and kindness and the knowledge that we as an organisation change lives.

It is a special person who gives their time to work here at Lifeline Canberra, as a staff member and/or a volunteer. The Board and I do not take that lightly.

We are privileged to be able to work with such passionate people who give so generously to support people in their time of need and to provide all the supports necessary to operate and fund our crisis support service.

Lifeline Canberra is a not-for-profit organisation largely funded by the community, and established for the community. That is why we continue to strive for excellence in our operations, to build the financial sustainability of Lifeline Canberra to invest in new and existing services that our community can benefit from and be proud of.

The increasing need for crisis support, as a result of complex ongoing issues, in the face of short-term funding is something we have worked hard to understand and solve. You can't grow long-term if you can't make the short-term a major consideration at all times.

Harnessing these tensions is something our leadership team has worked incredibly hard to achieve. It gives me great pleasure to confirm that strategically we have underpinned the foundations of the organisation over the past three years and are now set for scale and growth.

We have long promoted our vision to be the first organisation people turn to when they need crisis support and to build resilience within our community. With increasing calls

to our crisis support line, we know that our message is getting through and that people are picking up the phone. As we enter another year, we remind ourselves of our drive to ensure every caller to our 13 11 14 crisis support line is answered.

We thank every new crisis supporter who put themselves forward this year to train to answer our phones and to support people in need. You are truly incredible.

Lifeline Canberra's financial performance this past year is continuing on the trend set over the past five years, precipitated by unwavering community, volunteer, employee and business support. We have been able to innovate and pivot our revenue streams relatively seamlessly.

As we enter another year, I look forward to facing each challenge with an amazing team by my side. This includes our staff who give tirelessly every day to our cause; our Board, who dedicate their time, guidance and skills to helping us deliver the best support for Canberra; and our volunteers who work across crisis support, our book warehouse and our fundraising events— without you, we could not do what we do for our community.

This year we farewelled Cade Brown, our Chair, and thanked him for eight years of dedicated service to Lifeline Canberra and this community. Cade was central to the cultural shift in the organisation and facilitated the appetite to achieve some lofty organisational goals. Thank you Cade.

I also thank our sponsors and supporters for your generosity and your commitment to supporting our cause. Moving into the 2020-2021 financial year, we remain determined to do everything we can to change lives for the better.

Thank you for being with us.

Best wishes

Carrie-Ann 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 2019–20 financial year is outlined below.

Crisis support services

In the 2019-20 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 and with ACT Legislative Assembly awareness of what we do and of our mission to proactively build resilience within our community we will

continue to provide crisis support to individuals. We are continually humbled by the support of our Canberra community. In the last financial year we were grateful to welcome a number of new supporters to the Lifeline Canberra family. We have built strong relationships within the community which allows us to continue to raise awareness of our services and mental health across the Canberra region. Our social media presence, which continues to grow and engage our community helps us achieve this awareness. We also welcomed two new ambassadors and continue to work with local sporting teams to engage the Canberra community and advocate for selfcare, community, conversations, compassion and tolerance.

People

We continue to attract increasing numbers of volunteers who support all aspects of our organisation. We currently have 700 volunteers across our crisis support centre, book warehouse and events team. Volunteers are the lifeblood of Lifeline Canberra and we are pleased to also 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 2020-21

As we come to the end of our Strategic Plan for 2017–20, we remain focused on furthering our ability to build resilience in regards to mental health within our community, and to support people in crisis.

We are guided by our goals and our unwavering commitment to keep offering highquality services to the Canberra community.

The Board will meet in November 2020 to revise the Strategic Plan for the next four years.

Our Strategic Plan 2017–20 has four goals:

Goal 1

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

Goal 2

Change the conversation around suicide and mental health.

Goal 3

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

Goal 4

Demonstrate the value of Lifeline Canberra to our stakeholders.

We are proud of our efforts to continue to build the sustainability of Lifeline Canberra to deliver our current services and invest in new opportunities for the future. As we do so, we remain focused on our 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.

When we developed our current strategic plan, we put forward our want to change the conversation around suicide and mental health from one of overriding negativity, to one about prevention and positive stories of recovery. In our work to change the conversations, 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.

Increase our ability to provide early intervention, we are employing strategies to build greater awareness, expand our capacity and explore strategic partnerships. This includes a continued focus on the recruitment and training of volunteer crisis supporters to support us in taking more calls to support more people in crisis.

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
- Tony Innaimo Transport
- Much More Than Money
- RSM Australia
- Service One Alliance Bank
- Infinite Sight and Sound
- Canberra Outlet Centre
- Show Pony Events
- Club Lime

Community Partners

- Canberra Cavalry
- Touch Football Australia

Media Partners

- Coordinate
- Canberra Weekly
- Her Canberra
- HIT 104.7
- Mix 106.3
- Prime 7

Supporters

- AHC Studios
- AllBids
- Australian Institute of Sport – Aquatic and Fitness Centre
- Australian National University—Centre for Continuing Education
- Canberra Southern Cross Club
- The Fyshwick Fresh Food Markets
- Cantlie Recruitment Solutions
- Coordinate
- EPIC – Exhibition Park Canberra
- Even Dots
- Embassy of the United Arab Emirates
- Hertz
- J.J Richards & Sons
- Kennards Hire
- King O'Malley's
- King & Wood Mallesons
- National Australia Bank
- Leader Security
- OPC it
- Storage King
- Westpac Financial Services Company
- Lennock Motors

Meet the team



Carrie-Ann Leeson

CEO Lifeline Canberra



Mandy Larsson

Director of Crisis &
Preventative Service



Jenine Woodman

Director of Strategic,
Engagement &
Communications



Rachel Theodorakis

EA to the CEO &
Office Manager



Alisha Tarrant

Lifeline Programs Manager



Laura Clugston

Client & Team
Project Coordinator



Mark Molloy

Corporate Trainer &
Business Development



Tracey McMahon

Quality and Training
Development/
Corporate Trainer



Angela Belluomo

Corporate Trainer



Chrissy English

Corporate Trainer



Alicia Flack-Kone

Corporate Trainer



Mark Wadie

Corporate Trainer



Trish White

Workforce Management
System Administrator



Dawn Nusa

Centre Supervisor



Felicity Wheeler

Centre Supervisor



Stefanie Gerstenberg

Centre Supervisor

Meet the team



Joshua Bishop

Centre Supervisor



Rebecca Greenwood

Centre Supervisor



Brendan Dean

Centre Supervisor



Kunal Sharma

Human Resource Lead



Terina Atkins

Administration Officer



Lisa Padzensky

Donations Courier



Jenelle Lawson

Warehouse Lead



Winnie Dennis

Events & Volunteer
Coordinator



Melissa Breen

Communications Coordinator

A message from our crisis support team

2019-20 has been a truly challenging year for everyone at Lifeline Canberra. While the first few months of FY19-20 were relatively steady things certainly changed dramatically in November. The year has felt like a whirlwind of concern – with the summer bushfires creating havoc in every direction, Covid-19 and shutdowns from March and the majority of Canberrans feeling they have not had a break for the past 12 months.

The past six months have been a time of adaptation. Personally we have had to rework our work, our home lives, our hygiene, our finances and our connection to others. We have certainly seen this played out in the phone room where we have had to adapt to learning a new form of remote crisis support, socially isolating in the phone room, completing a whole heap of extra shifts due to the demand and having extra issues and struggles of our own to contend with.

In February/March to align with the increase in calls that were forecast and the need for social distancing Lifeline Canberra invested in a second phone room. While this only has the capacity for an additional four crisis supporters it has increased our capacity to twelve crisis supporters on shift when required. The second phone room has also resulted in the ability to offer those volunteer crisis supporters who are vulnerable within

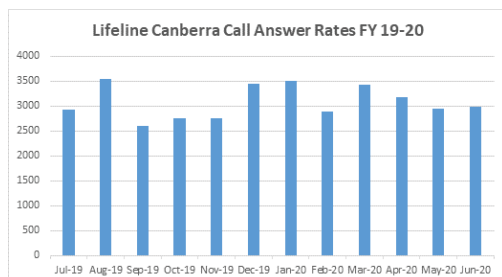
our Lifeline community to have a phone room isolated from others – adding to the safety for their shifts.

We would like to thank the ACT Government in supporting Lifeline Canberra in the funding of this second phone room as well as extra resources required to purchase individual headsets for each of our crisis supporters. Each crisis supporter who has a 'fixed shift' has been provided with their own personal headset, rather than any shared equipment. This has resulted in our crisis supporters feeling safe and comfortable coming into the centre.

During April and May we saw enormous pressure placed on the crisis line as our call rates increased 30-40% on previous years. With the stress our community was under at this time it would have been understandable if crisis supporters found they couldn't come in for shifts. However, we witnessed quite the opposite happen. Our crisis supporters answered our plea for assistance and committed to an incredible amount of hours over this period. Some volunteers covered several shifts over the weekends and our In-shift Support Supervisors again gave above and beyond filling rosters weeks in advance. To our entire team of Lifeline Canberra Crisis Supporters and In shift Support Supervisors – for your dedication to our service, but more importantly to your fellow Australians in this time of need and uncertainty – Thank You.

Over the past six months we have certainly felt a loss in the amount of social gatherings we have been able to have with our volunteers. And while we have adapted

many of these to virtual sessions we do miss the social connections and really look forward to being able to spend time with our volunteer community.



I would also like to say a special thank you to the staff Crisis Support Team. These seven staff members have really worked tirelessly over this period, and the year, to make sure every call gets answered. They have worked hundreds of phone hours, given weeks of support, written and re-written rosters and scheduling, assessed a heap of students and adapted to a new style of training. To Lish, Trish, Dawn, Felicity, Stef, Bec, Josh – thank you for your extraordinary energy and belief in what we do.

It has been a truly incredible year. We have seen such loss and pain, however we have also seen such humanity with our community of volunteers really showing what compassion and ‘being there for others is all about’.

To our volunteers – the heart of our organisation – thank you. Without your dedication, empathy and belief in the difference that our service makes we wouldn’t have been able to support these Australians in crisis and struggling to get through each day. I know many of you have been going through your own call this year, just as I know many of you are feeling tired and worn-out. However you’ve continued to be here for Lifeline Canberra, our callers and our community. Thank you. It is truly an honour to work beside you all.

Mandy Larsson OAM
Director of Crisis & Preventative Services



Members of the crisis support team
 Left to right – top row Mandy, Alisha, Felicity, Dawn, Stefanie
 Bottom row Trish, Rebecca, Joshua, Brendan

A message from our training team

Throughout 2019-20 our community has faced some impactful challenges. On an individual level, it has been almost impossible not to have been effected by one or more of the events this year has thrust upon us. Drought, bush-fire, smoke, floods, hail storms and of course Covid-19 have all weighed heavily on us at a societal level. Throughout all of these, Lifeline Canberra has been there to support those in crisis.

However, our vision goes further than this. We realise that Lifeline Canberra has an obligation to prepare and educate our community. To acknowledge the importance of mental health and create a safe dialogue of conversation, encouraging shared understanding and access to appropriate (early intervention) care pathways. In doing so, we strive to achieve our mission, to 'Build Community Resilience', which we accomplish through our evidence-based educational training programs on mental health and wellbeing, suicide awareness, crisis intervention, resilience and self-care.

For the Lifeline Canberra Training Team, the 2019-20 restrictions in response to the above events have had a massive impact on how we can physically interact and engage with our community that is in dire need of continued support. Changing the landscape of how we can deliver training to individuals and workplaces. Our amazing team of trainers have supported each other and maintained their passion to deliver training in new and adaptive ways. Tackling new virtual platforms, delivery formats and course content to remain engaged and accessible to the Canberra community.

In the few months that travel and workplace gatherings were permitted in 2019 to early 2020, our team spent enormous time educating and working within, not only the ACT, but also nationally– facilitating training in Armidale, Sydney, Brisbane, Melbourne, Adelaide, Perth, Townsville, Cairns and the Gold Coast.

Despite the enforced restrictions across the latter half of this year we have delivered 173 courses, connecting with 2518 people.

Despite the recent hardship, the Training Team is stronger. We now have an increased ability to reach individuals and organisations via a virtual platform, enabling us to meet the needs of vulnerable, isolated or remote people in a way that was previously not available. The team is postured to maximise its learnt expertise to meet the changing demand of the broader community.

We would like to acknowledge the whole Training Team for their incredible dedication, resilience and professionalism throughout the year. The team continues to grow and evolve, always working with the utmost passion and pride, uniting in our goal to better prepare the community for whatever challenges are still to come.

We have a collective impact on individuals and organisations in a way that can change conversations, cultures, lives and the outcomes of mental illness or injury. This we hold as a privileged position; as such we would like to take this opportunity to thank each and every person who participated in our programs; as well as organisations, agencies and local businesses that came to

us as a trusted point of truth; for advice and guidance of how to best look after their staff throughout this year. We appreciate your continued faith and support more than we could ever say. It has been amazing to see so many leaders in our community acknowledge the need for better education and understanding. Through this we are a step closer to making our community a more resilient and safer place. Thank you for your trust, support and friendship, we are here for you...leading through learning.

Mark Molloy

*Business Development /
Corporate trainer*

Laura Clugston

*Client & Team Project
Coordinator*



Members of the training team
Left to right – Laura, Mark M, Angela, Chrissy.
Bottom row Alicia, Mark W, Tracey

Our courses

173 workshops to approx. 2518 people run in 2019–20

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. Accidental Counsellor can also be delivered in one-day in a corporate setting (only).

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. This course has recently been adapted with the additional scope to deliver in an on-line format; which has proved very popular.

The Working Mind Programs

Road to Mental Readiness (R2MR)

R2MR is based on scientific research and best practice. Developed by the Canadian Mental Health Commission and Canadian Defence Force, the suite of courses was adapted for delivery to Emergency Service and First Responder audiences. To date, Australian and Canadian First Responders who have completed this training report significant outcomes for both themselves, their families and the organisations they serve. The course is designed to leave participants with clear categorization of one's mental health along a continuum, improved coping with stress, a decrease in stigmatizing attitudes, thereby changing attitudes towards mental illness and improvement in the lives of people living with mental illness within agencies.

The Working Mind

A further adaption of the Canadian R2MR course designed for delivery in a workplace environment; with half day courses for employees and full day for managers. Utilising similar evidence-based training which creates maximum impact for employees and business units. The course aims to reduce the stigma of mental health whilst improving educational knowledge, which in turn removes the barriers that stop

individuals from accessing care early. The program introduces self-awareness of one's own mental health across a continuum and encourages improved resilience and self-care practices

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.

Suicide Awareness

This two-hour session promotes awareness around suicide within Australia; the facts, signs of someone at risk, how to interact and assuming the role of a support person. This session covers suicide statistics, stigmas and facts, how to notice the signs, how to have a chat; listen to concerns, evaluating safety concerns, where to go for help, and looking after yourself.

Mental health awareness and resilience

Mental health awareness

This two-hour awareness session exposes participants to a greater understanding of mental health. The session looks at reducing the stigma associated with mental health issues, what mental health problems and illnesses are, how to help others and how to look after yourself.

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.

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.

Stress Management

This two-hour stress management session is designed to invite participants to explore stress; what it is, how it affects people and how it can be effectively managed. People leave with an understanding of stress being a natural part of life, ability to identify various levels of stress in relation to performance.

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.

Head to <https://www.lifelinecanberra.org.au/workplace-training/> to book a course or contact our training team for information: training@act.lifeline.org.au

A message from our engagement team

As I sit to write about our achievements over the last 12 financial months, I am reflecting on how all our lives have changed due to the fires, storms and Covid-19. Our events from July 2019 to February 2020 were extremely successful, we held our July and September Bookfair along with Touch Football, our Family Day and then our Gala. We continued to receive incredible support from the Canberra community our sponsors and supporters. THANK YOU we are extremely grateful.

In early March, we had to look at ways to generate funds for Lifeline Canberra, we came up with the decision to open a Bookstore and we finally achieved this in July 2020. Book Lovers Lane was born, many thanks goes to our amazing volunteers who saw the warehouse shut down for a period of months due to Covid-19. As restrictions eased, we found ways to accept donations and commence working again

from the warehouse. Despite multiple challenges, we succeeded and I would like to thank each volunteer who continued to work during these extremely difficult months of isolation and uncertainty.

Looking into 2021, we are committed to getting back out into the community and holding our events. Due to Covid-19 our fundraising events for the last five months were cancelled, let us hope 2021 is kinder tous all.

The Engagement Team

In February 2020, Lifeline Canberra reluctantly accepted Zoran's resignation, after working for us for 20 years. Zoran thank you for all your hard work and dedication to your role as our donations courier. We all wish Zoran and Slajana much happiness and good health as you embark on your new path.



A very personal thank you to the team, Winnie, Mel, Jenelle and Lisa. Each of these individuals work incredibly hard; their dedication and willingness to jump in and deliver great outcomes, ensures that Lifeline Canberra continues to raise much-needed funds for our community. THANK YOU

Let us hope moving into 2021, we see life start to settle as we all rebuild and look for ways to enrich our lives and our loved ones.

Thank you again, to our volunteers, our community partners, sponsors and fellow team members, we all belong to a unique Lifeline Canberra Family.

Warm Regards

Jenine Woodman
*Director Strategic
Engagements &
Communications*



Members of the engagement team
Left to right, Jenine, Winnie, Melissa, Jenelle & Lisa

Meet our administration team

Terina

Office Administrator

Terina began as the Lifeline Canberra receptionist in January 2017, you will hear her friendly voice every time you ring through to us. A real people person, always assisting at the Bookfairs, and other fundraising events we have on during the year. She keeps the cogs turning at our organisation on a daily basis.



Rachel Theodorakis

EA to the CEO &
Office Manager

Rachel is a driven professional in both the business sector and creative arts. She has a diverse skillset with 20+ years' experience in business management, customer service and administration. She is passionate about supporting and enhancing the Lifeline Team.



Kunal Sharma

Human Resource Lead

Kunal is an experienced Human Resources Generalist with demonstrated skills in setting up Human Resource function for growing organisations. He has over 7 years of experience across different domains of Human resource function. Kunal is passionate about People, Organisation, Culture and Dynamics. He has been looking after Human Resource and Finance at Lifeline Canberra since April 2018.



Rachel was born in Canberra and loves her city! In 2019, she felt it was time to find a position that allowed her to give back to the community that she so loves. When the Lifeline door opened she knew it was the right path. Rachel is proud to be working with a dynamic team which supports the volunteers that provide crisis support for the Canberra community.

A message from 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.

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

Who are our ambassadors?

Melissa Breen

Melissa recently retired from athletics, well and truly ready to begin her next chapter. Her career highlight was breaking the Australian Record for the women's 100m, when she clocked 11.11 seconds at the ACT Championships, held on 9 Feb 2014. This broke a record previously held by Melinda Gainsford-Taylor, which had stood for more than 20 years.



Passionate about mental health, talking openly and making a difference in the Canberra community, Melissa is also the Communications Officer here at Lifeline Canberra.

Marianna Tolo

Marianna is an Australian basketball player for the University of Canberra Capitals in Australia's Women's National Basketball League (WNBL).

She has also played for the CJM Bourges Basket in the LFB and Los Angeles Sparks in the WNBA. She has also been a member of the Australia Women's National Basketball Team.



Sport can deal some challenging cards at times, injuries, setbacks and missing teams. The skills Marianna has developed on and off the court hold true to our mission of building a more resilient Canberra Community.

Sarah Walsh

Sarah, who was born with fibular hemimelia, was 18 months old when her parents gave doctors the go-ahead to amputate her foot. That decision changed the course of her life. Were it not for that decision, Sarah would not have represented Australia in Para-athletics. She would not have become a Paralympian. She would not have been given all the incredible opportunities that come with being an athlete on the world stage. Sarah says it is the best decision her parents have ever made for her, and is the reason why they are her heroes.



Recently Sarah jumped a personal best in the Long Jump of 5.47m and at the Para World Championships in Dubai she won bronze.

Sarah is passionate about inclusiveness, building resilience and speaking openly and honestly about self.

Ange Reakes

Ange is the current ACT Meteors Captain. She has also played in Women's National Cricket League for 11 years and represented Sydney Sixers & Melbourne Stars in WBBL. Won 5x WNCL titles and Won 2x WBBL titles



For 10 years, Ange has juggled with the life of a semi-professional cricketer and exercise physiologist. Through both domains, she's been exposed to many challenges, lessons and learnings. Now at the back end of her cricket career, it's time to give back to the community and her sport.

Cameron Hill

Cameron grew up on the track, watching his father Colin play crew chief on the National Sports Sedan scene for seasoned professionals and former champions including Terry Shiel, Keith Carling and Neil McFadyen.



One of his earliest memories was being in the grandstand, watching the cars rip around the track. There was smoke, it was loud, and he could taste the raw smell of fuel. He remembers the scene as being full of nervous tension and palpable excitement. Cam is humble about his success but ask him questions about the driving, and his eyes light up and his voice rises to confirm the sheer excitement of it all.

Ned and Josh from HIT 104.7

Best mates and co-hosts on HIT Network's 104.7 CANBERRA FM breakfast show, Ned & Josh are a young duo on the rise.



Kicking off their Capital Hill stint in December 2017 the boys have already endeared themselves to their ACT audience despite having to learn about the city from scratch.

David Kandilas

David is an Australian professional baseball outfielder, playing for the Canberra Cavalry in the Australian Baseball League (ABL). The Canberra Cavalry wasn't always his home team but for the past 5 seasons he's been a proud Canberran! Supporting the Canberra community is what he is all about, chatting with mates on and off the field to help break down the stigma associated with mental health.



Ben Farinazzo

Ben proudly represented Australia at the Invictus Games 2018 in both the indoor rowing and powerlifting. Coming home with two gold medals from the rowing events, an obvious highlight but for Ben, nothing compared to the moment he approached the crowd after his victories to hug his supporters, including his wife Jodie and three children.



Ben served in the Australian Army from 1991 until 2002. He graduated from the Australian Defence Force Academy (ADFA) and Royal Military College.

In recent years, Ben and his family have faced several challenges. He was diagnosed with Post Traumatic Stress Disorder (PTSD), depression and anxiety as a result of his military service. In addition, he had a mountain bike accident fracturing his neck and spine in several places.

Sport has played a very important role in his rehabilitation process, with Ben believing sport and exercise formed one of the pillars upon which he rebuilt a meaningful and purposeful life.

Josh Illusions aka Sarge

Josh is a local entertainer and MC extraordinaire, a proud advocate of mental health, checking in with his mates and supporting the Canberra community.

He does however live a double life and is the man behind the mascot Sarge from the Canberra Cavalry.



Sarge, proud Mascot of the Canberra Cavalry grew up in the Australian Capital Territory but his childhood days were spent roaming the beautiful countryside that surrounds Canberra. Sarge grew up in a family that had a long and honourable tradition of serving in the Australian Army. To show his pride for the men and women that serve in the defence of Australia, Sarge has been wearing his signature Australian slouch hat and brown Army boots almost from birth.

Our events

Women of Spirit Awards

Canberra is home to many inspirational women who are dedicated to helping their local community.

The 2019 Women of Spirit Awards Luncheon highlighted the inspiring efforts of 17 local women. With 200 guests attending, we listened to the keynote speaker The Hon. Julie Bishop a truly remarkable woman, driven, passionate and authentic.

Bonnie Carter received the Rising Women of Spirit Award and Joan Andersson, founder of 'Women Get It Done', a social enterprise that connects women from diverse backgrounds with opportunities for training, employment and other supports named the recipient of the Women of Spirit Award.

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, often unseen so it was wonderful to shed light on these incredible women today.

This event was proudly sponsored by Icon Water, The Canberra Outlet Centre and Club Lime



Lifeline Canberra CEO Carrie Leeson and The Hon. Julie Bishop with the 2019 Women of Spirit and Rising Women of Spirit nominees

Out of the Shadows and into the Light

World Suicide Prevention Day 2019

World Suicide Prevention Day (10 September 2019) the Canberra community came together to walk Out of the Shadows and into the Light.

We gathered 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.



Jason Maynard supporting our Out of the Shadows into The Light

Touch of Life

Corporate Touch Football 2019

In October 2019 we held our fourth '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 200 people attended the day, which was sponsored by RSM Australia and supported by Touch Football Australia.

Eleven 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.



Congratulations to the team from Much More Than Money for taking out the title this year!

Indigenous Art Auction and Cocktail Event

In support of The National Heart Foundation and Lifeline Canberra

In November 2019 in conjunction with The National Heart Foundation we held an Indigenous Art Auction and Cocktail Event at the National Gallery of Australia. Thank you to Wally Bell for the Welcome to Country. The event included twenty-six amazing

original artworks, kindly donated by Richard & Debbie Rolfe from Audi Centre Canberra and Chris Simon. With all funds raised throughout the silent and live auctions split between The National Heart Foundation and Lifeline Canberra.



Tony Stubbs, Richard Rolfe AM, Shane Rattenbury MLA, Louise Bilston

2020 Light up the Night Gala, presented by Audi Centre Canberra

In February 2020, we held our 'Light up the Night Gala, another sold out event! With members from the Canberra community once again coming together at the National Arboretum.

Our event was hosted by our Lifeline Canberra Ambassadors Ned and Josh from Hit 104.7 for about 2 minutes before Vince Sorrenti took charge of a very special night. The entertainment was provided by our good friends SMA productions. With no live auctions this year, our 34 items were all silent auctions with an amazing amount raised.

The last event for our 8 year serving president of Lifeline Canberra – Cade Brown. Thank you for all you have done through your years of service to our organisation. Thank you for sharing your story, and for inspiring so many others to find the courage to reach out.

Sponsoring our Gala again was the wonderful Richard and Debbie Rolfe OAM from Audi Centre Canberra, thank you for your continued support. Lifeline Canberra would not be able to deliver the events we do without the extremely generous support of our sponsors and supporters.



The wonderful Vince Sorrenti spreading light and joy at this year's gala

Our volunteers

Book Lovers Lane fills bookfair void for customers and volunteers

While Covid-19 has forced a magnitude of changes right across our local community, it's also provided a lesson in resilience and opened doors to new opportunities.

Lifeline Canberra is no exception and an innovative pivot this year has been the creation of Book Lovers Lane. This Lifeline bookstore, located at the Fyshwick Markets, is allowing book sales to continue at a time when our Bookfairs are unable to be held.

Of course this new store can't operate without the assistance of our wonderful volunteers. Meet Brenda Brown, a valued Lifeline Canberra volunteer who works at Book Lovers Lane, our book warehouse in Mitchell and our bookfairs.

Before Brenda Brown retired she knew she wanted to secure a volunteering role in the community; a little job or task, at least once a week, to keep her active, focused and committed to a cause.

"There's a limit to how many coffees and lunches you can have in a week," Brenda laughs.

"I wanted something I could do that could also fit around family, social and travel life, but also be satisfying and provide me with responsibility and commitment."

Enter the Lifeline Canberra book warehouse.

Brenda is an avid reader and wanted to give back to the community; hence volunteering at the Lifeline Canberra book warehouse and bookfairs, was the obvious choice.

Her primary role at the book warehouse is working in the children's section, and as a grandmother of 11 grandchildren, who are all big library borrowers, she knows a thing or two about children's books!

At the beautiful age of 76, Brenda is in her 7th year volunteering at the Lifeline Canberra book warehouse.

"It's such a good feeling to be giving back to the community and it's so vital to keep Lifeline operating," she said.

However, Brenda very much acknowledges the sense of purpose Lifeline Canberra has provided her.

“When you’re working you have responsibilities and commitments; when you retire a lot of that is taken away. It’s hard to understand if you’re not there yet, but when you’ve always been committed to something, you thrive on it.

“With Lifeline you just know the job’s got to be done; I have responsibilities—cleaning, pricing and packing of boxes, getting everything ready for bookfairs, or more recently working at Book Lovers Lane.”

Brenda speaks fondly of the new Book Lovers Lane; she enjoys chatting to customers, helping them find what they want, and is pleased the community has embraced the store.

“We’re turning over a large number of books each and every day we are open, and we work hard to keep the store fully stocked.

“The feedback from the community has also been positive; people are so grateful they still have access to buying our books even though we can’t have bookfairs at the moment.”

Book Lovers Lane has been an important and innovative pivot for Lifeline Canberra to help move the book donations on and of course raise much-needed funds to support the Lifeline Telephone Crisis Support Service.

“The great part about the store is if a customer can’t find what they want, we take

a note of it, take it back to the warehouse and if we find the book we then get back in touch with them to come in and pick it up—we’ve satisfied a number of customers in that way.

“I’m quite a reader myself, so I understand when a customer is after something very particular, and how important it is to them to get a hold of it.

“It’s always satisfying to see books being rehomed and given another lease of life.”

Brenda is acutely aware of the costs involved in running the Lifeline Telephone Crisis Support Service.

It costs around \$10,000 to train new Telephone Crisis Support Volunteers and it costs \$26 to answer a life-changing call.

“It’s important we raise money for Lifeline, especially during these difficult times due to Covid-19. We’re finding more people than ever who are feeling low and depressed because their lives have been so heavily disrupted.

“There’s such a great need for the call centre; and it’s important to ensure enough funds are raised to cover costs like training, the calls and the rent, etc.”

“It’s being aware of these factors that keep me going and wanting to do all I can to help.”

Brenda also notes that Lifeline caters for all types of volunteers in many types of jobs.

"If you're committed and you can lend a hand then I'd encourage you to volunteer.

"If you want a regular role, then the book warehouse is a wonderful and rewarding place to work, but if you're only able to volunteer a couple of times during the year,

you can still help by volunteering at the bookfairs (when restrictions ease) or Book Lovers Lane.

"Lifeline really is a wonderful organisation where you're made to feel part of the family."



Brenda enjoying her time at Book Lovers Lane at the Fyshwick Fresh Food Markets

If you're interested in volunteering at Book Lovers Lane
contact Lifeline Canberra via email: bookloverslane@act.lifeline.org.au

A message from our Treasurer



On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2019-20 Treasurers' Report.

For the last few years the Lifeline Canberra team and volunteers have worked tirelessly to provide critical services and support to our local and national communities, at the same time as ensuring the organisation remains in a strong financial position to both continue to help more people, and ensure the organisation is able to withstand an unexpected event should it occur. That "event" has occurred, with the unforeseeable impact of a pandemic gripping us in the second half of financial year 2020.

In a year where we experienced so much in terms of the ongoing impact of mental health trauma within our community, the impact of the Black Summer, before without barely taking a breath moving into Covid-19, concerning ourselves with financial matters can seem secondary, and in many respects is. Continuing to provide the support our community needs, however, requires funding. Without that funding we couldn't provide the seats necessary to answer the

phone calls of people in crisis; people who have reached out in their hour of need.

Despite the challenging conditions, I am pleased to report that for financial year 2020 the Lifeline Canberra team returned a surplus of in excess of \$400,000. The balance sheet has strengthened as a result, with cash holdings at 30 June 2020 in excess of \$2,000,000. Getting to that position has required the continued and tireless efforts of the Canberra team and our amazing volunteers. Over the financial year 2020 we have continued to work hard on delivering the continued fundraising events and programs of the past, as well as needing to move quickly and nimbly as circumstances have dictated what is possible in a completely new environment.

The Bookfairs continued to be our strongest revenue source, with new initiatives such as our book store, Book Lovers Lane, situated in Fyshwick markets, and our online Book Store examples of the Lifeline Canberra team reacting quickly and effectively to continue to raise funds in new circumstances. Similarly, the training team managed to deliver a huge number of training courses before Covid-19 turned the delivery of those programs on their head. Our training team have however continued to develop new material, arranged new delivery methods, and continue to look to get the important messages and training regarding self-care and assisting others in crisis out to our community.

We must also thank our incredible sponsors and donors, and we are grateful for the increased importance government is steadily demonstrating in terms of recognition and financial support. Through hard work and good management Lifeline Canberra is in good financial shape. We do, however, recognise that the demand for our services is only increasing at present, and the ways we will need to seek funding less certain than 12 months ago. It is on that basis the Lifeline Canberra team continue to look for new opportunities and carefully manage what we have available to us now.

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

Arran Curll

Lifeline Canberra President

Lifeline Canberra Incorporated

ABN 14 207 094 003

Financial Report

30 June 2020

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2020

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2020

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 2020.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2020, or, if different, at the date of this report, is as follows:

Cade Brown (left February 2020)

Todd Wills (Vice President)

Jessica Mellor (Secretary)

Arran Curl (President)

Warren Apps

Archie Tsirimokos

Carol Bennett (left June 2020)

Catherine Murphy (left June 2020)

Bruce Armstrong (Treasurer, joined February 2020)

Richard Rolfe (joined December 2019)

Meegan Fitzharris (joined October 2020)

Principal Activities

The principal activity of Lifeline during the year ended 30 June 2020 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 2020 was a surplus of \$435,151 (2019: surplus of \$157,205).

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 2020

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 14th November 2020 in accordance with a resolution of the Board of directors:



Arran Curll
President



Bruce Armstrong
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Revenue		
Donations income	335,566	427,867
Grants	248,279	295,460
Trading and operating activities	2,717,040	2,559,531
Other income	144,904	27,937
Government stimulus	331,604	-
Total revenue	3,777,393	3,310,795
Expenses		
Administrative expenses	111,322	101,446
Depreciation and amortisation	148,314	45,820
Lease Interest	16,378	-
Employment costs (excluding superannuation)	2,028,440	1,727,114
Management costs	18,923	20,135
Occupancy costs	148,077	276,800
Operating costs	597,466	786,447
Other costs	46,431	5,983
Superannuation	226,891	189,845
Total expenses	3,342,242	3,153,590
Surplus for the year	435,151	157,205
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of financial assets at fair value through other comprehensive income	1,078	1,078
Total comprehensive income for the year	436,229	158,283

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 2020

	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash and cash equivalents	2	2,640,106	1,786,336
Other current assets	3	34,115	27,165
Trade and other receivables	4	82,513	245,310
TOTAL CURRENT ASSETS		2,756,734	2,058,811
NON-CURRENT ASSETS			
Property, plant and equipment	5	722,475	683,331
Right-of-use asset	6	480,582	-
Other financial assets	7	32,506	31,428
TOTAL NON-CURRENT ASSETS		1,235,563	714,759
TOTAL ASSETS		3,992,297	2,773,570
CURRENT LIABILITIES			
Trade and other payables	8	165,851	111,823
Provisions	9	279,854	236,567
Contract liabilities	10	336,796	139,864
Lease liabilities	11	83,623	10,816
TOTAL CURRENT LIABILITIES		866,124	499,070
NON-CURRENT LIABILITIES			
Lease liabilities	11	415,444	-
TOTAL NON-CURRENT LIABILITIES		415,444	-
TOTAL LIABILITIES		1,281,568	499,070
NET ASSETS		2,710,729	2,274,500
EQUITY			
Reserves		4,432	3,354
Accumulated members' funds		2,706,297	2,271,146
TOTAL EQUITY		2,710,729	2,274,500

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 2020

	Note	2020 \$	2019 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		248,279	325,006
Receipts from other services		3,727,199	2,765,796
Donations		335,566	427,871
Interest received		1,263	14,712
Lease interest paid		(16,378)	-
Payments to suppliers & employees		(3,262,372)	(3,276,342)
Net cash flows from operating activities		<u>1,033,557</u>	<u>257,043</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		(84,474)	-
Net cash flows (used in) / from investing activities		<u>(84,474)</u>	<u>-</u>
CASH FLOW FROM FINANCING ACTIVITIES			
Lease liabilities paid		(95,313)	-
Net cash flows (used in) / from financing activities		<u>(95,313)</u>	<u>-</u>
Net increase in cash held		853,770	257,043
Cash & cash equivalents at beginning of the year		1,786,336	1,529,293
Cash & cash equivalents at the end of the year	2	<u>2,640,106</u>	<u>1,786,336</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 2020

	2020	2019
	\$	\$
Reserves	4,432	3,354
Accumulated surplus	2,706,297	2,271,146
TOTAL EQUITY	<u>2,710,729</u>	<u>2,274,500</u>

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year	3,354	2,276
Other comprehensive income	1,078	1,078
Balance at the end of the year	<u>4,432</u>	<u>3,354</u>
TOTAL RESERVES	<u>4,432</u>	<u>3,354</u>

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

ACCUMULATED SURPLUS

Balance at the beginning of the year	2,271,146	2,113,941
Adjustment to opening balance	-	-
Surplus for the year	435,151	157,205
Balance at the end of the year	<u>2,706,297</u>	<u>2,271,146</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 2020

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The company 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.

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

AASB 16 Leases

The company has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets and an interest expense on the recognised lease liabilities. In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. For lessor accounting, the standard does not substantially change how a lessor accounts for leases. At transition date, there was no impact on the opening balances due to the adoption of this standard.

AASB 15 Revenue from Contracts with Customers

The company has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Credit risk is presented separately as an expense rather than adjusted against revenue. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment. Customer acquisition costs and costs to fulfil a contract can, subject to certain criteria, be capitalised as an asset and amortised over the contract period.

AASB 1058 Income of Not-for-Profit Entities

The company has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for not-for-profit entities. The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where: an asset is received in a transaction, such as by way of grant, bequest or donation; there has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and where the intention is to principally enable the entity to further its objectives. For transfers of financial assets to the entity which enable it to acquire or construct a recognisable non-financial asset, the entity must recognise a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. The liability is brought to account as income over the period in which the entity satisfies its performance obligation. If the transaction does not enable the entity to acquire or construct a recognisable non-financial asset to be controlled by the entity, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income immediately.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

Note 1. Significant accounting policies (continued)

Where the fair value of volunteer services received can be measured, a private sector not-for-profit entity can elect to recognise the value of those services as an asset where asset recognition criteria are met or otherwise recognise the value as an expense.

Impact of adoption

AASB 15, AASB 16 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated.

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 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.

Revenue recognition

The company recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Grants

Grant funding that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the grant agreements. A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the entity are recognised as income when the entity obtains control of those funds, which is usually on receipt.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

Note 1. Significant accounting policies (continued)

Sponsorships

Funding for special purpose projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the funding.

Donations and bequests

Donations and bequests that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the donation agreements. Otherwise, revenue from donations and bequests is recognised when the income is received.

Sales revenue

Sales revenue is recognised when the related merchandise or services have been provided.

Interest

Interest income from a financial asset is recognised when it is probable that the economic benefit will flow to the company and the amount of revenue can be reliably measured. Interest income is accrued on a time basis by reference to the principal and the effective interest rate applicable.

Income Tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

Current and non-current classification

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

Note 1. Significant accounting policies (continued)

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. Judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

	2020 \$	2019 \$
NOTE 2. CASH AND CASH EQUIVALENTS		
Cash on hand	1,211	1,450
Cash at bank - at call	2,638,895	1,784,886
	<u>2,640,106</u>	<u>1,786,336</u>

Accounting policy

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.

	2020 \$	2019 \$
NOTE 3. OTHER CURRENT ASSETS		
Deposits	250	~
Prepayments	33,865	27,165
	<u>34,115</u>	<u>27,165</u>

LIFELINE CANBERRA INCORPORATED
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
NOTE 4. TRADE AND OTHER RECEIVABLES		
Trade debtors	32,513	245,310
Government debtors	50,000	-
	<u>82,513</u>	<u>245,310</u>
<i>Ageing of trade receivables</i>		
Current	3,850	218,555
Less than 30 days overdue	400	21,955
30 to 60 days overdue	-	-
61 to 90 days overdue	-	260
More than 90 days overdue	28,263	4,540
	<u>32,513</u>	<u>245,310</u>

All receivables are considered recoverable and not impaired.

	2020 \$	2019 \$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	650,000	650,000
Accumulated depreciation	(32,500)	(16,250)
Total Buildings	<u>617,500</u>	<u>633,750</u>
Furniture & fittings and equipment at cost	544,123	504,436
Accumulated depreciation	(496,803)	(482,553)
Total furniture & fittings and equipment	<u>47,320</u>	<u>21,883</u>
Motor vehicle at cost	40,249	-
Accumulated depreciation	(1,526)	-
Total motor vehicle	<u>38,723</u>	<u>-</u>
Fit out at cost	186,311	186,311
Accumulated depreciation	(167,379)	(158,613)
Total Fit out	<u>18,932</u>	<u>27,698</u>
Total Property, Plant and Equipment	<u>722,475</u>	<u>683,331</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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)		
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.		
<i>Furniture & Fittings and equipment</i>		
Balance at the beginning of year	21,883	39,311
Additions	44,225	-
Depreciation expense	(18,788)	(17,428)
Carrying amount at the end of year	47,320	21,883
<i>Motor vehicles</i>		
Balance at the beginning of year	-	-
Additions	40,249	-
Depreciation expense	(1,526)	-
Carrying amount at the end of year	38,723	-
<i>Buildings</i>		
Balance at the beginning of year	633,750	650,000
Addition	-	-
Depreciation expense	(16,250)	(16,250)
Carrying amount at the end of year	617,500	633,750
<i>Fit out</i>		
Balance at the beginning of year	27,698	39,687
Additions	-	-
Depreciation expense	(8,766)	(11,989)
Carrying amount at the end of year	18,932	27,698

Accounting policy

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 probably 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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

Accounting policy (continued)

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.

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 fixed asset	Useful life
Building	40 years
Fitout	4 - 5 years
Furniture, fittings and equipment	3 - 5 years

NOTE 6. RIGHT-OF-USE ASSET

Right of use asset	583,564	-
Accumulated depreciation	(102,982)	-
Total right-of-use asset	480,582	-

Accounting Policy

At inception of a contract, the entity assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the entity the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the entity recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of the future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations. Lease assets are depreciated using the straight line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

	2020 \$	2019 \$
NOTE 7. OTHER FINANCIAL ASSETS		
Greater Good Foundation	32,506	31,428
	32,506	31,428

LIFELINE CANBERRA INCORPORATED
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FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
NOTE 8. TRADE AND OTHER PAYABLES		
Accounts payable	42,695	41,896
Accrued expenses	86,958	46,204
GST payables	36,198	25,060
	<u>165,851</u>	<u>113,160</u>

	2020 \$	2019 \$
NOTE 9. PROVISIONS		
Annual leave entitlements	254,456	199,539
Long-service leave entitlements	25,398	37,028
	<u>279,854</u>	<u>236,567</u>

Accounting policy

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.

	2020 \$	2019 \$
NOTE 10. CONTRACT LIABILITIES		
Contractual obligations	336,796	139,864
	<u>336,796</u>	<u>139,864</u>

	2020 \$	2019 \$
NOTE 11. LEASE LIABILITIES		
CURRENT		
Lease liability	83,623	10,816
NON CURRENT		
Lease liability	415,444	-
	<u>499,067</u>	<u>10,816</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 12. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

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

NOTE 13. 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:

	2020	2019
	\$	\$
Key management personnel compensation	<u>224,173</u>	<u>215,188</u>

NOTE 14. 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.

	2020	2019
	\$	\$
NOTE 15. OPERATING COMMITMENTS		
Payables - minimum lease payments, including GST		
Not later than 12 months	-	74,376
Later than 12 months but not later than 5 years	-	-
	<u>-</u>	<u>74,376</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 2020 to 28 February 2025. Lease commitments have been recognised as liabilities in the balance sheet for the year ended 30 June 2020, in accordance with AASB 16 Leases (refer note 11).

NOTE 16. EVENTS AFTER THE REPORTING DATE

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

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

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

DIRECTORS' DECLARATION

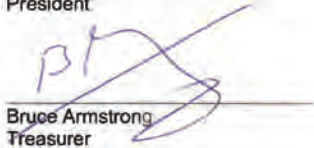
The directors of the Association declare that:

- (1) The financial statements and notes are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012*:
 - a. Comply with Australian Accounting Standards – Reduced Disclosure Requirements; and
 - b. Give a true and fair view of the financial position as at 30 June 2020 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:



Arran Curll
President



Bruce Armstrong
Treasurer

Dated on this 14th day of November 2020



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 2020, 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

GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 16 November 2020

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RSM Australia Pty Ltd is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

RSM Australia Pty Ltd ACN 009 321 377 and Birdanco Practice Trust ABN 65 319 352 479 trading as RSM

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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 2020, 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 2020 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.

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RSM Australia Pty Ltd ACN 009 321 377 is a Birdanoo Practice Trust ABN 65 319 382 479 trading as RSM

is a limited liability company and is a member of the RSM network and trades as RSM.

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 2020 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.



RSM Australia Pty Ltd



GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 16 November 2020

www.lifelinecanberra.org.au