



ANNUAL REPORT
2018 – 2019

Incorporation: Lifeline Australia (ABN 84 081 031 263) is a public company limited by guarantee. It had 22 Members at 30 June 2019 and a National Board of Directors. Its registered office is located at Level 3, 71 Northbourne Avenue, Canberra ACT.

Charitable status, tax concessions and fundraising: Lifeline Australia is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution (PBI). The Australian Taxation Office (ATO) has endorsed the company as an Income Tax Exempt Charity. As a result, it receives income and certain other tax concessions, along with exemptions consistent with its status as a PBI which relate to Goods and Services and Fringe Benefits taxes. Lifeline Australia is also endorsed by the ATO as a Deductible Gift Recipient (DGR).



CONTENTS

● Who We Are	4
● What We Do	5
● Lifeline in Community	6
● FY Highlights	7
● Message from the Chairman	8
● CEO's Introduction	10
● Our Vital Volunteers	12
● Lifesaving Connections	14
● Connecting with Community	18
● Research & Advocacy	21
● Stronger Connections through CARE	24
● Connecting through Education	25
● Stories of Connection	28
● Connecting through Experience	30
● Corporate Governance	31
● Our People	36
● Community Highlights	39
● Strength in Connection	42
● Fundraising	45
● Our Generous Supporters	47
● Thank You	49
● Financial Summary	50
● Annex: Financial Statements	52

● WHO WE ARE

Lifeline Australia supports the delivery of services by Lifeline Centres.

Lifeline is a partnership between **10,000** committed volunteers, our **Member Centres**, of which there are **40** located in communities around the nation, and **Lifeline Australia**.

Together, we provide the crucial moments of connection that bring hope and save lives. We are united in our vision to achieve an Australia free of suicide and our determination to ensure that no person has to face their darkest moments alone.



40

40 Lifeline Centres working in local communities across every state and territory of Australia.

22

22 Members

10k

10,000 Volunteers

4k

4,000 Trained Crisis Supporters



● WHAT WE DO **Lifeline Digital**

Online
Crisis Support Chat
lifeline.org.au



Available 7 days
a week, 7pm to
midnight (AEDT)

24 hour
FREE Telephone
Crisis Line
13 11 14



Lifeline
Text
0477 13 11 14



Available 7 days
a week, 6pm to
midnight (AEDT)



We're here for you.

Online
Self-Help Tools



Service Finder
Local health and
community services



Holding on to Hope
Podcast



LIFELINE IN COMMUNITY

Face to Face
Counselling



Bereavement
Support
Groups



Mental Health
First Aid Training
Domestic Violence
Response Training



Eclipse
Support Groups



Hot Spot
Project



Advocacy



● FY HIGHLIGHTS

“Lifeline volunteers are so well equipped to speak with someone in distress. You might book an appointment to see a psychologist but that day you

feel good, and then they are not there when you really need them, or you may not be able to afford it or get to the appointment. Lifeline is always there...”

- Former Help Seeker



914,581
calls received
731,646
calls answered
80%
call answer rate



41,937
safe plans
created
115
safe plans
created per day



Pilot trial
of Lifeline Text
15,112
contacts
received in first
240
days



32,126
conversations
via online
Crisis Support
Chat



Development
of new CARE
framework and
pilot of new
T4T
bridge training



Twitter Chat Bot
pilot launched
4,746
messages were
sent by users to
the bot



Development
of partnership
with AIS
21
community
custodians



DV-Alert
delivered
558
workshops for
8,735
participants



Launch of
Holding on to
Hope podcast
4,000
listens in
2 weeks



Pilot of
centralised
ISS
(in-shift
supervisors)
launched



Lifeline Direct
delivered
276
training events,
connecting with
4,600
participants
across the
four regions



Fundraising
achievement:
\$8.43M
Best fundraising
result to date

● FROM THE CHAIRMAN

For 56 years, Lifeline has been connecting with Australians in need – bringing hope and help to people in their darkest moments. **Saving lives.**

The scale of our service delivery and the ways we connect with help seekers have grown and evolved throughout these 56 years, but Lifeline's offer of unconditional support is needed as much as ever.

Service Delivery

With more calls to 13 11 14, an increase in requests for support via online Crisis Support Chat, and the introduction of our SMS text-based service, demand for Lifeline's services remained high in FY19.

We received **914,581** crisis support calls during FY19, a slight increase on the previous year. Unfortunately, we saw the trend in our call answer rate continue to decline with **80%** of calls answered compared with **81.2%** in FY18. I am pleased to advise that at the beginning of FY20 we have seen the call answer rate on the rise.

At the same time, we are investing to upgrade our technology platforms, expand the workforce and modernise the way we organise and operate our service in the coming year.

Financial Performance

We are reporting a strong surplus for FY19 which is the result of a strong performance in our fundraising area and the additional funding received from the Australian Government. We are already allocating some of these funds to key projects for the coming year that will enhance service delivery across our various channels.

Our retained earnings now sit at \$12.6 Million, a significant rainy day fund. We do not aim to add to the reserves significantly in coming years as we invest heavily in systems.

Considerable effort was made in FY19 to retain our largest grants. The successful retention of these grants is critical to the financial sustainability of Lifeline Australia and the entire Lifeline network.

Delivering for Members

We acknowledge that the pressure on service delivery is ever increasing and have committed to technological investment that will ensure we can assist Centres to deliver a more responsive, effective and accessible service to help seekers into the future. Coupled with the important evolution of our operating model, such as coordinated supervision, we aim to achieve improved efficiency and service performance across the network.

The re-established Lifeline Accreditation & Standards Program (LASP) is fostering better cooperation and collaboration across the network. The insights gained are paving the way for focused support and continuous improvement initiatives to directly benefit Members.

During the year, we continued to co-design governance reform options with Members. Thank you to the "Be Clearer" Group for co-designing these important reform initiatives.

Advocacy

We continue to lead the suicide prevention sector and advocate for reform and service enhancement to arrest the increase in deaths by suicide in Australia.

During FY19 we made a submission to the Productivity Commission Inquiry into the Social and Economic Benefits of Improving Mental Health and the Royal Commission into Victoria's Mental Health System. We look forward to seeing the recommendations that flow from these inquiries.

We have actively participated in a range of sector and policy-related activities including the National Mental Health Commission Suicide Prevention Summit convened in December 2018, National Suicide Prevention Implementation Strategy Taskforce and Joint Agency Drought Taskforce – mental health discussion paper.

Leadership

During FY19 we farewelled Bob Gilkes as CEO. Having previously served on the Lifeline Australia Board Bob assumed the role of CEO in August 2017 and brought stability and focus to the organisation. Bob possesses a great passion for Lifeline and the work that we do, and we are incredibly grateful for the contribution he made across many and varied involvements with Lifeline. We wish him well in retirement.

In March, we welcomed Colin Seery as our CEO. Colin brings more than 20 years' experience in leadership roles which have involved extensive stakeholder engagement with Federal and State governments, national peak bodies, business partners, philanthropic donors and individual members. These skills are seen by the Board as critical to the future success of Lifeline. As his most recent role as CEO of Healthdirect Australia, Colin achieved notable success in building an organisation that harnesses technology to complement existing health services and deliver improved health outcomes for Australian communities – a capability that is critical to Lifeline's future strategy and success. We believe Colin has the experience and is ideally placed to lead Lifeline through the period of change, challenge and opportunity ahead.

Thank you

Without the financial support of the Australian Government, State and Territory governments, our valued corporate partners and generous individuals, Lifeline's services would not be possible. We are humbled by their support and grateful for the contribution that each makes to our life-saving work.

I thank our volunteers and staff in Centres across Australia for their passion to do more every day to save lives. These selfless women and men make an immense contribution to building strong, more resilient communities and saving lives.



Finally, I thank my fellow Directors and our staff at Lifeline Australia for their dedication in what have, at times, been challenging circumstances and a changing operating environment.

The collaboration between Lifeline Australia and Members was evident in many ways throughout FY19. We must continue to work together and share ownership for the future that we are designing. A future that will see us help more people in crisis. Thank you to all stakeholders across the Lifeline network for their ongoing commitment to designing this future.

Looking ahead

With more than eight Australians dying by suicide every day and Lifeline receiving around one million requests for support across our digital channels, Lifeline's offer of unconditional support is needed as much as ever.

The Board is confident we have the right direction and look forward to pursuing this with Colin and our staff and in partnership with Members, to deliver on Lifeline's strategic priorities and enhance our service offering in the coming year.

John Brogden AM

A handwritten signature in blue ink, appearing to read 'John Brogden', written over a white background.

Lifeline Australia Chairman

Postscript

In July 2019 we mourned the passing of Lifeline Australia Board Director, Grant Foster from brain cancer. Grant joined the Lifeline Australia Board in 2015 and was part of the Lifeline community for more than four years. He brought his skills in strategy, branding and communications to our Board deliberations. Grant was strongly committed to Lifeline's vision of an Australia free of suicide. He was exceptionally generous with his time and support of Lifeline.

● CEO'S INTRODUCTION



At Lifeline, the connection we make with people who are experiencing emotional distress is fundamental to all we do. We know it's what provides the hope to continue living; but we also understand that reaching out for help is not always as easy as it sounds. That's why Lifeline Australia is working towards a strategy that will put in place services that can be accessed anytime, anywhere and in the way those who need our support feel most comfortable approaching us.

Most notably, we are very proud to offer the first text-based suicide prevention service in Australia. As Australia's largest and most well recognised suicide prevention service, the **Lifeline Text Trial** represents an important milestone. The recent evaluation of the trial detailed within this report, highlights the true value of this service, where respondents reported beneficial outcomes and **42%** said they would not have contacted Lifeline in any other way.

On the back of this positive evaluation, Lifeline Australia has committed to continue to offer the current program with plans to extend service capacity and availability incrementally over the coming period.

In another Australian first, Lifeline Australia launched a direct message **Twitter bot** providing ease of access to suicide prevention and self-harm information and encouraging people to take the next step to connect with Lifeline.

Throughout the year, as part of our commitment to continuous improvement, we completed the **CARE** practice framework to improve connection between our Crisis Supporter and the person seeking help. We also successfully trialled centralised in shift supervision across six centres, utilising communications technology to enable instant messaging between a Crisis Supporter and their In-Shift Supervisor while on a call. Evaluations have also been positive with those participating indicating increased quality of experience for the person seeking help, increased support for the volunteers who answer our calls and increased connection with In-Shift Supervisors.

In June, Lifeline Australia also launched the **Holding on to Hope** podcast. Within the series, people who've come through the darkness of suicidality share the connection that gave them hope to continue living. By choosing to share these stories as podcast episodes, we aim to increase both help seeking and help giving behaviours within our community.

Our Fundraising and Corporate Partnerships team also had a successful year, both in achieving new partners, exceeding ambitious targets and reaching new audiences to support these critical programs. A highlight was **Lifeline Australia** being chosen as **Triple J's** first ever **Hottest 100 charity partner**.



*Holding on to Hope Podcast Launch,
Sydney June 2019.*

I would like to acknowledge the contribution of Alan Woodward who has served in Management and Executive roles with Lifeline Australia since 2004 and headed up the Lifeline Research Foundation. I thank Thilini Perera for stepping up to the role of Acting CEO during the year, and I would also like to thank the Board of Directors for their support, commitment and guidance since I have commenced in the role.

Finally, our achievements are only possible because of the people who dedicate their time to achieving them. To that end, I acknowledge every one of our volunteers, and staff members around the country. It has been a busy year of change and your determination and commitment to ensuring that no person in Australia has to face their darkest moments alone is what has ensured the wonderful outcomes and achievements detailed herein.

Thank you for all that you do.

COLIN SEERY
Chief Executive Officer

● OUR VITAL VOLUNTEERS



Mary Parrissons and Lifeline Australia Chairman, John Brogden presented Dr John Reed with the National Mary Parrissons Volunteer of the Year Award for 2019

“It is an honour and a privilege to answer the call every single time. It’s an honour to be the first person a caller trusts to share their life trauma with. It’s an honour to be the first person to give that person a compliment, to be the first to say something positive. Every single time, it’s an honour to be the first person to make someone feel heard and help them discover their journey to a positive future.”

- Dr John Reed, Recipient of the Mary Parrisson’s Outstanding Volunteer of the Year Award

We are delighted Dr John Reed has received Lifeline Australia’s Volunteer of the Year Award. A retired Adelaide dentist who started volunteering with Lifeline while he was still working and holds two other volunteer roles, Dr Reed has been an inspiration to his fellow volunteers, and more widely across the network. Volunteers play a vital role in Lifeline’s mission to secure a future free of suicide and Dr Reed exemplifies that dedication.



“John has been volunteering at the Lifeline Adelaide Centre for 15 years. He volunteers every Friday and is always happy to come in for extra shifts and support new volunteers.”

- Joanne Cooley, Lifeline South Australia

Lifeline’s approach to recognising and rewarding our volunteers is built into the overall volunteering experience. It is important that every volunteer understands the value of their contribution to Lifeline’s vision. We couldn’t do it without them. This year alone we have presented 300 awards to outstanding volunteers.

Other finalists for the Mary Parsissons Outstanding Volunteer of the Year Award were:

- | | |
|------------------------|---------------------------------|
| Pamela Courtier | Lifeline Canberra, ACT |
| Kathy Prior | Lifeline Newcastle, NSW |
| Cecily Knight | Lifeline Aitkenvale, Qld |
| Susan Job | Lifeline Hobart, Tas |
| Cliff O’Toole | Lifeline Ballarat, Vic |
| Adrian Momber | Lifeline Perth, WA |

National Finalists, Mary Parsissons Outstanding Volunteer of the Year



● LIFESAVING CONNECTIONS



13 11 14

“Thank you Lady... whoever you are... you have no idea how much your voice, and words, and strength to keep me on the road helped last night. With everything in my heart... Thankyou!!! My husband thanks you, and my children, and grandchildren thankyou!!! Xxxooo” - Lifeline caller



“Lifeline quite literally saved my life tonight. Thank you so much.”

- Lifeline Text help seeker



Our 13 11 14 service is there to help people cope with issues including suicide, isolation, family violence, financial stress, grief, and mental health struggles. Our Crisis Supporters are a point of connection and comfort as well as a source of practical help and guidance.

Lifeline provides compassionate support for people in crisis. No judgement. No conditions. No agenda. Just a human connection to help people get through their darkest times.

Increasingly, that connection is taking place across a diverse array of platforms. The 13 11 14 phone line remains a crucial way for help-seekers to contact us, but at Lifeline we are passionate about giving everyone a chance to speak and be heard, in whatever form works best for them. The success of our recent Lifeline Text and Twitter pilots means we can provide more support options for more people.

“Out of all the things I do in my life, Lifeline is the one I am most proud of. Giving back to the community and connecting with people in crisis is very meaningful.”

- Christina Reid, Lifeline telephone crisis support worker



“I feel like I have talked to special humans who find life hard. It’s nice to know you can stand beside a person in their difficulty without actually meeting them face to face. I love every single shift!”

- Cassie, Lifeline telephone crisis support worker

In FY19, **914,581** calls were made to the confidential, 24/7 support line, an increase of 13,308 on last year’s figure. The call answer rate was 80%, down slightly on last year’s 81.2% call answer rate. It’s a number we take very seriously at Lifeline and one we are making every effort to improve.

Twitter Chat Bot Pilot



“The chat bot is a fantastic initiative and I’m so glad to see this kind of service available via Twitter.”

- Twitter bot survey respondent

The Twitter Direct Message Bot was launched on 17th October 2018 to provide suicide prevention and self-harm information and encourage people to take the next step and connect to Lifeline.

The project was made possible with in-kind support from Promixa. Twitter also provided in-kind advertising targeted to reach health-related influencers and hard-to-reach audiences.

We are delighted with the results of the project’s evaluation which showed the engagement campaigns to have greatest uptake from the LGBTIQ community. The content accessed most by users was related to preventing suicide and getting information about self-harm.

Some key figures from the four-month pilot:

- **4,746** messages were sent by users to the bot, resulting in **7,364** visits to individual bot information pages
- There were about **16** bot sessions per day
- On average people engage with the bot for **45** seconds which is at the high end of what’s considered a good result by industry standards
- The bot had **no negative** impact on the **13 11 14 Call Answer Rate**
- Twitter advertising saw a meaningful increase in the reach of Lifeline content

With such a positive evaluation, we are glad to be making the Twitter Chat Bot an ongoing tool for connection with people seeking help.

Text Pilot



42% of help seekers surveyed said they would not have used another Lifeline service had text not been available.

The **Lifeline Text pilot trial** was launched to offer another way for help seekers to reach out for support and specifically to improve their outcomes related to psychological distress, safety, feelings of empowerment and sense of belonging and connectedness. Following its positive evaluation and encouraging feedback, we are looking forward to incrementally expanding the Lifeline Text service as a component of our broader short form messaging strategy.



The results of the pilot echo previous research showing text-based communications lend themselves particularly well to revealing sensitive topics. What gets lost with the absence of verbal cues can be made up for in a help-seeker's willingness to share their mental health challenges and suicidality more openly than they otherwise might.

Texting also gives those who struggle to speak a less stressful way to get support and a way for people to connect more privately if they have others around at the time.



"I found this service to be extremely helpful and will use it in the future. Having a panic disorder and being introverted means when I'm feeling distressed, I find it nearly impossible to communicate verbally. Being able to write out my feelings made me feel a lot better more quickly than if I'd had to talk."

- Lifeline Text help seeker

Key results of the pilot:

- In its first **240 days**, **Lifeline Text** received **15,122 contacts**, of which just over **48%** were during operational hours
- Answer rate was **99.18%**
- Suicide was actively considered in **29% of conversations to Lifeline Text**
- Help seekers reported feeling much less distressed after their text conversations and improved feelings of connectedness and confidence in their ability to cope
- The pilot attracted a greater representation from **Indigenous people, LGBTIQ** and **people with a disability**
- Crisis Supporters felt a significant improvement in their skills after being able to review text conversations with their supervisors.

A limited number of words to build a connection, no verbal cues, and a proportionally high-risk group of help-seekers, made this a challenge for the accredited Crisis Supporters who participated in the pilot. But it was a challenge they rose to and their feedback is that they now feel they deliver a better service on the phone as well as via text. We look forward to increasing access to this critically important enhancement to the Lifeline service.



“We need this. We really need this. Please continue this service. I am so much more likely to reach out for support knowing this is available.”

- Lifeline Text help seeker

Suicide Hot Spot Service

The identification of suicide hot spots presents a crucial opportunity for us to connect with people at imminent risk of taking their own life.

With support from the Department of Health, Lifeline is improving the way we can respond to people finding themselves at such locations, with a more efficient phone service, appropriate signage and physical barriers, and the possibility of using AI and CCTV technology in the future.

Connecting with communities plays a powerful role in helping us identify more hot spot locations, and including community members on advisory groups will be essential to trialling and developing solutions for each location’s specific context.

Centralised In-Shift Support Service

Staying connected and feeling supported are also critical for our Crisis Supporters (CS) themselves. In-shift supervisors (ISS) help them to provide the highest quality service while maintaining their own wellbeing.

A new pilot across six centres centralises that support and uses communication technology to make it more efficient and effective. Whereas once a CS had to juggle two phones and quickly summarise to the ISS what the caller was saying, the new support service allows instant messaging between a CS and an ISS while on a call. If required, an ISS can dial in to hear both sides of the conversation and once a call has ended, the CS can contact the ISS for a debrief.

Not only do Crisis Supporters feel more supported, in-shift supporters have reported feeling much less isolated in their roles now they are a more integrated part of the team.

Further, centralised support means centres that might not previously have been able to fill shifts due to lack of available ISS, can now work at capacity.

We look forward to a positive evaluation of the pilot and to developing a business case to roll this service out across all Lifeline centres.



“I had a suicide call that I would have normally managed myself, but I knew Mark was there. It was great to get some tips and support on the call, and we got a good safe plan for the help-seeker.”

- Lifeline Crisis Supporter

● CONNECTING WITH COMMUNITY



“Lifeline is an organisation close to our hearts. We love working with their dedicated team.”

- Megan Flanagan, Community Relations Advisor,
Port Waratah Coal Services



Lifeline Direct

Connecting to people in their communities is what Lifeline Direct is all about.

The value of those connections cannot always be quantified in a graph or a spreadsheet. But the impact of a casual conversation must never be underestimated.

It might be a Community Programs Coordinator reaching out to people at a local shopping mall, or our Executive Director spending a few hours chatting to people in a carpark adopted as a temporary refuge for women and children escaping family violence. It could be a friendly yarn with a nurse, a training session for a group running a laundry service for the homeless, or a free appointment with a counsellor for a young person feeling low.

Whether they're informal or structured, fleeting or prolonged, Lifeline Direct nurtures connections with people who are struggling, at the same time providing resources and raising awareness for the people and services involved in their care.



Lifeline Direct 13 11 14 Service

Our four Lifeline Direct centres in Newcastle, Lismore, Warrnambool and Wyoming, contributed more than **21,000 hours** to the national 13 11 14 service, answering **57,939 calls** – an increase of around 3% on the previous year.

Integration of in-shift support across our rosters meant greater flexibility and volunteer numbers in Newcastle increased thanks to community engagement and targeted campaigns.

Lifeline Direct continues to support the overall health of the greater Lifeline network by sharing efficiencies and providing locations at which to trial new initiatives.

Face to Face Counselling

During 2018/19 Lifeline Direct offered more than 2000 face-to-face counselling sessions, free of charge, to people confronting crises or generally facing a challenging period in their lives. Counselling, bereavement groups and general support are services also available for people coping with the suicide of a person in the local community.

“So grateful for Lifeline’s free face to face counselling in Newcastle. That’s four of my mates I have now directed to Lifeline. They all tell me this service is amazing because of how simple it is to access counselling.”

- Grant Sheather, Community-led Suicide Prevention Service, Newcastle

Our three Suicide Prevention Services cover the Northern Rivers Region, the Great South Coast of Victoria and six LGAs in the Hunter, New England and Central Coast. Our eight-member suicide prevention team connected with thousands of people throughout the year, supporting communities to build capacity to deal with suicide in their region.

Training

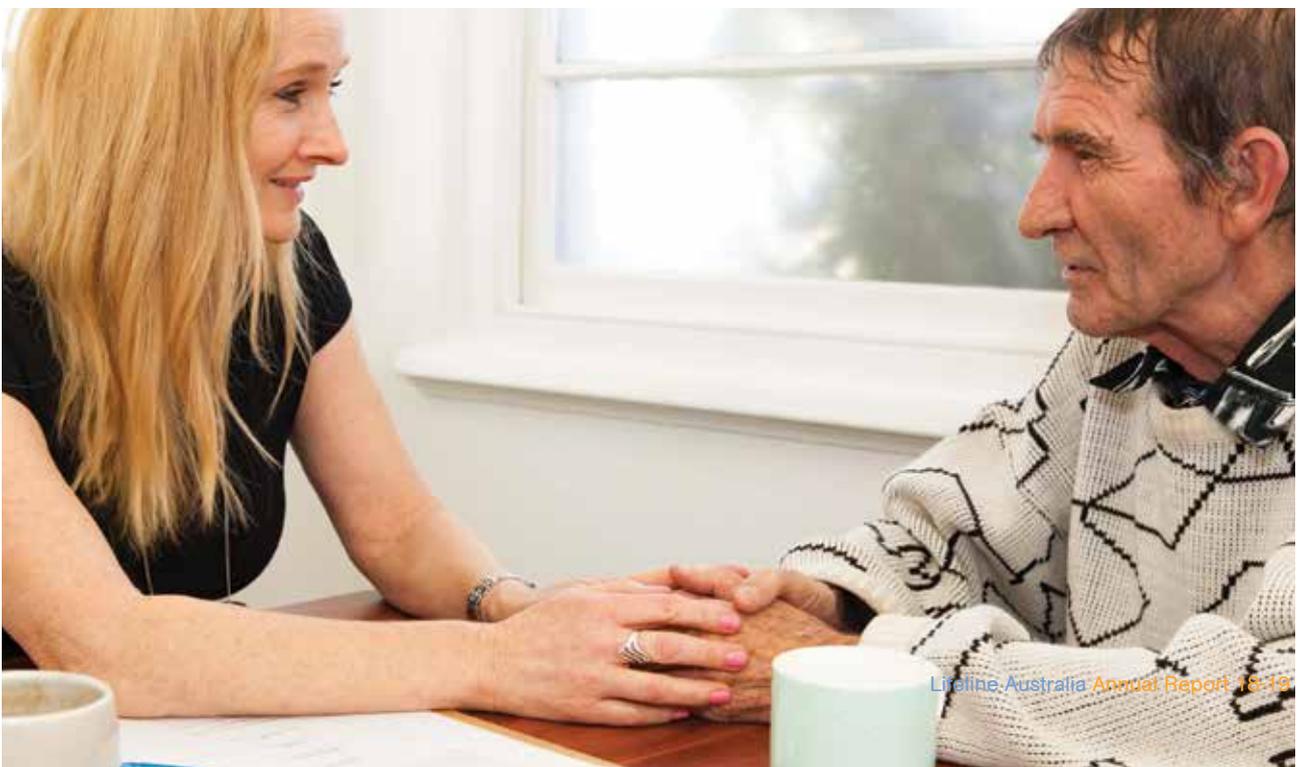
Our training programs are there to help create as many skilled suicide prevention caregivers as possible and include skills-for-life training for community members, and short courses or dedicated workplace training for managers, team leaders and HR professionals.

In FY19 Lifeline Direct delivered 276 training events, connecting with 4,600 participants across the four regions.

Lifeline Direct led a group of seven Lifeline centres in the delivery of DV-Alert that in FY19 facilitated 109 DV-Alert workshops in NSW. In FY20 we look forward to expanding this group model into Victoria with five more centres.

“I was talking to my Uber driver recently. She is a nurse who works with new mothers to help them cope and keep their kids in their care. Domestic violence is often a factor in their lives, and she said the Lifeline DV-Alert workshop she did was one of the most informative and professional courses she’s attended in all her time in the field.”

- Lifeline staff member



● CONNECTING WITH COMMUNITY



Retail

With the support of more than **400 volunteers**, Lifeline Direct operates 22 retail shops and three warehouses which contributed more than **\$1 million** to Lifeline Direct's operations and services in FY19.

We were excited to open a new shop in Gosford which is proving to be a great community space for other Central Coast groups to gather.

Lifeline Direct met all the KPIs it was contracted to perform by Lifeline Australia in FY19.

But for every KPI measured and met, there were countless unrecorded conversations, smiles given and received, skills shared, and connections made. Lifeline Direct is in community, for community and with community.



"I arranged a free raffle for a lovely handmade quilt I'd found in a cupboard at work. It was just a way to have a chat, make people smile and see who I could draw in at a health and safety event at the local shopping centre.

In the afternoon I rang the young woman who'd won the quilt: "Hi, this is Nicole from Lifeline – you've won the raffle!" "Oh!" she exclaimed, "I thought you were checking up on me to see if I'm safe – I'm at a nearby Mental Health unit and was out on a day visit with my mum." She was thrilled. I wrapped it up and dropped it off for her. The nurses saw me in my Lifeline shirt and when I told them what I was there for, they were delighted to discover Lifeline did this kind of work."

- Nicole Cooney, Community Programs Coordinator, Newcastle

● CONNECTING THROUGH RESEARCH & ADVOCACY

Lifeline's research projects are a crucial and dynamic means of developing effective, evidence-based programs that support Lifeline's vision for an Australia free of suicide.

There is a very real connection between our research and practical outcomes for help seekers and crisis workers, and all the Research Foundation's projects receive input from both academic partners and our Lived Experience Advisory Group.

World Health Organisation: a resource for establishing a crisis line

Mary Parsissons (Lifeline Tasmania) and Alan Woodward (Lifeline Australia) were instrumental in the production and publication of this important new resource. This document is a significant endorsement by the WHO as it confirms that crisis support lines are a crucial element in the prevention of suicide worldwide. Lifeline's contribution to this research and its subsequent addition to WHO's library of essential resources, is a powerful demonstration of the importance of our work.



Pause. Call. Be Heard.

Our partnership with the TrackSAFE Foundation began in 2016 with the objective of reducing rail suicides in Australia. A national billboard campaign was rolled out in rail stations across the country to remind members of the public that they are not alone, that there is hope, and that there are ways to connect.

Live across Victoria, Queensland and NSW since 2017, there are about 2000 billboards and thousands of digital displays of the **Pause. Call. Be Heard.** campaign across metropolitan and regional rail and tram networks. The campaign extended to South Australia and Western Australia this year.

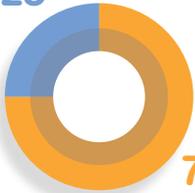
Given the constraints of creating outreach campaigns without referring specifically to means, research for the development of this innovative campaign was conducted with the suicide prevention sector and lived experience groups to ensure the message would be delivered in the safest and most effective way.



● CONNECTING THROUGH RESEARCH & ADVOCACY

The University of Melbourne's evaluation of the campaign in Victoria throughout 2018 endorsed the potential of the campaign to help prevent rail suicides.

25%



- More than one quarter of randomly selected commuters had noticed the campaign materials and 75% had directly engaged with the materials

75%

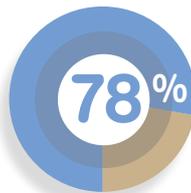
- It is estimated that the campaign is reaching at least 27,000 daily commuters at the stations surveyed



- Of those who noticed the campaign, 77% indicated their behaviour had been impacted by the exposure: they had indeed paused and considered Lifeline's message

77%

- Of those who noticed the campaign, 78% indicated the materials increased their likelihood of reaching out to Lifeline



78%

With more people than ever having access to smartphones and being likely to look at them while commuting or waiting at stations, the opportunity for extending the campaign into a digital format was clear. In February 2019, the digitisation campaign was launched in Victoria with funding from Public Transport Victoria.

With a core target audience of 18-39 years, the digital campaign focussed on using Facebook/Instagram, Spotify and YouTube to communicate to people feeling vulnerable and alone to encourage to reach out for help.



million

- In the first three months over 2 million impressions were achieved with 0.45% click through rate – above average when compared to industry benchmarks

- The Pause. Call. Be Heard YouTube videos have achieved a completion rate of 89.99%
- Spotify video and audio advertisements achieved a completed view rate of 99.77%

The addition of a digital layer to the original billboard campaign means Lifeline's message is reaching more of its target audience. And even more excitingly, that message is prompting people to actually engage with Lifeline's services.

Eclipse: A support group for those who have attempted suicide

During 2018-2019, Lifeline Australia was pleased to support a number of our Lifeline Centres in the delivery of a trial Eclipse program; a support group for those who have attempted suicide. These included Lifeline Mid Coast, Lifeline Harbour to Hawkesbury and Lifeline Macarthur. The Eclipse program is an 8-week program modelled on 'Survivors of Suicide Attempt' support groups offered by Didi Hirsch in Los Angeles, California. This program teaches specific skills to reduce suicidality, while increasing resilience and behaviours that can assist in people identifying and seeking help when they need it. Results from the US showed individuals who were involved in this program experienced measurable reductions in suicidal desire and intent and significant increases in hopefulness and resilience. In Australia, our Eclipse programs have yielded positive initial outcomes. We are proud to work closely with Lifeline centres to further evaluate the program in support of those who have attempted suicide. We also thank our research partner, the university of New England, for their valuable input in the evaluation of these programs and look forward to an expanded trial and evaluation of the Eclipse program for survivors of suicide attempts.

 *"You're with people who totally understand, they've walked in your shoes. You can say whatever you want to say and they just go yeah, I get you. And not many people can do that...so that's just from my experience...when I was just a participant. I felt that connection. I felt safe and I felt everything was confidential and that made a huge difference".*

- Eclipse Group Participant.

Advocacy Campaigns

Our advocacy campaigns help create awareness of and support for Lifeline's vision of an Australia free of suicide and for the projects that activate that vision. As Australia's largest suicide prevention service provider, we are in a unique position to contribute insights and expertise to state and national initiatives. In the last financial year, Lifeline Australia made the following submissions:

1. Submission to the Victorian Royal Commission into Mental Health

In this document, we bring to light the complex relationships between mental ill health and suicide and show that a successful model of suicide prevention must go far beyond the typical disease/mental health/clinical model. Suicide prevention must take its place alongside mental health service provision.

Our 14 recommendations are designed to support and enhance suicide prevention in Victoria through the interdependence of local and national aspects of service delivery.

2. National Suicide Prevention Implementation Strategy Response

The purpose of the NSPIS is to articulate for Health Ministers across the country an integrated, cross-portfolio (health, justice, education and social services) approach to reducing Australia's suicide rates. Our response is that each of the 21 actions identified in the draft has an important place in the final Strategy.

However, Lifeline submits that any discussion of a National Suicide Prevention Implementation Strategy should from its inception draw heavily from the experiences of Lifeline, Australia's largest suicide prevention service provider. Our experience is an essential resource to the process of designing Australia's suicide prevention strategy, especially with regard to any discussion of the future of Australia's helplines.

3. Submission to the Productivity Commission of Inquiry into Mental Health

When considering the social and economic costs of improving mental health, it is impossible not to reflect on the social and economic costs of suicide. They are staggering. As is the projected cost of failing to act now to reduce the number of deaths by suicide in the future. Suicide prevention must be a prominent feature of any mental health service provision.

In this submission, Lifeline identified three remaining gaps and provided seven key recommendations as they relate to:

- **Suicide Prevention**
- **Crisis Support**
- **Suicide Postvention**

The goal of each recommendation is to build and enhance resilience at a whole of population level.

● CREATING STRONGER CONNECTIONS THROUGH CARE

 *“Having a single framework to replace the current two models is a great idea. It flows better and is less confusing. It enables me to stay connected to the help seeker.”* - Crisis Supporter feedback

CARE: created by Lifeline for Lifeline



CARE is a practice framework that has been tailored specifically for Lifeline Australia. Two years in the making, it has at its heart a focus

on deepening the connection between our Crisis Supporter and those reaching out for help.

Under previous combined models, Crisis Supporters reported confusion about what framework should guide them and feeling as though they were losing connection with the person calling for help while they tried to figure out which model they were supposed to be in. CARE eliminates that confusion with a single, comprehensive, fit-for-purpose framework that supports the Crisis Supporter’s interactions with help seekers at every step.

Crucial to the design of CARE and the training model created to support and accompany it, was the input of our Lived Experience Advisory Group (LEAG). For example, the CARE acronym had originally stood for Connect, Assess, Reaffirm, Empower. When this was presented to our LEAG, they explained that help seekers don’t want to feel like they are being “assessed” according to a checklist. Indeed, current research shows that checklist assessment doesn’t support connection. With their advice, we now use ‘Attend to needs’ which speaks more vividly to what our Crisis Supporters aim to do and removes the ‘just a number’ feeling that people seeking help can find alienating.

Crisis Supporter Training

Our Crisis Supporter training has been redesigned to support the CARE framework. With a more streamlined student pathway involving face-to-face and eLearning over 170 hours of accredited study, we are nurturing Crisis Supporters who can provide expert, evidence-based, relevant support to help seekers in the compassionate and non-judgemental manner for which Lifeline is known.

Along with the LEAG, volunteers and staff at our Centres have played a critical role in the design and delivery of the new model. At no point has the creation of the CARE framework and training models been isolated from the people who will be intimately involved with delivering and implementing them. This entirely bespoke approach provides an exciting opportunity to enhance quality and service experience for the person seeking help.

Training starts with a focus on the micro skills required of a Crisis Supporter – empathy, listening, paraphrasing. Then the CARE framework is covered, followed by modules on difference and diversity, safety issues and suicide, the last of which includes use of the Suicide Decision Support Tool.

Existing Crisis Supporters will go through bridging training to bring them under the CARE model. Pilots are already underway for this with a national roll out to start in August 2019. The new Crisis Supporter training is scheduled to start November 2019. In the meantime, we continue to respond to feedback as we transition the network to CARE. Insights from the LEAG and those across the Lifeline network have been and remain crucial to the success of these changes.

● CONNECTING THROUGH EDUCATION

DV-Alert

“DV Alert is an amazing education package to facilitate. It delivers genuinely practical tools for having confronting conversations about family violence. It delivers education from the grass roots to the community which creates a flow on effect of momentum and change.”

- Alisha Tarrant, DV-Alert Trainer

DV-Alert is Lifeline’s domestic and family violence education program and is an ongoing part of The National Plan to Reduce Violence against Women and their Children.

As the national conversation about violence against women and their children has gained momentum, DV-Alert continues to provide safe environments for those conversations to take place, as well as resources to help communities understand diverse experiences of family violence and support its prevention.



DV-Alert’s innovative education program offers awareness sessions, two-day accredited workshops and eLearning options to community frontline workers. DV-Alert works at the grassroots to connect with front-line workers in ways that can have a direct and positive impact on women and children suffering family violence.

We are delighted to report that FY19 marks a record year for DV-Alert with a total of 558 workshops conducted for 8,735 participants. DV-Alert also ran 16 Brothers Standing Tall Indigenous Men’s Awareness sessions for 200 participants, and 64 accredited workshops in Indigenous communities for 831 participants.



The year also saw three new topics piloted in specialised one-day workshops:

- Working with interpreters
- Complex forms of violence
- Working with men who use violence

In addition, an eLearning course on working with women with disabilities was also developed. Beyond our training programs, DV-Alert also continues to expand its reach and profile on social media which is proving to be a supportive environment for people to talk about issues of family violence. DV-Alert is funded by the Commonwealth Department of Social Services.

● CONNECTING THROUGH EDUCATION

We'd like to acknowledge our subject matter experts whose contributions to all these projects has been instrumental to their success.

Name	Title	Organisation
Complex Forms of Violence		
Juliana Nkrumah	Domestic and Family Violence Project Manager	Settlement Services International
Laura Vidal	Forced marriage specialist	Laura Emily Consulting
Jennifer Burn	Director	Anti-Slavery Australia
Working with Interpreters		
Gulnara Abbasova	Manager – Strategy and Policy	Migration Council Australia
Mark Painting	Chief Executive Officer	National Accreditation Authority for Translators and Interpreters
Suzan Piper	Casual Tutor in Interpreting and Translation	University of New South Wales
Men Who use Violence		
Danny Blay	Policy Advisor, Supervisor and Trainer	Gender Equity and Preventing Violence Against Women and Children
Kyalie Moore	Manager Mid-West Service	Communicare
Brian Sullivan	Domestic Violence Practice Manager	YFS
Women with Disabilities eLearning		
Sue Salthouse	Director	Didactic Enterprises Pty Ltd
Edwina Breitzke	Senior Family Violence Workforce Development Officer	Women with Disabilities Victoria
Mel Harrison	Training Manager	People with Disability Australia



DV-Alert Trainee Case Study

Name: Kylie Randell, 31

Date of Attendance: 03.04.19 – 04.04.19
General Stream, Armidale

Please tell us a little bit about yourself:

I am mum to a beautiful four year old girl and 18 month old boy. Before beginning work in DV I worked for NSW Health with a mental health team. I am passionate about empowering women and gender equality. Having previously been a victim of domestic violence myself, I've always wanted to use my experiences to educate and help other women in similar situations and push for change. Since becoming a mum, I believe it is now even more important to educate communities on gender equality and violence against women.

Can you please tell us about your role?

What's a typical day for a you?

What did the training do to help you?

In my current role I work daily with women and their children who have left or are wishing to leave abusive relationships. My work involves all forms of abuse that women can be subjected to, including financial, emotional, physical, harassment, intimidation and stalking. Our goal is to ensure women feel empowered to make their own decisions and realise they have a right to be happy and live a life of their choosing. We provide safety plans, court support, safety upgrades and advocacy. No two days are the same, with every woman's story being different, but sadly very similar. Gaining trust and building rapport can be difficult to achieve with people who have experienced severe trauma.

How has DV alert assisted you to respond to domestic and family violence to improve people's lifetime wellbeing?

DV Alert provided me with techniques on how to approach victims with confronting questions, as well as recognising when my own unconscious bias may affect the story they tell. The training also supported my professional judgement skills in recognising serious threats to a woman and her children's safety and strategies on how to approach this with her. The training also enabled avenues of referral by meeting with other community service providers who attended the course.



“The training also supported my professional judgement skills in recognising serious threats to a woman and her children's safety and strategies on how to approach this with her.”

● STORIES OF CONNECTION

Holding on to Hope

“Pretty much every person in Australia knows someone who has taken or attempted to take their own life, and yet stigma continues to surround suicide.”

*Through **Holding on to Hope**, we want to bring suicide out of the shadows, acknowledge those touched by suicide and highlight the importance of connection that we know brings hope.”*

- John Brogden, Chairman, Lifeline Australia

Holding on to Hope is a podcast series like no other. It is a gift of hope to the community from those who have reached out for help despite feeling overwhelmed by darkness and despair.

These storytellers show that there is always an alternative to suicide, and it starts with making a connection. They are diverse – suicide does not discriminate – brave and inspiring, as are the people who have supported them. Indeed, help givers are an important part of these stories and show that every Australian has the capacity to help others.

Why a podcast?

Podcasts are a safe, private, accessible way for people to hear authentic voices sharing their experiences. Around 30% of Australians download podcasts every month and an estimated 8.9 million Australians will be listening to podcasts by 2022. Combined with social media and strategic partnerships, we can reach out and connect the right demographic groups with the episodes most relevant to them.



● STORIES OF CONNECTION



Holding on to Hope Podcast Launch

In recent years we have witnessed the power of podcasts on all kinds of subjects to go “viral” and reach huge audiences. This is our vision for **Holding on to Hope**: to bring these stories out of the shadows to a wide audience, to demystify the act of calling **Lifeline** or reaching out for help, and to be the stories on everyone’s lips so everyone is aware of suicide and how it can be prevented.

- Launched 11 June 2019
- Reached 4,000 listens in 2 weeks
- Launched with 11 episodes with a new episode available every 6-8 weeks
- Special thanks to OMD, Mammamia, Nova, Smooth FM and oOh! Media for promotion



● CONNECTING THROUGH EXPERIENCE

Lived Experience Advisory Group

 *“I am proud and humbled to be a member of Lifeline’s Lived Experience Advisory Group. It has been truly inspiring to hear the other member’s perspectives and experiences and to be able to share mine.*

The intent and value of the group has been embraced by Lifeline, and our insights and opinions have been sought after and considered. I look forward to the future work I may be involved with and to continue to support lifeline to save lives and give hope.” - LEAG Member

During 2018, Lifeline Australia established the Lived Experience Advisory Group which provides essential and expert advice on the development and improvement of our work.

The insights of people who have lived experience with mental health issues, crisis and suicidality have been crucial to developing a range of knowledge resources, projects and initiatives. Our wise and generous group have offered advice in the following areas:

- The needs of people in crisis and that of their families, friends and carers
- Suitable and practical methods of measuring outcomes across Lifeline services
- Issues of accessibility and diversity (cultural, language, sexuality, age, gender)
- Participatory consultation and co-design of new Lifeline Australia initiatives, such as the Lifeline Text Service, website redevelopment and Crisis Supporter Workplace Training
- Lifeline CARE Practice model including discussions on the training to be provided to Crisis Supporters using the new Practice Model
- Frequent Callers Management
- Service Experience Management
- National Suite of Community Services Project
- Marketing collateral
- Podcast opportunity
- Research Partnerships for outcomes measurement

Our National Lifeline Lived Experience Advisory Group members are:

Name	State	Involvement in other Lived Experience Group (last 12 months)
Cecil Camilleri	SA	Barossa Hills Fleurieu Local Health Network Inc. Standard 2 Partnering With Consumers Work Group SAHMRI’s Consumer (Lived Experience) & Carer Research Consultation Group Office of the Chief Psychiatrist SA Lived Experience Reference Group
David Peters	VIC	Research and Evaluation Committee, Neami National (Consumer Co-Chair) Equally Well Alliance (Co-chair)
Graeme Holdsworth	VIC	Suicide Prevention Australia Policy Committee Expert Advisory Group to the Prime Minister’s Suicide Prevention Adviser
Hayley Purdon	ACT	Roses in the Ocean Lived Experience Advisory Group (Chair)
Imbi Pyman	VIC	East Melbourne PHN reference group Roses in the Ocean Lived Experience Advisory Group
Ingrid Ozols AM	VIC	Suicide Prevention Australia’s Research Advisory Group AISRAP/Griffith University’s Suicidology Programs Advisory Committee Innowell Pty Ltd Lived Experience Advisory Function (LEAF) Working Group Expert Advisory Group to the Prime Minister’s Suicide Prevention Adviser
Leilani Darwin	QLD	Several
Michael Raftery	NSW	LifeSpan in Newcastle SteerCo back to base
Philippa Seldon	NSW	

● CORPORATE GOVERNANCE

Lifeline Australia is a company limited by guarantee established to support the organisation, development, establishment and operation of Lifeline Services and Lifeline Centres throughout Australia. Lifeline Australia develops and conducts programs, projects and initiatives to enable people to overcome isolation and cope with problems and crisis affecting mental health, well-being, life and safety.



The Lifeline Australia Board is committed to achieving and demonstrating the highest standards of corporate governance.

Our corporate governance framework and practices are underpinned by the Corporations Act 2001 (Cth), Australian Charities and Not-for-Profits Commission Act 2012 (Cth) and Lifeline Australia's key governance documents (including the Constitution and Board Charter).

Our approach to corporate governance is based on a set of values and behaviours that underpin day-to-day activities, provide transparency and protect stakeholder interests. The Board and Executive Leadership Team are committed to pursuing excellence in corporate governance, as it is fundamental to Lifeline's sustainability and performance.

Website

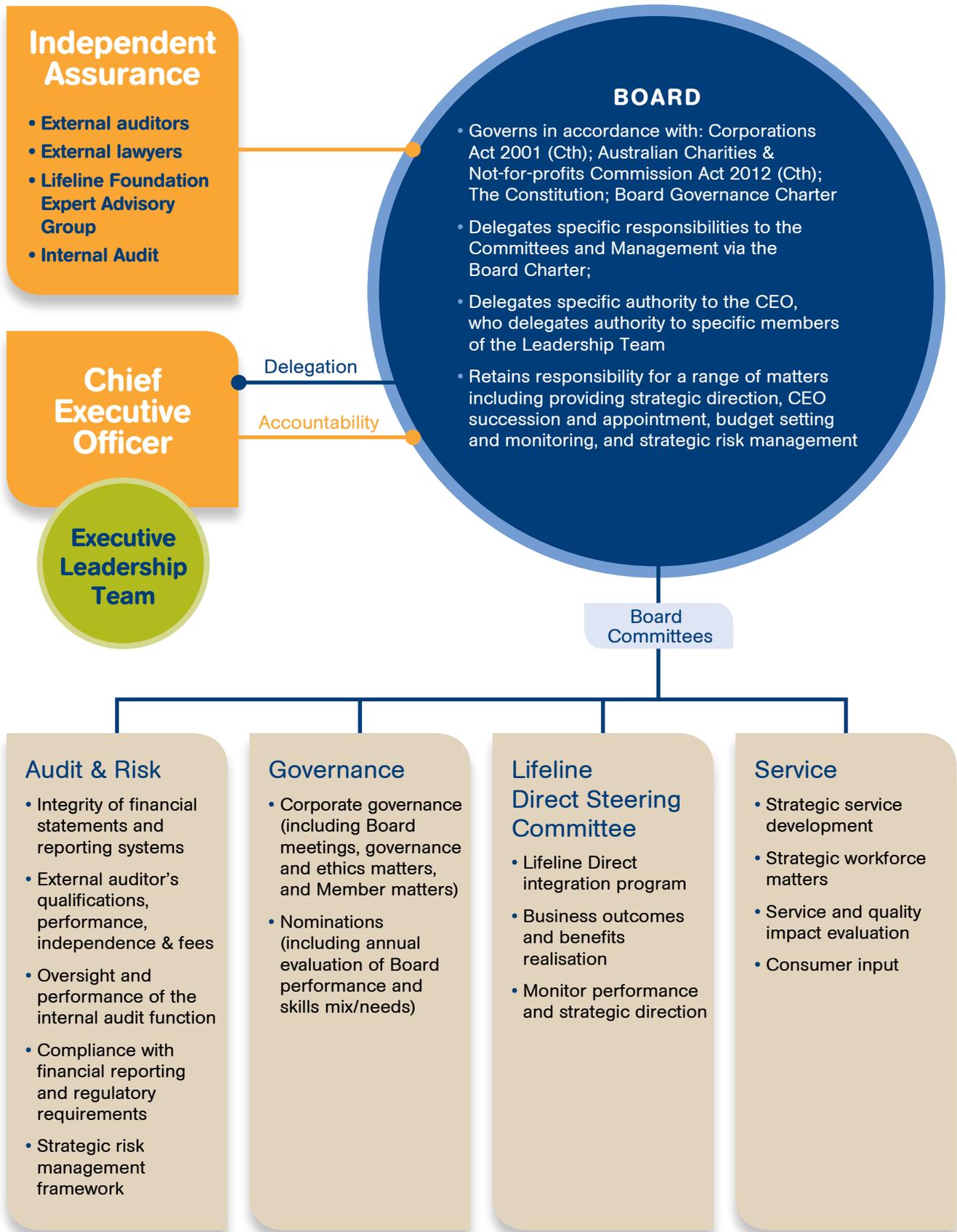
Further details of Lifeline Australia's corporate governance framework are available at <https://www.lifeline.org.au/about-lifeline/corporate-governance/our-corporate-governance>. This includes the Board Charter; the core governance documents, and other policies/documents of interest to our Members and the public.

Corporate governance framework

The diagram on the following page illustrates Lifeline Australia's corporate governance framework. It reflects the relationship between the Board, its Committees, the CEO and the Executive Leadership Team, and the independent assurance functions.

CORPORATE GOVERNANCE

The diagram reflects the relationship between the Board, its Committees, the CEO and the Executive Leadership Team (ELT), and the numerous independent assurance functions.



The Lifeline Australia Board

The Lifeline Australia Board is responsible for the stewardship and future well-being of Lifeline Australia and bears ultimate responsibility for the organisation achieving the purpose for which it exists. In providing strategic leadership, the Board provides input that assists in identifying and understanding emerging trends and issues likely to affect the wellbeing of Lifeline, Member

Centres, stakeholders and help seekers. The Board monitors corporate performance against the strategic direction, including assessing operating results to evaluate whether the business is being properly managed, and identifies and evaluates the principal risks faced by Lifeline.

The Board is comprised of eight directors elected or appointed by the Members of Lifeline Australia and three directors appointed by the Board.

Name	Position - 30 June 2019
Mr John Brogden AM	Chairman, Independent Director
Mrs Jacinta Munro	Deputy Chair and Chair – Audit and Risk Committee, Independent Director
Mr Travis Dillon	Chair – Lifeline Direct Steering Committee, Independent Director
Rev. Geoff Flynn	Non-Independent Director
Mr Grant Foster	Independent Director
Dr Daniel Mainville	Non-Independent Director
Mr Bruce Mansfield	Independent Director
Mr Brent McCracken	Non-Independent Director
Mr Geoffrey McClellan	Chair – Governance Committee, Independent Director
Mrs Sheryl Weil	Chair – Service Committee, Independent Director
Mr Tony Windever	Independent Director

The Board's Diversity Policy is available at: <https://www.lifeline.org.au/static/uploads/files/lifeline-australia-diversity-policy-december-2017-wffzprsubcmk.pdf>.

The Board Skill Matrix

The skills matrix on the following page, sets out the key skills and experience that the Board is looking to have in its membership, and the unique skills each Director brings to the Board. The Board has entrusted the Governance Committee to oversee all matters concerning the Board's skills requirements, succession planning, Director recruitment and Board appointments. The Board conducts a skills audit of the current Board and reviews the Board's skills matrix against the needs of the organisation on an annual basis.

As outlined in the Board's Charter, the Board is committed to assessing its own performance and the performance of individual directors. To achieve this, an independent external review is undertaken on a triennial basis and an internally coordinated performance survey is undertaken in every other year.

Board Skills Matrix as at 30 June 2019

Name	Qualifications	Professional Skills / Experience												
		Other							*					
		Operations / Service Delivery				•								
		Quality Management / Evaluation												
		Research												
		Project Management / Consulting			•			•	•					
		Information / Communication Technology						•						
		Business Management / Administration / Development	•	•	•	•	•	•	•	•	•	•	•	•
		Entrepreneurship												•
		Health / Mental Health / Welfare / Community / NFP	•					•	•					
		Government / Government Relations / Advocacy	•	•						•				
		Fundraising / Sponsorship	•			•		•						
		Marketing / Promotions				•			•					
		Senior Management / Governance	•	•	•				•	•	•	•	•	•
		Legal									•			
		Accounting / Finance		•							•			
John Brogden	M Public Affairs, FAICD													
Jacinta Munro	B Bus (Accounting), CA, GAICD													
Travis Dillon	Adv Dip RBM, MBA, MAICD													
Geoff Flynn														
Grant Foster	MBA, MAICD													
Daniel Mainville	PhD, M.Sc., B.Sc. (Eng) (Honours), GAICD													
Bruce Mansfield	B Com, MAICD, Ffin													
Geoff McClellan	BEC, LLB.													
Brent McCracken	B Soc Sc, Grad Dip Adult Ed, Exec MPA													
Sheryl Weil	GAICD													
Tony Windever	BEC													

* Strategic Development and Planning

Key focus areas of the Board during FY19

- The partnering with and enabling the Lifeline Centre network to deliver high-quality crisis support services. The Board is committed to improving the call answer rate for 13 11 14 and expanding our digital crisis support services.
- Oversight of the strategic direction. In particular, the 'Lifeline Community' initiative in close collaboration with Lifeline Australia's Members via a Working Group, which aims to develop a suite of approved Lifeline branded community related services that are available for delivery by Lifeline Centres. This initiative, along with 'Lifeline Digital' form the basis of Lifeline Australia's strategic direction.
- Development of Lifeline's digital transformation strategy to improve the quality, accessibility and effectiveness of the core crisis support services.
- Reviewing policies to improve the Company's system of corporate governance including approving amendments to Lifeline Australia's Risk Management Policy and Cash Management Policy.
- Progressing reforms to the Lifeline Australia Constitution in close collaboration with Lifeline Australia's Members via the 'Be Clearer' Working Group.
- Leadership of Lifeline Australia, with the appointment of Mr Colin Seery as CEO in March 2019.
- Working in collaboration with the Executive Leadership team to achieve strategic objectives.

Lifeline Executive Leadership team

Name	Position - 30 June 2019
Mr Colin Seery	Chief Executive Officer
Ms Thilini Perera	Executive Director, Strategy and Stakeholder Relations and Company Secretary
Ms Lisa Cheng	Executive Director, Fundraising
Mr Chris Harwood	Executive Director, Service Design and Delivery
Mr Phillip McCorkell	Executive Director, Corporate Services
Mr Geoff Robinson	Executive Director, Project Management Office
Mr Rob Sams	Executive Director, Lifeline Direct

● OUR PEOPLE

Lifeline Australia has taken the opportunity to increase organisational capacity and invest in infrastructure to improve service accessibility across a range of platforms for anyone who needs support.

We maintain our strong commitment to diversity and inclusivity through a variety of practices and strategies. And we support our teams' physical and emotional wellbeing through a robust WHS program.

EAP services, professional development opportunities, paid parental leave provisions, paid study leave, and flu vaccinations all contribute to a workforce who feel supported and connected.

*A 2018 wellbeing survey revealed that **94%** of our employees feel connected to our organisational purpose and **84%** believe they can make a meaningful contribution at work.*



At June 2019, Lifeline Australia had **85 employees** compared with 59 in July 2018.



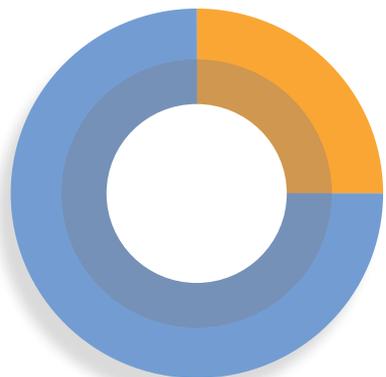
Executive:

28% Female / 72% Male



43 Managers:

75% Female / 25% Male





Lifeline Australia Members

Lifeline Australia is a Member-based organisation and our strength lies in the vast community footprint of Lifeline Centres which operate in all states and territories across Australia. Lifeline Centres act as beacons of hope in their respective communities, delivering vital programs and outreach initiatives to build local and lasting capacity for suicide prevention. Throughout FY18 we sought to foster enhanced sharing of resources, skills and experience amongst Members and as a network we are committed to doing so into the future.

Lifeline Australia has two categories of Members:

- Affiliate Members; and
- Non-Affiliate Members.

At 30 June 2019, there were 22 members of Lifeline Australia.

Affiliate Members

Affiliate Members own/operate one or more accredited Lifeline Centres (see table below).

Non-Affiliate Members

A Non-Affiliate Member is an individual or a body corporate. At 30 June 2019, the following were Non-Affiliate Members of Lifeline Australia:

- Ms Mary Graham
- Mr Chris Liddell
- Ms Rachel Kearey
- Ms Anne Charlton

State	Member Organisation	Centre(s) owned and operated
ACT	Lifeline Canberra Inc.	Canberra
NSW	Lifeline Broken Hill Inc.	Broken Hill Country to Coast
	Lifeline Central West Inc.	Central West NSW
	Lifeline Harbour to Hawkesbury Inc.	Harbour to Hawkesbury
	ERAC Australia Ltd.	Albury Wodonga
	Lifeline Northern Beaches Inc.	Northern Beaches
	The Uniting Church in Australia Property Trust (NSW) represented by Uniting Care NSW ACT	Macarthur, Mid Coast, North Coast, South Coast, Sydney & Sutherland, Western Sydney
	TAS	Lifeline Tasmania
VIC	The Uniting Church in Australia (VIC.TAS) Property Trust	Ballarat, Melbourne
	Lifeline Central Vic & Mallee Inc.	Central Vic & Mallee Region
	Lifeline Geelong Barwon Region Inc.	Geelong Barwon Region
	Lifeline Gippsland Inc.	Gippsland
NT	Lifeline Central Australia Inc.	Central Australia
QLD	The Uniting Church in Australia Property Trust (Q.) Trading as Uniting Care Community	Brisbane, Far North Queensland, Bundaberg, Central Queensland, Fraser District, Gold Coast, Greater Sunshine Coast, Caboolture, Ipswich & West Moreton, Mackay-Whitsunday, North Queensland
	Lifeline Darling Downs & South West Queensland Ltd.	Darling Downs and South West Queensland Region
SA	Uniting Communities Adelaide	Adelaide
	Lifeline South East (SA) Inc.	South East SA
WA	Living Stone Foundation Inc.	Western Australia

● COMMUNITY HIGHLIGHTS:
BRAVING THE COLD FOR THE WARMTH OF CONNECTION

Part of our vision at Lifeline is to build robust communities that have the compassion, awareness and skills to help bring people back from the brink of suicide.



● COMMUNITY HIGHLIGHTS: BRAVING THE COLD FOR THE WARMTH OF CONNECTION

“We did the walk last year very raw and broken. It was only two months since Brady’s passing. But we thought it was important to meet other people who had also been through this tragedy. It was a really emotional event.”

Heart-warming to see people together but heartbreaking because everyone was there for the same reason.”

- Jacqueline Flaus, walk participant

Each year, Lifeline marks **World Suicide Prevention Day** on 10th September both on a national scale and at a local level. Centres around the country hold walks for their local communities to reflect and mourn those loved and lost to suicide.



The walks are usually held at sunrise to symbolise the desire to bring suicide out of the darkness and into the light. Walkers join to connect with each other’s experience, raise awareness, generate hope and commit to preventing further deaths by suicide.

To join a walk near you next year, visit outoftheshadows.org.au

“Once a year, there is this chance to come together locally, to see you are not alone but walking together with many, smiling or shedding a tear and knowing you are amongst friends. Community spirit at its best. It is a highlight of my year, to brave the early morning cold, but feel the warmth of knowing we are not alone.”

- Michael Raftery, walk participant



● COMMUNITY HIGHLIGHTS: BRAVING THE COLD FOR THE WARMTH OF CONNECTION

Out of the Shadows Case Study

“ My father took his life when I was 7, my brother was 9 and my little sister was 4. My Dad seemed a happy man, loved his family, worked hard and had a great sense of humour.

My mum's sister, my Auntie Meral also took her own life after a plane accident killed her husband and two sons. She never was really the same after that and on the fifth attempt, finally ended her life. She left a daughter behind, my beautiful cousin.

So my brother, sister and myself walk every year. To me it means unity and that Dad is there. I feel like we are letting Dad know we forgive him for what he did. It changed all our lives forever.

The location of the walk takes me back to my childhood, as our family home was in Merewether, two houses from the beach. I just love that as grown adults, we get together for us and for Dad and walk together through our backyard.

Dad would work out to sea sometimes and would be away, so I would look at the ships waiting to go to port and think I could swim out there and say hi to my Dad. So I just LOVE the location. Our backyard was the beach. My dad would show me what waves to go over and which ones to dive under.

Awareness is the key, and the walk shows that it can happen to anyone from any family, or background. Suicide doesn't discriminate. I believe if suicide was talked about more openly back then, like it is now, my dad would still be alive today. Especially being a man. We still don't really know why Dad thought it was the only option.

In doing the walk, my hope is that everyone can comfortably feel they can talk about suicide openly and comfortably. We have come a long way, but there is still a long way to go.

Kim

Stress Down Day

Stress Down Day is our annual reminder to take steps to reduce workplace stress, something that affects **74%** of Australians. This Lifeline initiative encourages employers and employees to recognise their role in creating workplaces that nurture good mental health and physical wellbeing. It doesn't just have to be one day of fun a year. It could be an hour a week, a monthly event or whatever works best for your workplace to make wellbeing a priority.

City 2 Surf

The legendary Sydney fun run is not for the faint hearted but on 12th August 2018 over 300 people ran to iconic Bondi Beach to raise money for Lifeline and shine the dazzling light of a Sydney spring on suicide. For the second year in a row, Travis Dillon, Ruralco CEO, raised the most funds with over \$100,000.

Thank you for this extraordinary effort.



● STRENGTH IN CONNECTION



“Thanks so much for coming all the way to Broken Hill, I really appreciate that you travelled so far. I’ve been struggling for the past couple of months and after hearing what you said, I realise how important it is that I go and see someone.”

A young AFL Player said to Jena O’Hea, Captain, Australian Basketball Team

AIS Partnership: Community Custodians



“I believe sharing stories connects the community and brings people together.”

- Belle Brockhoff, Olympic Snowboarder

One of our greatest strengths at Lifeline is our national footprint which opens wonderful opportunities for us to connect with Australians in all kinds of ways.

We were excited to be approached in November last year by the Australian Institute of Sport (AIS) which had previously been involved in fundraising for Lifeline and wanted to develop the partnership on a national level. The AIS created the Athlete Wellbeing Program to help elite athletes find a healthy balance between the demands of their sport and staying engaged in life outside training and competing.

Lifeline came on board to help with the Engagement in Community aspect of the program and we are delighted to have twenty-one Community Custodians from the AIS connecting with communities about their own experiences of grief, loss and mental health challenges. They have shown that sometimes heroes need help too.



“It is a strength, not a weakness, to ask for help and I think a lot of people are willing to help as long as you ask.”

I’m proud to be one of the inaugural Community Custodians and spread the valuable messages on behalf of Lifeline Australia.”

- Jenna O’Hea, Australian Opals Captain

● STRENGTH IN CONNECTION

Some highlights from the FY19 year:

- Cooper Chapman and Sophie Fletcher took part in the Manly Lifeline Classic that raised over **\$60k**
- Jenna O’Hea, Belle Brockhoff, Monique Murphy and Ken Wallace attended Lifeline QLD/Uniting Care QLD’s Lifeline Legends event.
- Jenna O’Hea, Declan Stacey and Gordon Allan visited schools, ran coaching clinics and connected with local community members in Broken Hill as part of the Lifeline **How’s Ya Mate** campaign



“I hope that from sharing my story, not only as a young athlete, but as a person growing up with a disability, I can show that it’s okay to reach out to those around you and talk about any issues you’re experiencing.”

- Gordon Allan, Paralympic Cyclist



Lifeline Community Custodians

Jenna O’Hea	(Basketball Australia, Melbourne)
Anabelle Smith	(Diving Australia, Victorian Institute of Sport, Melbourne)
Angie Ballard	(Athletics Australia, Canberra)
Belle Brockhoff	(Olympic Winter Institute of Australia, NSW Institute of Sport, Melbourne)
Blair Evans	(Swimming Australia, West Australian Institute of Sport, Perth)
Cooper Chapman	(Surfing Australia, Sydney)
Dane Bird-Smith	(Athletics Australia, Queensland Academy of Sport, Brisbane)
Declan Stacey	(Diving Australia, NSW Institute of Sport, Sydney)
Emily Tapp	(Triathlon Australia, ACT Academy of Sport, Canberra)
Erik Horrie	(Rowing Australia, NSW Institute of Sport, Sydney)
Georgia Wilson	(Hockey Australia, West Australian Institute of Sport, Perth)
Gordon Allan	(Cycling Australia, NSW Institute of Sport, Sydney)
Jaime Roberts	(Paddle Australia, West Australian Institute of Sport, Gold Coast)
Jo Bridgen-Jones	(Paddle Australia, NSW Institute of Sport, Sydney)
Ken Wallace	(Paddle Australia, Gold Coast)
Kristy Harris	(Boxing Australia, Geelong)
Laura Hingston	(Diving Australia, Victorian Institute of Sport, Melbourne)
Michael Tone	(Gymnastics Australia, Brisbane)
Monique Murphy	(Swimming Australia, Queensland Academy of Sport, Brisbane)
Scott Reardon	(Athletics Australia, Canberra)
Sophie Fletcher	(Surfing Australia, Phillip Island)

Gotcha4Life

Gotcha4Life was established to target men’s health and the goal of saving lives and improving the mental health of boys, men and their families. Lifeline partnered with Gotcha4Life to help men become accredited Crisis Support Workers. Gotcha4Life provided scholarships for 46 men aged between 22 and 71 to participate in training. They have taken over **3007 calls** (504 per fortnight), **worked 4368 hours** (168 per fortnight), created **136 safe plans** and answered **716 calls from men in crisis**.



“It’s been challenging at times, but the trainers hold such a safe space for us all and promote self-care like no other

organisation I have ever been involved with. I would recommend Lifeline to anyone who is looking at giving back.”

- Adam, Newcastle NSW

National Standards

Lifeline Australia continues to implement the National Volunteer Standards for the ongoing improvement of our volunteer management and engagement. They are the first Standards for a national peak body to be endorsed by Volunteering Australia and will help Lifeline achieve its aim of becoming a Volunteer Involving Organisation of Choice.

We are excited to continue to nurture a community of volunteers who contribute meaningfully to Lifeline’s mission and whose rights and responsibilities are upheld by a supportive workplace culture.

● FUNDRAISING



“I will never be able to thank Lifeline for all the help they have given me over many, many years. Stay safe.”

- Former Help Seeker

The quote above is from a help seeker who has become an individual donor to Lifeline.

All of Lifeline’s supporters, whether they are individuals, corporates or trusts give to Lifeline because of the deep care and respect they have for the work we do. Suicide prevention is a cause that resonates with many people and mental health is increasingly being recognised as a high priority for communities.

Philanthropic support remains crucial to our ability to reach people in need of support and to enhance our services. Storytelling is one of our most powerful tools for connecting supporters with the opportunity to help. Each day, Lifeline’s supporters enable us to make a positive difference in the lives of Australians who reach out to us. It is this generous support that means Lifeline can be there 24/7, 365 days a year whenever a person needs us.



Fundraising Highlights and Partnerships

Woolworths

Over the last three years, Woolworths has contributed **\$1.2 million** to assist Lifeline Australia to run the Lifeline Text trial, Australia’s first text message-based suicide prevention service. The positive evaluation of the trial has been detailed within this report.

This commitment to mental health runs central to Woolworths approach to culture and the number one safety, health and wellbeing priority of the Woolworths Group. Throughout the year, Woolworths also launched the **I Am Here** program which encourages team members to look out for themselves and others and get in touch with their doctor, the Woolworths Team Assistance Line or Lifeline for support. The launch of the program coincided with the final of the Woolworths singer/songwriter competition which centred around the theme of being there for someone. All proceeds were donated to Lifeline.



“In addition to our own internal measures, we felt it was equally important to support Lifeline and have contributed more than \$1 million to their life-saving work. We encourage other organisations to do the same.”

- Kevin Figueiredo, Woolworths Group GM for Safety, Health and Wellbeing.

Triple J

When triple j listeners said mental health is the biggest issue affecting young people, triple j listened and teamed up with Lifeline to raise funds for and awareness of Lifeline. Selling Hottest 100 t-shirts for \$39 – the cost to cover a Lifeline call – listeners raised over **\$700,000** which covers the cost of almost **18,000 calls** to Lifeline.

Ruralco & IAG

Rural and regional communities around Australia continue to face the devastating consequences of extreme climate conditions and financial pressures, with survey results showing **75% of farmers** have experienced unusually high periods of emotional stress and upheaval.

Ruralco has significantly contributed to crisis support and suicide prevention in drought affected areas. Along with assisting with distribution of the **Lifeline Drought Tool Kit**, Ruralco has chosen to support **Gatekeeper Training** programs.

Community members with regular access to locals are handpicked for crisis support training so they can be equipped with the skills to recognise changes in behaviour that may indicate a person is at-risk and respond and refer appropriately. Publicans and rural fire service members were invited to participate in the training pilot run by Lifeline Central West and the results were immediate and lifesaving.



“We’re at our best when we work as a community. It’s the personal connection that enables us to care for each other. When we teach people to recognise the signs, they can start the conversation and they can save lives.”

- Stephanie Robinson, CEO Lifeline Central West

Lifeline also partnered with IAG, who have made a generous donation to fund a program aimed at supporting people in rural and regional areas. The overarching goal is to build community capacity through training programs and distribution of self-help collateral. A substantial portion of funds will go to support the crisis service connection tools help seekers need most.



● OUR GENEROUS SUPPORTERS

THANK YOU to our Major Partners and Supporters

Government Funding

Australian Government Department of Health
Australian Government Department of Social Services
NSW Health
NT Department of Health
Tasmanian Department of Health
Australian Government Department of Education
Australian Government Department of Human Services (Penrith Office)
NSW Government Department of Family & Community Services
Reserve Bank of Australia

Major Partners

Woolworths
Packer Family Foundation
IAG Foundation
Ruralco
AFL Commission
Bridging Hope Charity Foundation
Buildcorp Foundation
Bushells
Liptember
Accor Hotels

Corporate Supporters

A S Harrison & Co Pty Limited
ALS Limited
Archimedes Financial Planning
ASIAL (Australian Security Industry Association Ltd)
ASIC (Australian Securities and Investments Commission)
Australian Federal Police
Aventedge
Basketball Australia
Bendigo & Adelaide Bank
Celsian Pty Ltd

Charity Greeting Cards
Corporate Traveller
DXC Technology Australia
Endeavour Energy
Endes Pty Limited
Essential Energy
Expedia Australia & New Zealand
Gallagher
Godolphin Australia Pty Ltd
Griffith University
KPMG
Lion Pty Limited
Macquarie Group Foundation
Mango
Mars Pedigree
Mental Health Academy
Mortgage Choice Limited
MSD
MyLollies
National Australia Bank Limited
NRL - National Rugby League Limited
OneSteel
OzBargain.com.au
Praescius
Prison Ministry
Reserve Bank Benevolent Fund
Rodwells
ROKT Pty Ltd
SEEK Limited
Snap Fitness
Suncorp
TAL Community Foundation
The Westpac Group
TWT Property Group Pty Ltd
Unified Incentives Pty Ltd
Western Earthmoving Pty Ltd
West's Ashfield Leagues Club
Whites Group Pty Ltd
Wilson Asset Management

● OUR GENEROUS SUPPORTERS

Individual and Community Supporters

Alison Beal
Andrea Buckland
Annie Corlett AM
Anonymous
Anthony Griffiths
Bruce McGregor
Bruce Saint
Chamanjeet Sidhu
Christopher Peryer
Clarence Gibbons
Eileen Thompson
Elizabeth Taylor
Heather Urie
Inala Village Auxillary
Joyce Chrissimos
Justine Malone
Kirsty Thompson
Lachlan Byatt
Law In Order
Malcolm & Judy Barden
Malcom Meiers
Mitchell and Sara Skinner
Pam Stanley
Peter Fitzgerald
Robin McCosker
Robyn Harris
Rod Morphett
Ross Castorina
Sally Talbot
Sheena Dhanji
Snap Fitness
The Deluminators

Trusts & Foundations

ACME Foundation
Bruce and Joy Reid Trust
Cages Foundation
Camceda Pty Ltd ATF
The Roberts Family Foundation
Chris & Sally Woodforde Fund
Dowling Family Foundation
Emorgo Foundation
Frangipani Foundation
John T Reid Charitable Trusts
Macquarie Group Foundation
O'Sullivan Family Gifts
Rick & Judy Foundation
Scrimshaw Foundation
The CW & AM Drew Family Trust
Toni Desilets Family Trust
Vaux Family Foundation Pty Limited

Estates and In Memory

Estate of the Late Donald Cecil Winston England
Estate of the Late Joan Anne Carter
Estate of the Late John and Silva Newton
Estate of the Late Judith Shirley Beavis
Estate of the Late Margaret Mary Jones
Estate of the Late Mounir Mouafi
Estate of the Late Roma June Mackenzie
Estate of the Late Shayne Anthony Osborn
In Memory Bill Woolcock

● THANK YOU!



“I dialled 13 11 14... A lovely woman picked up, I said ‘I don’t really know why I called’, and she said ‘That’s alright Ben, that’s normally how the conversation begins’....That woman, God bless her, whoever she is, set into course a chain of events that ended up saving my life. That’s why I’m here today.”

Ben Farinazzo

The volunteers, supporters, staff and advocates of Lifeline help us to save lives every day.

It is a wonderful privilege to share the results achieved within this report, all evidence of the power of connection. Nothing at Lifeline would be possible without the generosity and contribution of our volunteers, supporters, donors, partners, lived experience advisors and employees.

Thank you for being willing to ensure that no person in Australia has to face their darkest moments alone.

Your courage and commitment is what will drive the change that our nation needs to become an Australia free of suicide.

Thank you

Colin Seery

● FINANCIAL SUMMARY

The financial position and performance of Lifeline Australia and its controlled entities (Lifeline Direct) has been maintained and improved through the 2018-2019 financial year.

Lifeline Australia reports a consolidated surplus of \$2.70m which has further contributed to a sound balance sheet position at 30 June 2019. The strength of the balance sheet will support future growth and investment in initiatives to enhance services.

Lifeline Australia's reported surplus reflects business operations with greater revenue and expenses in activities funded by increased Lifeline and DV-Alert grants and increased fundraising revenue as a result of improved performance in this function.

Lifeline Australia's controlled entity, Lifeline Direct, reports a close to break-even result for the financial year reflecting an improved financial performance from the previous year, largely as a consequence of the management capacity and efficiency gains now captured through the consolidation of the individual centers into a single entity.

The Annual Financial Report of **Lifeline Australia** and **Controlled Entities** are available at Annex 1.

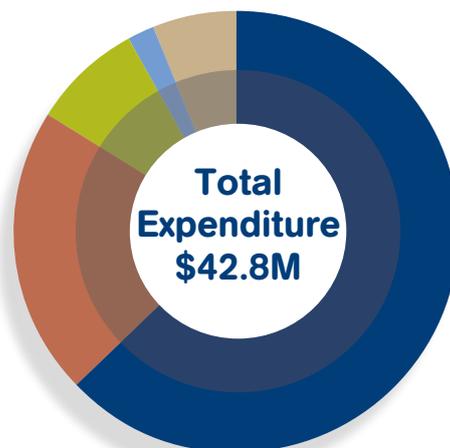


Government Grants (65%)

Fundraising (19%)

Sale of Goods/ Services (13%)

Other Income (3%)



Services (63%)

Lifeline Direct (21%)

Fundraising (8%)

Marketing & Research (2%)

Administration (6%)

● FINANCIAL SUMMARY

Financial results at a glance (Lifeline Australia and Controlled Entities)		
	FY18	FY19
Revenue		
Government Grants	23,604,001	29,721,443
Fundraising	6,052,090	8,428,332
Sale of Goods / Services	6,523,230	6,115,479
Other Income (including Other comprehensive income)	1,701,491	1,219,019
Total Revenue	37,880,812	45,484,273
Use of funds		
Services	22,172,649	27,228,736
Lifeline Direct	9,233,150	9,090,389
Fundraising	1,804,351	3,259,399
Marketing and Research	910,732	761,188
Administration	1,835,848	2,445,417
Total Expenditure	35,956,730	42,785,129
Surplus	1,924,082	2,699,144

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****DIRECTORS' REPORT**

Your Directors present this report on the company for the financial year ended 30 June 2019.

DIRECTORS

The names of each person who has been a Director during the year and to the end of this report are:

Mr John Brogden AM
Mr Travis Dillon
Mr Grant Foster
Rev Geoff Flynn
Dr Daniel Mainville
Mr Bruce Mansfield

Mr Geoffrey McClellan
Mr Brent McCracken
Mrs Jacinta Munro
Mrs Sheryl Weil
Mr Tony Windever

INFORMATION ON DIRECTORS

Mr John Brogden AM
Chairman
(Director since 28/11/2009 to 5/11/2011; and since 2/11/2012)

Director qualifications: MPA, FAICD

Experience: John is the Chief Executive Officer of Landcom. Between 2015 and 2017 John was MD and CEO of the Australian Institute of Company Directors (AICD). From 2009 to 2015 John was the CEO of the Financial Services Council and from 2006 to 2009 he was CEO of Manchester Unity Australia. From 1996 to 2005 John was the Member for Pittwater in the NSW Parliament and from 2002 to 2005 Leader of the Opposition. John is the Chairman of Furlough House Retirement Village, Patron on Kookaburra Kids, Sailability Pittwater, Bilgola Surf Lifesaving Club and Avalon Beach Surf Lifesaving Club. In 2014 John was made a Member of the Order of Australia (AM) for significant service to the community.

Mr Travis Dillon
(Director since 10/11/2017)
(Leave of absence from 28/3/2019 to 10/5/2019)

Director qualifications: MBA, Adv Dip RBM, MAICD

Experience: Travis has more than 25 years' experience in the agribusiness industry. Having joined Ruralco Holdings Limited in 2007, Travis has extensive operational knowledge across all of the Group's activities including rural supplies, livestock agency, live export, financial services, wool and real estate agency activities. Prior to his appointment as Managing Director and CEO in November 2015, Travis was responsible for many of the profit centre operations across the Group. Current directorships include several of the Ruralco entities along with Auctions Plus Pty Ltd, market leader in online transactions of livestock services.

Mr Grant Foster
(Director since 20/7/2015 to 11/7/2019)
(Leave of absence from 27/6/2018 to 22/9/2018)

Director qualifications: MBA, MAICD

Experience: Grant was one of the founding Directors of strategic consultancy Ellis Foster McVeigh and an adjunct faculty member at Macquarie Graduate School of Management (UNSW). He held senior marketing roles in Australia, US and European listed technology businesses and was one of Australia's leading consultants in business and brand strategy, working with clients in Australia, New Zealand, Asia and the United Kingdom. Grant had an MBA from Bond University, had completed the Executive Program at Stanford University and was a member of the AICD.

Mrs Jacinta Munro
Deputy Chair
(Director since 16/4/2013)

Director qualifications: BBus (Accounting), CA, GAICD

Experience: Jacinta is a Chartered Accountant with 30 years' experience with KPMG, with over fifteen years as Partner. Jacinta currently has the role of Partner responsible for Regulatory Compliance. Her experience spans audit, governance, compliance and risk advisory services and she has extensive experience working with Boards. She is a graduate and member of the AICD and is a key figure in the financial services industry in Melbourne.

Rev Geoff Flynn
(Director since 17/2/2016)

Director qualifications: BE (Communications), BD MA (Pastoral Supervision)

Experience: Geoff is currently the Minister / Executive Officer of the Wollongong Mission of The Uniting Church in Australia which has a long history of supporting persons in crisis through Lifeline south Coast and its Community Care Centre. Geoff has 20 years' experience serving in leadership positions within the Church including the NSW/ACT Boards of the UCA Synod and UnitingCare (now Uniting). Geoff is passionate about promoting mental health, and is an experienced Defence and Mental Health Chaplain, and Clinical Pastoral Educator. He has a strong interest in Public Theology and the integration of Christian proclamation and community service.

Mr Geoffrey McClellan
(Director since 17/10/2011)

Director qualifications: BEc, LLB

Experience: Geoff joined the Board in November 2011. He is a Senior Litigation Partner at one of Australia's largest law firms, Herbert Smith Freehills, where he was Chairman and Senior Partner of Freehills for six and a half years. Geoff is widely recognised as one of Australia's leading commercial litigators and has extensive experience advising major public companies across a broad range of significant strategic issues. He brings to the Board, from both his professional practice and the leadership of a major law firm, extensive experience in matters of corporate governance, strategy and organisational change. Geoff is a Director of Oxfam Australia.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****DIRECTORS' REPORT (CONTINUED)
INFORMATION ON DIRECTORS (CONTINUED)**

Dr Daniel Mainville
(Director since 17/11/2017)

Director qualifications: BSc (Eng)(Honours), M.Sc., PhD, GAICD

Experience: Daniel has served on the Board of Lifeline Gippsland Inc. since 2014. Living in regional Victoria, Daniel brings to the Board a passion for helping communities embrace diversity and build resilience – particularly in the area of support for LGBTIQ+ people who face additional mental health challenges and suicidality due to community attitudes, stigma, bullying, isolation, and the internal acceptance of their sexuality. Daniel currently works for PwC Australia. He has more than 25 years domestic and international experience. His career includes over 15 years working at senior levels in government leading strategy development, stakeholder management, and tactical responses to risks and emergencies. He possesses advanced qualifications in environmental engineering. Daniel is a Fellow of the Australian Rural Leadership Foundation and a Graduate Member of the Australian Institute of Company Directors.

Mr Bruce Mansfield
(Director since 19/4/2013)

Director qualifications: BCom, MAICD, F Fin

Experience: Bruce is currently an advisor to Andrew and Nicola Forrest's Minderoo Foundation, a private philanthropic foundation in Australia, with Bruce's area of focus covering cancer and tobacco control. Bruce joined Minderoo in September 2017 as Chief Operating Office and prior to this Bruce was Managing Director of eftpos Payments Australia Ltd from August 2010 to August 2017. Prior to joining eftpos, Bruce held a number of senior executive positions for Visa Inc. globally where he worked for over 18 years including Executive Vice President of a number of local and regional business operations spanning Australia, New Zealand, Asia Pacific and International operations. He has substantial board experience in the NFP sector, including six years on the National Board of Save the Children Australia Limited. Bruce is a member of the Financial Services Institute of Australasia and the Australian Institute of Company Directors.

Mr Brent McCracken
(Director since 17/11/2017)

Director qualifications: B Soc Sc, Grad Dip Adult Ed, Executive MPA

Experience: Brent is Group Executive Family and Disability Services, UnitingCare Queensland. Brent has over 30 years' experience working in the community services sector in a variety of roles including as a case worker, client services manager, teacher, funder and contract manager, operational manager and senior leader in Victoria, NSW and Queensland. Prior to joining UnitingCare Queensland, Brent was the Regional Executive Director, North coast with the Department of Communities, Child Safety and Disability Services, responsible for leading the delivery of child and family, disability, community recovery, domestic and family violence and community services and initiatives in the northern suburbs of Brisbane, Sunshine Coast and Gympie regions.

Mrs Sheryl Weil
(Director since 29/11/2013)

Director qualifications: GAICD

Experience: Sheryl joined the Board in November 2013. Sheryl has more than 33 years' experience in the financial services industry with Macquarie Bank including 10 years as an Executive Director, most recently as Head of the Macquarie Group Queensland Office and as Head of Service and Operations for the Banking and Financial Services group of Macquarie. Sheryl has extensive experience in leadership, global operations, client service provision and change management. Sheryl has a demonstrated track record in the practical application of high-performance culture and a commitment to best practice governance that allows organisations, their people and communities to prosper. She is a Graduate and Member of the AICD. Sheryl is on the Board of the Australian Brandenburg Orchestra. She is also involved with MS Research and the Big Issue and was previously a longstanding member of the Macquarie Group Foundation Board and a Non-Executive Director of the Schizophrenia Research Institute.

Mr Tony Windever
(Director since 21/8/2017)

Director qualifications: BEc

Experience: Tony has more than 20 years' experience in the information technology industry. An accomplished senior executive with experience spanning national, regional and global theatres, Tony has successfully led IT services and software organisations of scale and complexity. With strategic and operational experience across all enterprise functions, Tony has a notable track record in sales, marketing, product management, customer experience management and service delivery. His most recent role was Managing Director for Unisys Asia Pacific and Chairman of the Unisys Australia Board. Prior to that Tony held executive leadership positions at Adobe and Dell where he led numerous businesses to significant growth through the development, sale, delivery and management of innovative and complex solutions for government and commercial clients.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****DIRECTORS' REPORT (CONTINUED)****BOARD and COMMITTEE MEMBERSHIP**

Board Chair – Mr John Brogden AM (since 2/11/2012)

Board Deputy Chair – Mrs Jacinta Munro (since 18/11/2016)

Audit and Risk Committee

Chair – Mrs Jacinta Munro (Member since 16/4/2013 and Chair since 20/11/2017).

Membership – Mr Bruce Mansfield (Member since 19/4/2013 and Chair to 20/11/2017), Mr Geoffrey McClellan (since 1/7/2017), Mr Samuel Hinchliffe (co-opted since 22/4/2015), Dr Leila Fourie (co-opted since 11/7/2018-23/09/2019).

Governance Committee

Chair – Mr Geoffrey McClellan (Member since 17/10/2011 and Chair since 6/7/2012).

Membership – Rev Geoff Flynn (since 17/2/2016), Dr Daniel Mainville (since 17/11/2017), Ms Kristy Do (co-opted since 15/3/2018).

Service Committee

Chair – Mrs Sheryl Weil (Member since 29/11/2013 and Chair since 20/7/2015).

Membership – Mr Brent McCracken (since 17/11/2017), Mr Tony Windever (since 21/8/2017), Mrs Annie Corlett AM (Member since 1/2/2013 to 5/5/2017; co-opted member since 22/6/2017), Mr Geoffrey Robinson (co-opted from 13/2/2013 to 6/12/2018).

Lifeline Direct Steering Committee

(NB: The Committee was established as an ad hoc Board Committee. The Committee completed its terms of reference and therefore was disbanded on 26 August 2019)

Chair – Mr Travis Dillon (Member from 4/5/2018 and Chair since 27/6/2018 to 26/08/2019)

Membership – Mr Grant Foster (Member from 4/5/2018 to 11/7/2019 and Chair to 27/6/2018), Mr Brent McCracken (from 4/5/2018 to 26/08/2019), Mr Dave Smith (co-opted member from 4/5/2018 to 26/08/2019), Mr Gary Webb (co-opted member from 4/5/2018 to 26/08/2019).

* Mr Foster was granted a leave of absence by the Board from 27/6/2018 to 22/9/2018

* Mr Dillon was granted a leave of absence by the Board from 28/3/2019 to 10/5/2019

MEMBERS

As at 30 June 2019 there were 22 members of Lifeline Australia. If the company was wound up, each member would be required to contribute \$2.

PERFORMANCE MEASURES

Lifeline Australia measures and reports on both financial and non-financial data to the Board. The financial reports provide information pertaining to performance against budgets and viability of the organisation. The non-financial measures include information on National Service performance, progress on strategic projects, work health and safety, statutory and regulatory obligations, compliance matters, and human resource matters.

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

On the 10th April the Boards of Lifeline Australia and Lifeline Geelong Barwon Region Inc entered into a Memorandum of Understanding with a view to exploring the option for Lifeline Geelong Barwon Region Inc to opt-in to Lifeline Direct. At the time of this report the due diligence was underway with a decision yet to be made.

AFTER BALANCE DATE EVENTS

Lifeline Australia has commenced a process to centralise operations from multi-site locations to Sydney over FY20/21 (with the exception of Lifeline Direct activities).

On the 10th April 2019 the Boards of Lifeline Australia and Lifeline Geelong Barwon Region Inc entered into a Memorandum of Understanding with a view to exploring the option for Lifeline Geelong Barwon Region Inc to opt-in to Lifeline Direct. At the time of this report a decision by Lifeline Geelong Barwon was yet to be made.

No other matters have occurred subsequent to balance date that require disclosure.

FUTURE DEVELOPMENTS

There are no significant future developments that require disclosure other than those events detailed under the heading of 'After Balance Date Events'.

ENVIRONMENTAL ISSUES

The Company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT (CONTINUED)

MEETING OF DIRECTORS

LIFELINE AUSTRALIA

During the financial year, six meetings of Lifeline Australia Directors were held. Attendance by each Director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	6	6
Mrs Jacinta Munro	6	5
Mr Travis Dillon	3*	3
Rev Geoff Flynn	6	6
Mr Grant Foster	5**	5
Mr Daniel Mainville	6	6
Mr Bruce Mansfield	6	6
Mr Geoffrey McClellan	6	6
Mr Brent McCracken	6	6
Mrs Sheryl Weil	6	6
Mr Tony Windever	6	6

*Mr Travis Dillon was granted a leave of absence on 28 March 2019 until 10 May 2019.

** Mr Grant Foster was granted a leave of absence on 27 June 2018 until 22 September 2018.

LIFELINE DIRECT

During the financial year, two meetings of Lifeline Direct Limited Directors were held. Attendance by each Director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	2	2
Mrs Jacinta Munro	2	2
Mr Travis Dillon*	2	2
Rev Geoff Flynn	2	2
Mr Grant Foster*	2	2
Mr Daniel Mainville	2	2
Mr Bruce Mansfield	2	2
Mr Geoffrey McClellan	2	2
Mr Brent McCracken	2	2
Mrs Sheryl Weil	2	2
Mr Tony Windever	2	2

* Mr Foster was granted a leave of absence by the Board from 27/6/2018 to 22/9/2018

**Mr Dillon was granted a leave of absence by the Board from 28/3/2019 to 10/5/2019

AUDITOR'S INDEPENDENCE DECLARATION

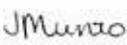
A copy of the auditor's independence declaration in accordance with Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 for the year ended 30 June 2019 has been received and is set out on the following page.

This report is made in accordance with a resolution of directors.

On behalf of the directors.



John Brogden
Director



Jacinta Munro
Director

Dated: 14 October 2019



RSM Australia Partners

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

T +61 (0) 2 6217 0300
F +61 (0) 2 6217 0401

www.rsm.com.au

AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Australia LTD and its controlled Entity for the year ended 30 June 2019, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements as set out in 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 Partners

Rodney Miller
Partner

Canberra, Australian Capital Territory
Dated: 15 October 2019

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

RSM Australia Partners 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 Partners ABN 65 319 382 479

Liability limited by a scheme approved under Professional Standards Legislation



RSM Australia Partners

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600

GPO Box 200 Canberra ACT 2601

T +61 (0) 2 6217 0300

F +61 (0) 2 6217 0401

www.rsm.com.au

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF

LIFELINE AUSTRALIA LIMITED AND IT'S CONTROLLED ENTITY

Qualified Opinion

We have audited the financial report of Lifeline Australia Limited (the Company) and its subsidiary (the Group), which comprises the consolidated statement of financial position as at 30 June 2019, the consolidated statement of comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion except for the matter described in the *Basis for Qualified Opinion* section of our report, the accompanying financial report of the Group is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act 2012), including:

- (i) giving a true and fair view of the Group's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) 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 Direct Limited (the Subsidiary), in common with similar not-for-profit companies, does not have a comprehensive system of internal control over all revenue, such as store income and cash donations. Revenues of this nature are a significant source of revenue for the Subsidiary. The Subsidiary 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 store revenue and cash donations that the Subsidiary 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 the Group 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 confirm that the independence declaration required by the *ACNC Act 2012*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

THE POWER OF BEING UNDERSTOOD

AUDIT | TAX | CONSULTING

RSM Australia Partners 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 Partners ABN 36 965 185 036

Liability limited by a scheme approved under Professional Standards Legislation



Other Information

The directors are responsible for the other information. The other information comprises the information included in the Group's annual report for the year ended 30 June 2019 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 the Directors for the Financial Report

The directors of the Company are 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 *ACNC Act 2012* and for such internal control as the directors determine 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, the directors are responsible for assessing the ability of the Group to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

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

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

A handwritten signature in black ink, appearing to read 'RSM'.

RSM Australia Partners

A handwritten signature in black ink, appearing to read 'Rodney Miller'.

Rodney Miller
Partner

Canberra, Australian Capital Territory
Dated: 15 October 2019

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' DECLARATION

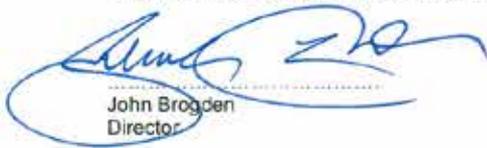
The Directors of the Company declare that:

The consolidated financial statements and notes, as set out on pages 9 to 23 are in accordance with the Australian Charities and Not-for-profits 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 2019 and of the performance for the year ended on that date of the Company and the consolidated entity;

In the Directors' opinion there are reasonable grounds to believe that the Company 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 of Directors.



John Brogden
Director

JMunro
Jacinta Munro
Director

Dated: 14 October 2019

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

**CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019**

	Note	Consolidated	
		2019 \$	2018 \$
Revenue			
<i>Operating activities:</i>			
Grants		29,721,443	23,604,001
Corporate sponsorships		200,594	30,532
Donations and bequests received		8,227,738	6,021,558
Sale of services		1,630,301	2,005,215
Sale of goods		5,236,494	5,626,443
Administration and management fees		46,476	30,476
Functions revenue		-	106,173
		<u>45,063,046</u>	<u>37,424,398</u>
<i>Other revenue:</i>			
Affiliation fees		529,526	449,210
Interest and dividends		415,349	418,821
Other revenue		226,110	631,773
		<u>1,170,985</u>	<u>1,499,804</u>
Other gains/(losses)		1,558	(19,065)
Total income		<u>46,235,589</u>	<u>38,905,137</u>
Purchase of goods for resale		(751,316)	(1,108,428)
Gross operating surplus for the year		<u>45,484,273</u>	<u>37,796,709</u>
Expenses			
Employee benefits expense		(15,542,980)	(12,385,645)
Consultants, subcontractors and IT costs		(6,069,867)	(4,839,433)
Depreciation and amortisation	3	(780,890)	(585,418)
Occupancy costs	3	(1,590,078)	(1,550,792)
Marketing and communications		(1,270,023)	(609,652)
Meeting and travel costs		(1,402,769)	(1,079,914)
Other administrative costs		(1,860,413)	(2,936,693)
Payments to Lifeline centres		(12,555,484)	(11,570,671)
Telecommunications		(1,712,625)	(398,512)
Total expenses		<u>(42,785,129)</u>	<u>(35,956,730)</u>
Net current year surplus		<u>2,699,144</u>	<u>1,839,979</u>
Other comprehensive income			
Fair value gains on Financial Assets		-	84,103
		-	84,103
Total comprehensive income for the year		<u>2,699,144</u>	<u>1,924,082</u>

The accompanying notes form part of these financial statements

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES
ABN: 84 081 031 263
CONSOLIDATED STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

		Consolidated	
	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	21,557,794	16,315,598
Receivables	5	1,051,894	898,664
Inventories		17,136	17,212
Other current assets	6	362,482	486,652
TOTAL CURRENT ASSETS		22,989,306	17,718,126
NON-CURRENT ASSETS			
Financial assets	7	1,762,004	1,961,200
Other current assets	6	79,354	68,262
Property, plant and equipment	8	1,585,826	1,758,076
Intangible assets	9	186,820	310,725
TOTAL NON-CURRENT ASSETS		3,614,004	4,098,263
TOTAL ASSETS		26,603,310	21,816,389
LIABILITIES			
CURRENT LIABILITIES			
Payables	10	4,450,734	2,936,365
Provisions	11	919,595	933,051
Unearned revenue	12	8,245,850	7,542,617
TOTAL CURRENT LIABILITIES		13,616,179	11,412,033
NON-CURRENT LIABILITIES			
Provisions	11	394,160	510,529
TOTAL NON-CURRENT LIABILITIES		391,160	510,529
TOTAL LIABILITIES		14,010,339	11,922,562
NET ASSETS		12,592,971	9,893,827
EQUITY			
Retained earnings		12,592,971	9,797,950
Reserves		-	95,877
TOTAL EQUITY		12,592,971	9,893,827

The accompanying notes form part of these financial statements

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019**

	Retained surplus \$	Financial assets reserve \$	Total \$
2018			
Opening balance at 1 July	4,760,403	11,774	4,772,177
Net value of assets transferred on amalgamation	3,197,568	-	3,197,568
Net surplus for the year	1,839,979	-	1,839,979
Other comprehensive income for the year	-	84,103	84,103
Closing balance at 30 June	9,797,950	95,877	9,893,827
2019			
Opening balance at 1 July	9,797,950	95,877	9,893,827
Net surplus for the year	2,699,144	-	2,699,144
Reclassification on adoption of AASB9	95,877	(95,877)	-
Closing balance at 30 June	12,592,971	-	12,592,971

**CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	Consolidated	
	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts from operations	40,764,378	38,106,241
Donations received	8,227,738	6,021,558
Interest and dividends received	415,349	418,821
Payments to suppliers and employees	(43,798,166)	(38,373,104)
Net cash generated from operating activities	5,609,299	6,173,516
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(446,102)	(1,384,398)
Payments for intangible assets	(147,006)	(111,821)
Payments for available for sale assets	(51,888)	(219,752)
Proceeds from disposal of available for sale assets	277,893	234,310
Net cash used in investing activities	(367,103)	(1,481,661)
Net increase in cash held	5,242,196	4,691,855
Cash at the beginning of year	16,315,598	9,296,739
Cash received on amalgamation	-	2,327,004
Cash at the end of the year	21,557,794	16,315,598

The accompanying notes form part of these financial statements

11

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS****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.

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

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

AASB 9 Financial Instruments

The company has adopted AASB 9 from 1 July 2018. The standard introduced new classification and measurement models for financial assets. A financial asset shall be measured at amortised cost if it is held within a business model whose objective is to hold assets in order to collect contractual cash flows which arise on specified dates and that are solely principal and interest. A debt investment shall be measured at fair value through other comprehensive income if it is held within a business model whose objective is to both hold assets in order to collect contractual cash flows which arise on specified dates that are solely principal and interest as well as selling the asset on the basis of its fair value. All other financial assets are classified and measured at fair value through profit or loss unless the entity makes an irrevocable election on initial recognition to present gains and losses on equity instruments (that are not held-for-trading or contingent consideration recognised in a business combination) in other comprehensive income ('OCI'). Despite these requirements, a financial asset may be irrevocably designated as measured at fair value through profit or loss to reduce the effect of, or eliminate, an accounting mismatch. For financial liabilities designated at fair value through profit or loss, the standard requires the portion of the change in fair value that relates to the entity's own credit risk to be presented in OCI (unless it would create an accounting mismatch). New simpler hedge accounting requirements are intended to more closely align the accounting treatment with the risk management activities of the entity. New impairment requirements use an 'expected credit loss' ('ECL') model to recognise an allowance. Impairment is measured using a 12-month ECL method unless the credit risk on a financial instrument has increased significantly since initial recognition in which case the lifetime ECL method is adopted. For receivables, a simplified approach to measuring expected credit losses using a lifetime expected loss allowance is available.

Impact of adoption

AASB 9 was adopted using the modified retrospective approach and as such comparatives have not been restated. On adoption of the new standard, the reserve relating to the equity portfolio was reclassified to retained earnings.

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001, as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Income tax

Lifeline Australia and Lifeline Direct are public benevolent institutions under section 50-5 of the Income Tax Assessment Act 1997, as amended, and are exempt from paying income tax.

Comparative figures

Comparative figures are adjusted to conform to changes in presentation for the current financial year.

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 company'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 company'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.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS****Note 1. Significant accounting policies (continued)****Principles of Consolidation**

A controlled entity is any entity Lifeline Australia Limited has the power to govern the financial and operating policies of, so as to obtain benefits from its activities. In assessing the power to govern, the existence and effect of holdings of actual and potential voting rights are considered.

Details regarding the controlled entity are contained in Note 13 to the financial statements. The controlled entity has a 30 June financial year end.

As at reporting date, the assets and liabilities of the controlled entity have been incorporated into the consolidated financial statements, as well as its results for the year then ended.

All inter-group balances and transactions between the two entities in the consolidated group, including any unrealised profits or losses, have been eliminated on consolidation. Accounting policies of the subsidiary have been changed where necessary to ensure consistency with those adopted by the parent entity.

The subsidiary is fully consolidated from the date on which control is obtained by the parent entity and ceases to be consolidated from the date on which control is transferred out of the group.

Revenue recognition*Grants*

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as unexpended grants in Unearned Revenue.

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. Funding for special purpose projects received prior to the year-end but unexpended at that date are recognised in the financial report as Other deferred income in Unearned Revenue.

Donations and bequests

Revenue from donations and bequests is recognised when the income is received.

Sales revenue

Revenue is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer and the costs incurred in respect of the transaction can be measured reliably. Risk and rewards of ownership are considered passed to the buyer at time of delivery of the goods or service to the customer. All revenue is stated net of the amount of goods and services tax (GST).

Resources received free-of-charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined. They are recognised concurrently as an expense of the same amount.

Affiliation fees

Affiliation fee income covers the financial year and is recognised on an accruals basis, evenly throughout the year.

Interest and Dividends

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. Dividend revenue is recognised when the right to receive the dividend has been established.

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.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS****Note 1. Significant accounting policies (continued)****Goods and Services Tax ('GST') and other similar taxes(continued)**

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.

New Accounting Standards and Interpretations not yet mandatory or early adopted**AASB 16 Leases**

This standard is applicable to annual reporting periods beginning on or after 1 January 2019. The standard replaces AASB 117 'Leases' and for lessees will eliminate the classifications of operating leases and finance leases. Subject to exceptions, a 'right-to-use' asset will be capitalised in the statement of financial position, measured as the present value of the unavoidable future lease payments to be made over the lease term. The exceptions relate to short-term leases of 12 months or less and leases of low-value assets (such as personal computers and small office furniture) where an accounting policy choice exists whereby either a 'right-of-use' asset is recognised or lease payments are expenses to profit or loss as incurred. A liability corresponding to the capitalised lease will also be recognised, adjusted for lease prepayments, lease incentives received, initial direct costs incurred and an estimate of any future restoration, removal or dismantling costs. Straight-line operating lease expense recognition will be replaced with a depreciation charge for the leased asset (included in operating costs) and an interest expense on the recognised lease liability (included in finance costs). 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 classification within the statement of cash flows, the lease payments will be separated into both principal (financing activities) and interest (either operating or financing activities) component. For lessor accounting, the standard does not substantially change how a lessor accounts for leases. The Company will adopt this standard from 1 July 2019 but the impact of its adoption is yet to be assessed by the Company.

AASB 1058 Income of Not-for-Profit Entities

This standard is applicable to annual reporting periods beginning on or after 1 January 2019. The standard replaces AASB 1004 Contributions and clarifies the treatment of the receipt of income by not-for-profit entities. Income received where there is an associated performance obligation should be recognised in line with the principles of AASB 15, whereas donations with no future obligation may be recognised immediately. In cases where assets or services that were received below market value, such assets or services should be recognised at fair value. When an entity receives volunteer services and can reliably measure the fair value of those services, the entity may elect to recognise the services as an asset (provided the relevant asset recognition criteria are met) or an expense. Local governments, government departments, general government sectors (GGSs) and whole of governments are required to recognise volunteer services if they would have been purchased if not provided voluntarily and the fair value of those services can be measured reliably. The Company will adopt this standard from 1 July 2019 but the impact of its adoption is yet to be assessed by the Company.

AASB 15 Revenue from Contracts with Customers

his standard is applicable to annual reporting periods beginning on or after 1 January 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. The Company will adopt this standard from 1 July 2019 but the impact of its adoption is yet to be assessed by the Company.

Note 2. 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. The 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.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Note 2. Critical accounting judgements, estimates and assumptions (continued)

Impairment

The Company assesses impairment at each reporting date by evaluating conditions specific to the Company that may lead to impairment of assets. Should an impairment indicator exist, the determination of the recoverable amount of the asset may require incorporation of a number of key estimates. No impairment indicators were present at 30 June 2019.

Employee Provisions

Employee provisions include an estimation component in respect of long term employee benefits, measured as the present value of estimated future entitlements. In determining the present value management has applied the following judgements: probability of becoming legally entitled, future salary growth rate and long-term bond rates.

Available for sale instruments

The Company has available for sale financial assets with a carrying amount of \$1,744,884 (2018: \$1,961,200) at the end of the reporting period. Certain individual investments declined in prior periods in value, however the Directors do not believe this decline constitutes a significant or prolonged decline below cost. Accordingly, no impairment has been recognised. Should security values decline to a level that is 25% below cost and is sustained for a period of 12 months the Directors have determined that such investments will be considered impaired in the future.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES
ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2019	2018
	\$	\$
NOTE 3. Surplus from ordinary activities		
<i>Net surplus has been determined after:</i>		
a) Depreciation of plant and equipment:		
Computers	228,940	92,399
Office equipment	7,589	4,136
Office furniture and fittings	270,911	256,668
Motor vehicles	32,502	33,046
Plant and equipment	34,330	33,200
Land and buildings	14,443	-
	<u>588,715</u>	<u>419,449</u>
b) Amortisation of intangible assets:		
Software	192,175	165,969
	<u>780,890</u>	<u>585,418</u>
c) The following expenses are contained in:		
<i>Occupancy costs</i>		
Rental charges	1,459,306	1,382,454
Other	130,772	168,338
	<u>1,590,078</u>	<u>1,550,792</u>
NOTE 4. Cash and cash equivalents		
Cash on hand	6,810	5,217
Cash at bank	9,493,950	5,145,383
Term deposits	12,057,034	11,164,998
	<u>21,557,794</u>	<u>16,315,598</u>

Accounting Policy

Cash includes cash on hand, deposits held at call with banks, and term deposits with banks or financial institutions.

NOTE 5. Trade and other receivables

Trade debtors	637,191	530,615
Accrued income	129,860	111,383
Net GST receivable	284,843	256,666
	<u>1,051,894</u>	<u>898,664</u>

Accounting Policy

Accounts receivable and other debtors, which generally have 30 day terms are recognised and carried at original invoice amount less any expected credit losses. Collectability of these balances is reviewed on an ongoing basis and individual debts that are likely to be uncollectable are written off when identified. This includes amounts due from Members as well as amounts receivable from customers for goods sold or services performed in the ordinary course of business. Receivables expected to be settled within 12 months of the end of the reporting period are classified as current assets with all other receivables being classified as non-current assets.

NOTE 6. Other current assets

CURRENT		
Prepayments	362,482	486,652
NON-CURRENT		
Rental bonds	79,354	68,262
	<u>441,836</u>	<u>554,914</u>

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2019	2018
	\$	\$
NOTE 7: Financial assets		
Fair value through profit and loss assets:		
Investments in listed shares, fair value through profit and loss	1,308,208	1,292,383
Held to maturity financial assets:		
Investments in fixed interest securities	453,796	668,817
	<u>1,762,004</u>	<u>1,961,200</u>

Accounting Policy

Under AASB139 Financial Instruments: Recognition and measurements, the investment portfolio was described as available for sale. Assets and fair value movements treated through other comprehensive income. Under the new standard AASB9 Financial Instruments the equity investment portfolio is treated as fair value through profit and loss and are recognised initially at fair value. Subsequent to initial recognition, non-derivative financial instruments are measured as described below:

Financial Assets at fair value through profit and loss.

The Company's investment in managed funds, listed shares and listed securities are classified as available-for-sale financial assets at fair value through profit and loss. After initial recognition, these assets are measured at fair value and changes there in, are recognised in profit and loss. When an investment is derecognised the cumulative gain or loss in equity is transferred to profit and loss.

Held-to-maturity investments

A financial asset shall be measured at amortised cost if it is held within a business model whose objective is to hold assets in order to collect contractual cash flows which arise on specified dates and that are solely principal and interest. A debt investment shall be measured at fair value through other comprehensive income if it is held within a business model whose objective is to both hold assets in order to collect contractual cash flows which arise on specified dates that are solely principal and interest as well as selling the asset on the basis of its fair value. All other financial assets are classified and measured at fair value through profit or loss unless the entity makes an irrevocable election on initial recognition to present gains and losses on equity instruments (that are not held-for-trading or contingent consideration recognised in a business combination) in other comprehensive income ('OCI')

Other

Other non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses.

NOTE 8. Property, plant and equipment

Land and buildings at deemed cost	490,000	490,000
Leasehold improvements	19,693	4,088
Accumulated depreciation	<u>(14,441)</u>	<u>-</u>
	495,252	494,088
Computers	1,107,417	851,645
Accumulated depreciation	<u>(822,543)</u>	<u>(593,603)</u>
	284,874	258,042
Office equipment	21,797	19,669
Accumulated depreciation	<u>(16,403)</u>	<u>(8,815)</u>
	5,394	10,854
Furniture and fittings	1,146,451	1,041,852
Accumulated depreciation	<u>(606,381)</u>	<u>(335,469)</u>
	540,070	706,383
Motor Vehicles	157,177	157,177
Accumulated depreciation	<u>(65,548)</u>	<u>(33,046)</u>
	91,629	124,131
Plant and equipment	236,137	197,778
Accumulated depreciation	<u>(67,530)</u>	<u>(33,200)</u>
	168,607	164,578
	<u>1,585,826</u>	<u>1,758,076</u>

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

NOTE 8. Property, plant and equipment (continued)

Accounting Policy

Plant and equipment

Plant and equipment items are recognised when their initial cost is greater than a certain value (LLA: \$10,000, LLD: \$1,000) and are measured at cost, less (where applicable) accumulated depreciation and impairment losses.

Where applicable, the initial cost of plant and equipment assets includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to property leases taken up by the Company where there exists an obligation to restore the property to its original condition on cessation of the lease. The estimated restoration costs are included in the value of the Company's office fittings and furniture, with a corresponding provision for 'makegood' recognised. The carrying amount of plant & equipment is reviewed annually, or when impairment indicators are present, to ensure this value is not in excess of the recoverable amount from these assets. The assets' residual values and useful lives are reviewed, and adjusted if appropriate, annually.

Land and buildings

Land and buildings are carried at cost less, where applicable, accumulated depreciation and impairment losses. The carrying amount of property, plant and equipment is reviewed annually by management to ensure it is not in excess of the recoverable amount from these assets. The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each financial year end.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in the profit or loss in the period in which the asset is disposed.

Depreciation

Plant and equipment assets are depreciated on a straight line basis over their useful lives commencing from the time the asset is held ready for use.

The depreciation rates used for each class of plant and equipment assets are:

Class of asset	Depreciation rate
Buildings (commencing depreciation in July 2018)	2.50%
Computers and software	20%-40%
Office equipment	20%-33%
Office fittings and furniture	20%-33%
Motor Vehicles	20%-25%
Plant and equipment	20%-33%

Impairment

At each reporting date, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. As a not-for-profit entity, value in use, according to AASB 136 Impairment of Assets, is depreciated replacement cost. Any excess of the asset's carrying value over its recoverable amount is recognised in the statement of comprehensive income as an impairment loss.

	Land and buildings at deemed cost	Computers	Office equipment	Furniture and fittings	Motor Vehicles	Plant and equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Balance at the beginning of the year	494,088	258,042	10,854	706,383	124,131	164,578	1,758,076
Additions	15,605	255,772	2,128	134,234	-	38,359	446,098
Wind back of makegood provision	-	-	-	(29,636)	-	-	(29,636)
Disposals	-	-	-	-	-	-	-
Depreciation expense	(14,442)	(228,940)	(7,588)	(270,911)	(32,502)	(34,330)	(588,712)
Carrying amount at the end of year	495,252	284,874	5,394	540,070	91,629	168,607	1,585,826

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2019	2018
	\$	\$
NOTE 9. Intangible assets		
Computer software- at cost	1,588,926	1,520,656
Accumulated amortisation	(1,402,106)	(1,209,931)
	<u>186,820</u>	<u>310,725</u>

Movements in carrying amounts:

Movements in the carrying amounts between the beginning and the end of the current financial year:

Balance at the beginning of the year	310,725	364,873
Additions at cost	147,006	111,821
Amortisation expense	(270,911)	(165,969)
Carrying amount at the end of the year	<u>186,820</u>	<u>310,725</u>

Accounting Policy

Intangible assets (software) are recorded at cost and are recognised when their initial cost is greater than \$1,000. Software has a finite life and is carried at cost less accumulated amortisation and any impairment losses. Software is amortised on a straight line basis over an estimated useful life of three years, commencing from the time the asset is held ready for use. Residual values and useful lives are reviewed at each reporting date. In addition they are subject to impairment testing as described in Note 8.

NOTE 10. Payables

Unsecured liabilities:

Accounts payable	492,171	1,263,276
Grant related accruals	3,292,610	717,013
Other current payables	665,953	956,076
	<u>4,450,734</u>	<u>2,936,365</u>

The average credit period on accounts payable (excluding GST payable) is 30 days. All payables are within terms and no interest is payable on outstanding payables during the period.

Accounting Policy

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by Lifeline Australia during the reporting period but which remain unpaid as at the end of the reporting period. The balance is recognised as a current liability (at amortised cost and not discounted) as usual credit terms imposed upon Lifeline Australia are 30 days.

NOTE 11. Provisions

CURRENT

Annual leave	726,220	674,483
Makegood provision	28,000	-
Long service leave	165,375	258,568
	<u>919,595</u>	<u>933,051</u>

NON-CURRENT

Makegood provision	223,810	359,598
Long service leave provision	170,350	150,931
	<u>394,160</u>	<u>510,529</u>
	<u>1,313,755</u>	<u>1,443,580</u>

The current portion of this provision includes the total amount accrued for annual leave and long service leave entitlements that have vested to employees that have completed the required period of service. Based on historical analysis, the Company does not expect the full amount of these entitlements classified as current liabilities to be settled within the next 12 months. However these amounts have been classified as current liabilities as the Company does not have a right to defer payment of these amounts should the employee request to use their entitlement.

The non-current portion of this provision includes amounts accrued for long service leave entitlements that have not yet vested as the employee(s) concerned have not yet completed the required period of service.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

NOTE 11. Provisions (continued)

Accounting Policy

Provision is made in respect of liabilities for employee benefits arising from services rendered by employees. These benefits include wages and salaries, annual leave and long service leave entitlements. Employee benefits expected to be settled within one year are measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Annual leave entitlements are considered a short-term benefit as Lifeline Australia does not have an unconditional right to defer the settlement of these amounts in the event the employee wishes to use their leave entitlement. This is in accordance with AASB 119 Employee Benefits.

The liability for short-term employee benefits is classified as current payables. Employee benefits expected to be settled later than one year are measured at the present value of the estimated future cash outflows to be made for those benefits to the employees concerned. Expected future payments incorporate anticipated future wages including superannuation, service duration, and are discounted with reference to market yields on government bonds that have maturity dates that approximately equate to the obligations. Remeasurement of obligations for long term employee benefits is recognised in the profit and loss as part of employee benefits expense. The liability for long-term employee benefits is classified as a non-current provision. Contributions are made to employee superannuation funds in compliance with government legislation and are recognised as expenses when incurred.

NOTE 12. Unearned revenue

	Consolidated	
	2019	2018
	\$	\$
Other deferred income	491,801	191,861
Unexpended grants	7,754,049	7,350,756
	<u>8,245,850</u>	<u>7,542,617</u>

Accounting Policy

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as Unexpended grants in unearned revenue.

NOTE 13. CONTROLLED ENTITIES

Name of subsidiary	Country of Incorporation	Ownership interest held by Lifeline Australia Limited	
Lifeline Direct Limited	Australia	100%	100%

NOTE 14. PARENT ENTITY DISCLOSURES

The accounting policies of the parent entity, which have been applied in determining the financial information shown below, are the same as those applied in the consolidated financial statements. Refer to note 1 for a summary of the significant accounting policies relating to the Group.

(a) Financial Information

Current Assets	19,650,460	13,976,777
Non-Current Assets	2,638,967	3,024,440
	<u>22,289,427</u>	<u>17,001,217</u>
Current Liabilities	12,497,802	9,896,357
Non-Current Liabilities	192,301	226,033
	<u>12,690,103</u>	<u>10,122,390</u>
Shareholders Equity		
Retained Earnings	9,599,324	6,782,950
Reserves	-	95,877
	<u>9,599,324</u>	<u>6,878,827</u>
Profit for the year	2,720,497	2,022,547
Other comprehensive income	-	84,103
	<u>2,720,497</u>	<u>2,106,650</u>

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

NOTE 14. PARENT ENTITY DISCLOSURES (Continued)

(b) Guarantees

No cross guarantees have been provided by the Company and its controlled entities.

(c) Contingent Liabilities

The Landlord for both the Canberra and Parramatta offices require a bank guarantee to secure against the potential non-payment of rent. The bank guarantees as at 30 June 2019 were \$67,434 (2018: \$67,434). The bank guarantees are secured against the Company's cash assets at St George Bank.

(d) Commitments for the acquisition of property plant and equipment

There are no commitments at reporting date.

Note 15. Key management personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly, including any Director (whether executive or otherwise) is considered key management personnel.

(a) Details of Key Management Personnel

The names of persons who comprised the Board of Directors during the year ended 30 June 2019 are:

Mr John Brogden AM	Mr Geoffrey McClellan
Mr Travis Dillon	Mr Brent McCracken
Mr Grant Foster	Mrs Jacinta Munro
Rev Geoff Flynn	Mrs Sheryl Weil
Dr Daniel Mainville	Mr Tony Windever
Mr Bruce Mansfield	

	Consolidated	
	2019	2018
	\$	\$
Total compensation	1,287,626	1,159,045

The compensation relates to the CEO and the Executive. No Director, or parties related to them, received any remuneration from the Company during the year other than that described at Note 16 or for reimbursement for expenses incurred.

Note 16. Related Parties

Directors holding office as Lifeline Australia Directors also held office, or were employed by the following Lifeline Members:

Mr John Brogden AM	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Travis Dillon	Director of Lifeline Direct Limited and Lifeline Australia.
Rev Geoff Flynn	Director of Lifeline Direct Limited and Lifeline Australia, and CEO of Uniting Care Wollongong Mission (auspiced by Uniting NSW.ACT) which is a Member of Lifeline Australia.
Mr Grant Foster	Director of Lifeline Direct Limited and Lifeline Australia to 11/7/2019.
Mr Geoff McClellan	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Brent McCracken	Director of Lifeline Direct Limited and Lifeline Australia, and Group Executive, Child and Family Services, UnitingCare Queensland which is a Member of Lifeline Australia.
Dr Daniel Mainville	Director of Lifeline Direct Limited and Lifeline Australia, and Director of Lifeline Gippsland Inc. (which is a Member of Lifeline Australia)
Mr Bruce Mansfield	Director of Lifeline Direct Limited and Lifeline Australia.
Mrs Jacinta Munro	Director of Lifeline Direct Limited and Lifeline Australia.
Mrs Sheryl Weil	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Tony Windever	Director of Lifeline Direct Limited and Lifeline Australia.

The majority of transactions between Lifeline Australia and the above Members related to various agreements whereby Centres undertake service delivery operations on behalf of Lifeline Australia.

The NSW State Government provided financial assistance for distribution to NSW Members involved in delivering crisis telephone services. These payments were made in accordance with the distribution policy agreed by those Members.

In addition, some Members undertook particular service delivery elements on behalf of Lifeline Australia (e.g. paid telephone crisis services and DV Alert training delivery). Such arrangements have been determined based on assessments in response to requests for expression of interest in providing such services and commercial contract arrangements. All transactions with the Members have been conducted on normal commercial terms except for Affiliation Fees which are determined by Lifeline Australia on an annual basis.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Note 16. Related Parties (continued)

Transactions between related parties are on terms and conditions no more favourable than those available to other persons / entities unless otherwise stated.

Lifeline Australia records and manages all conflicts of interest in accordance with Lifeline Australia's Board Charter (available at <https://www.lifeline.org.au/about-lifeline/corporate-governance/our-corporate-governance>) and good governance principles.

Note 17. Principal Activities

Lifeline Australia

Lifeline Australia is a company limited by guarantee with 22 Member organisations. Lifeline Australia accredits Member organisations to enable them to provide national Lifeline services, which are presently crisis support services, suicide prevention programs and the Lifeline Information Service.

Lifeline Australia provides service infrastructure and support to Member organisations in the operation of national Lifeline services, particularly through the provision of virtual contact centre technology.

Lifeline Australia has responsibility for the protection and management of the Lifeline Trade Marks on behalf of its Members and undertakes national marketing and fundraising activities to foster financial support for national services and to promote the work of its Members in the general community.

Lifeline Direct Limited

Since the establishment of the first lifeline Centre in Sydney, Lifeline Centres have been established in all states and territories in Australia. The Lifeline model of service delivery is one in which each Lifeline Centre identifies and seeks to meet the needs of the community it serves. Together, the Lifeline Centres in Australia form a national network that is able to service the entire national population.

In July 2016, Lifeline Australia resolved to establish Lifeline Direct as a company limited by guarantee pursuant to the Corporations Act and as a wholly owned subsidiary of Lifeline Australia. The establishment of Lifeline Direct is a structural and governance reform of the Lifeline Centre network to gain efficiency and effectiveness through the voluntary amalgamation of some Lifeline Centres.

The aim of the Lifeline Direct service function is to deliver a suite of services that have a measurable impact on reducing suicide in our communities to a high standard of quality, so that help seekers receive the best possible care.

The objects of the Company are:

- deliver the Lifeline program of crisis support and suicide prevention, intervention and recovery services with consistency and quality by integrating the training, support, supervision, policies and procedures across all Lifeline Direct sites;
- improve Lifeline's sustainability using predictable, scalable and profitable business models of retail and fundraising and strong governance on financial management and reinvestment;
- develop and conduct programs, projects and initiatives to enable people to overcome isolation and cope with problems and crisis affecting mental health, wellbeing, life and safety;
- simplify and strengthen Lifeline's operations model so as to expand Lifeline's presence to meet the needs of help seekers in all areas of Australia; and
- do any other things incidental or conducive to the furtherance of its objectives.

Note 18. Contact Details

The registered office and principal place of business is at Level 3, 71 Northbourne Ave, Canberra ACT.

Note 19. Commitments

The company has non-cancellable operating leases contracted for but not recognised in the financial report. Commitments are stated exclusive of GST.

	Consolidated	
	2019	2018
Payable:	\$	\$
- not later than 1 year	833,376	1,185,061
- between 1 and 5 years	749,586	1,540,501
- more than 5 years	-	22,113
	<u>1,582,962</u>	<u>2,747,675</u>

The commitments for Lifeline Australia include a property lease for the Canberra and Parramatta premises, both of which are non-cancellable leases, with rent required to be paid monthly in advance. The Canberra lease expires 31 August 2021 with increase in lease commitments occurring on anniversary at the rate of 3.5% per annum. The Parramatta lease expires 30 April 2020 with increase in lease commitments occurring on anniversary at the rate of 3.75% per annum.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS****Note 19. Commitments (continued)**

For Lifeline Direct Limited, there are currently 29 lease agreements in place. The commitments expire at various dates in the future, from 2 months to five and a half years. The majority of these leases are subject to an annual CPI increase.

Accounting Policy

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

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

The Company has made an allowance for 'makegood' where required under property lease agreements (non-current provision).

Note 20. Subsequent Events**Lifeline Direct**

Lifeline Direct has resolved in principle to accept surplus assets and service operations from Lifeline Geelong Barwon Region Inc, subject to consideration and approval of the asset transfer terms and conditions. No other matters have occurred subsequent to balance date that require disclosure.

Lifeline Australia

Lifeline Australia has commenced a process to centralise operations from multi-site locations to Sydney over FY20/21 (with the exception of Lifeline Direct).

The Directors are not aware of any other significant events since the end of the reporting period.

Note 21. Economic Dependency

The future operations of Lifeline Australia in its current form are largely dependent upon funding from the Commonwealth Government. A comprehensive fundraising strategy incorporating a National Community event has been formulated with the aim of reducing this dependency. Lifeline Australia has also been actively pursuing funding available through non-government grants, and trust / foundation arrangements.

Note 22. Contingent Liabilities

The Landlord for both the Canberra and Parramatta offices require a bank guarantee to secure against the potential non-payment of rent. The bank guarantees as at 30 June 2019 were \$67,434 (2018: \$67,434). The bank guarantees are secured against the Company's cash assets at St George Bank.

As at 30 June 2019, there were no indications that these bank guarantees would need to be exercised (2018: Nil).

Lifeline Direct Limited has paid security deposits to each relevant landlord to secure against the potential non-payment of rent and for any potential damage to property. The security deposits at 30 June 2019 were \$79,354 (2018: \$68,262).

If you, or someone you care for needs support or is thinking about suicide,
please phone Lifeline on **13 11 14** (24 hours / 7 days), or chat to a crisis supporter
on-line at lifeline.org.au (7pm - midnight / 7 days). **We're here for you.**



www.lifeline.org.au