



Annual Report 2018-2019



With thanks to our sponsors



Lifeline Canberra Incorporated

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

Seek help and find hope

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Our story

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

For over 48 years, Lifeline Canberra has provided the Canberra community with 24/7 crisis support via our local 13 11 14 service. Lifeline Canberra telephone crisis supporters are passionate and highly-skilled volunteers who listen with care and acceptance, whatever the circumstance, and provide support and information to people in need.

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

Changing lives for the better

Our vision

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

Our mission

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

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

Our tagline

Lifeline—changing lives for the better

Our values

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

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

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

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

What drives us

Our number one priority and vision at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support. We have 350 volunteers working in our crisis support phone service.

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

.....

We want to change lives for the better

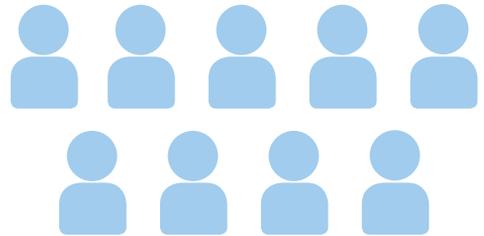
Suicide is the leading cause of death for people aged between 15–44 and the second leading cause of death for those aged between 45–54.

Nine people die by suicide each day in Australia.

3046 Australians took their own life in 2018—2320 males and 726 females.

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

For every death by suicide, it is estimated that as many as 30 people attempt to end their lives.



(Source: Australian Bureau of Statistics)

At a glance



37 056
life-changing calls
answered by our crisis
supporters



6570
hours of in-shift
support supervising



4283
callers having suicidal
thoughts and struggling
to keep safe



608
callers had imminent
safety issues where
Lifeline Canberra
intervened and sent
assistance



3483
safety plans created
with callers at risk



455
callers were at risk
of non-suicidal
self-injury



1164
callers in highly
dangerous domestic
and family violence
situations



130
callers were children
in child abuse
situations



Approx **17 954**
hours of crisis support



130
crime or other
emergency



108
new crisis supporters
inducted



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

We also:

- Continued to build solid relationships of meaning within the Canberra community, including with the government, corporate, sporting and community sectors.
 - This included increasing our number of ambassadors who help us engage our local community and spread important messages of mental health awareness and self-care.
- Held our first ever Bootcamp supported by Icon Water, Club Lime and the University of Canberra.
- Held our third 'Touch of Life' Corporate Touch Football Day, sponsored by RSM Australia and supported by ACT Touch Football, raising awareness of mental health and workplace care in corporate environments.
- Delivered 201 workshops to approximately 2487 people across Canberra as part of our CORE Solutions training package.

Our Board of Directors

Cade Brown, President

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



supporting the community and creating value. Todd is currently on the Red Shield Appeal Committee and the Canberra Cancerians Committee. In addition, he was formerly a board member of the Canberra Business Council (CBC).

Jessica Mellor, Secretary

Jessica joined the Lifeline Canberra Board as a Director in February 2017. She is an experienced project executive with a strong focus on strategy and innovative solutions. Her experience spans major infrastructure projects, residential and commercial development, and funds management. Jessica is currently the Chief Executive Officer of Aquis Entertainment and Casino Canberra. She brings a wealth of knowledge in public company administration and compliance, as well as projects and cost management.



Todd Wills, Vice-President

Todd joined the Lifeline Canberra Board as a Director in February 2016. In 2015, Todd moved to Canberra from Melbourne and has been passionate about Canberra and its community ever since. Todd holds a Bachelor of Law and Bachelor of Arts and has over 25 years experience in the professional services industry in South Africa, Melbourne and Canberra. He is currently the Canberra Office Managing Partner for EY (Ernst & Young). His experience over the last 25 years has given him a great appetite for growing business,



Arran Curl, Treasurer

Arran joined the board in 2014 and was appointed to the Finance Risk and Audit Committee, leveraging his expertise in finance to help ensure we maintain a long-term approach to sustainability. He was elected to the position of Treasurer in 2015. Having studied in the ACT, Arran's skills and passion for life took



him abroad to the United Kingdom and then the Northern Territory, before returning to Canberra in 2007. Arran is a partner at local financial planning firm, *Much more than money* (formerly Godfrey Pembroke) and is an accredited Financial Advisor. A passionate fitness fanatic, Arran is often seen around town running or cycling.

Warren Apps, Director

Warren joined the Lifeline Canberra Board as a Director in 2011. Leveraging his experience in communications, he has worked closely with the team to assist engagement and business development. Warren is a Director of Coordinate Group, Canberra's largest communication, marketing and advertising consultancy. He has 20 years' experience working in multinational advertising agencies and was twice named one of the top five advertising professionals under 30 in Australia by B&T (2007 and 2008).



Carol Bennett, Director

Carol joined the Lifeline Canberra Board in June 2017. Over the last two decades, Carol has worked at senior executive levels in peak national and state health and aged-care organisations. This includes as Chief Executive Officer of Alzheimer's



Australia, Consumers Health Forum of Australia, Hunter Medicare Local, Rural Health Workforce Australia and the Victorian Alcohol and Drug Association. Carol has also managed her own consulting business working with national peak groups such as beyondblue, Australian Practice Nurses Association, Heart Support Australia and Snowy Hydro SouthCare Rescue Helicopter Trust, where she performed in the role of interim CEO. Carol is the current CEO of Painaustralia.

Jeanie Bruce, Director

Jeanie joined Lifeline as a telephone crisis support volunteer in 1999, quickly expanding her volunteering role to include In-shift Support Supervisor and mentoring new volunteers as a Group Facilitator. In 2011 she was honoured to be named the ACT Volunteer of the Year, for her considerable and ongoing contribution to Lifeline. She became a member of the Board in 2012 and was elected to the position of Secretary in 2015. Jeanie has extensive experience as a manager in the public sector in both WA and the ACT. She holds a Bachelor of Arts, a Master of Public Administration and a Bachelor of Laws (Hons). Canberra has been her home since 1991 and contributing to the local community, through Lifeline Canberra, continues to inspire her.



Archie Tsirimokos, Director

Archie joined the Lifeline Canberra Board in February 2017. He has a strong connection to, and is an active member of, the Canberra community. Archie is Meyer Vandenberg's Chair and is recognised as one of Canberra's most experienced commercial lawyers. In 2014 Archie was named the Property Council ACT's Property Professional of the Year, and in 2016 Archie was inducted to the Real Estate Institute of ACT Hall of Fame. Archie was named the Institute's 'Solicitor of the Year' in 2015, 2014 and 2013. In addition to his role as a Director of Lifeline Canberra, he is also Deputy Chair of the Canberra Business Chamber and former Chair of Communities@Work.



Catherine Murphy, Director

Catherine joined the Lifeline Canberra Board as a Director in September 2018. She has lived in Canberra for 40 years and completed a Bachelor of Economics and Bachelor of Laws at The Australian National University (ANU). Catherine has significant experience in policy development and budgetary processes as a senior public servant. From 1996–2005 she worked in the Australian Parliament as senior legal adviser to former Prime Minister the Hon John Howard and Chief of Staff to former Education Minister the Hon Dr Brendan Nelson. She was also CEO of the National Association of Forest Industries. Catherine has more recently been retired to undertake carer responsibilities for her family members. Catherine is passionate about the wonderful work that Lifeline Canberra and its volunteers undertake in assisting those in our community with crisis support, suicide prevention and mental health issues.



President's message



All and sundry associated with Lifeline Canberra can again be justifiably proud of our achievements in the past year. From our increased call answer rates, to the strength of our brand in the community, to the ongoing commitment by all to be a truly purpose led and values based organisation; we all should take a collective moment to reflect on another amazing year.

Our 'true north' remains our 13 11 14 crisis support line and we should acknowledge the ongoing increase in our call answer rate. We took over 37 000 calls in 2018–19, an increase of 15 percent from the previous financial year. A special mention for the effort in the month of June where we took the most number of calls in a month and also had the highest number of crisis supporters since Lifeline Canberra began.

To our telephone counsellors, please take this as an enormous vote of thanks and gratitude for your continuing and selfless commitment. Our volume has increased and your ability to take those calls, often after a hard day work yourself, is something that we all continue to be in awe of.

The impact of our volunteers remains as broad and as deep as ever. The combined efforts of our staff and volunteers to continue to break attendance records at our Bookfairs, continues to amaze us all. The success of these events remains critical for the financial health of the organisation, however we should also acknowledge the efforts to continue to diversify our revenue streams.

Our reach into the community continues to be a positive one as is proven by the ongoing success of our events such as the gala ball and touch football events, amongst others. These events take significant time and effort to plan and execute but are critical in our fundraising efforts to ultimately allow us to take more calls on our crisis support line. Our ambassadors also deserve to be acknowledged for their time and effort in positively supporting our key messages.

We are extremely excited about the opportunity to partner with the Beacon Group as we continue to strive to broaden our impact in the global mental health field. Whilst maturing at a rapid rate, we are extremely proud of the partnership and the significant contributions to organisations such as the Australian Federal Police (AFP).

I would like to thank our Board for their time throughout the year. It is an honour and a privilege to be involved with such a great bunch of people who deeply believe in the cause of Lifeline Canberra and continue to give their precious time with no expectation of anything in return.

I would also like to acknowledge the ongoing and genuine contribution of our patron Dr Brendan Nelson and to take this opportunity to congratulate him on his retirement from the Australian War Memorial. Dr Nelson's involvement in our organisation is something that we all truly value and the pride that we have as he so brilliantly represents is beyond description.

Finally, a thank you to everyone that has given any of their time to Lifeline Canberra, despite all of these amazing efforts the fact remains that suicide rates continue to grow—even in this amazing city that is Canberra. Rest assured that our staff, our team and our army of volunteers will continue to do everything within our collective power to turn this around.

Cade Brown
Lifeline Canberra President

CEO's message



With each year we continued to be challenged as an organisation and as individuals who share a mission of proactively building resilience within our community and providing crisis support to individuals.

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

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

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

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

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

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

A year on from the development of our new strategic plan, we are realising the benefits of our hard work and gaining new opportunities to change the conversation around suicide and mental health; and increase our ability to provide proactive early intervention and meet our current crisis support services.

Setting us on our new path meant we restructured our organisation to help set us in a position for a successful future, with our focus always firmly being the delivery of community-first outcomes. We have had changes within our team and our people continue to carry an incredible load. And they carry this load with such grace and empathy as they work towards our great vision of creating a suicide-safe community.

We have long promoted our vision to be the first organisation people turn to when they need crisis support and to build resilience within our community. With increasing calls to our crisis support line, we know that our message is getting through and that people are picking up the phone. As we enter another year, we remind ourselves of our drive to ensure every caller to our 13 11 14 crisis support line is answered.

With regular telephone crisis support information sessions, even more fundraising and awareness activities and so many never-give-up attitudes, we will keep striving for this outcome. We thank every new crisis supporter who put themselves forward this year to train to answer our phones and to support people in need. You are truly incredible.

Lifeline Canberra's financial performance this past year is continuing on the trend set over the past four years, precipitated by unwavering community, volunteer, employee and business support. We have been able to invest in process innovation to address barriers to growth and are already seeing the benefits flowing back to the community. Lifeline Canberra has maintained a steady growth trajectory whilst continuing to bolster its foundations for future sustainability.

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

I also thank our sponsors and supporters for your generosity and your commitment to supporting our cause.

Moving into the 2019–2020 financial year, we remain determined to do everything we can to change lives for the better. Thank you for being with us.

Best wishes

Carrie Leeson
Chief Executive Officer

Our progress

Strategic Plan 2017–2020

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

Our progress in the 2018–19 financial year is outlined below.

Crisis support services

In the 2018–19 financial year we operated at capacity to answer life-saving calls.

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

Relationships

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

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

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

Our government engagement efforts continue to help us grow ACT Legislative Assembly awareness of what we do and of our mission to proactively build resilience within our community and provide crisis support to individuals.

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

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

We welcomed a new ambassador and continue to work with local sporting teams to engage the Canberra community and advocate for self-care, community, conversations, compassion and tolerance.

People

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

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

With a strong team of staff and volunteers, Lifeline Canberra is achieving the goals set out in our Strategic Plan for our people.

This strong team is helping Lifeline Canberra to deliver exceptional services to the Canberra community through our 13 11 14 crisis support line, community awareness activities, events and advocacy efforts.

We are grateful for their support.

Support systems

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

This includes:

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

Find us on Social Media

Instagram [@Lifeline_ACT](#)

Twitter [@Lifeline_ACT](#)

Facebook [Lifeline Canberra](#)

Our outlook for 2019–20

As we move into the last year of our Strategic Plan 2017–20, we remain focussed on furthering our ability to build resilience in regards to mental health within our community, and to support people in crisis.

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

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

Goal 1

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

Goal 2

Change the conversation around suicide and mental health.

Goal 3

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

Goal 4

Demonstrate the value of Lifeline Canberra to our stakeholders.

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

- separate growth funds from operating expenditure to allow investment for the future
- secure an increase in government funding
- build revenue from regular donors
- explore and develop additional revenue streams
- expand our CORE Solutions training, and
- seek secondments from industry and government to build capability and foster broader awareness of Lifeline Canberra.

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

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

Our community partnership with Floriade in 2019–20, alongside our other community partnerships and events, is helping us hold conversations and our community. We are thankful for the new and existing relationships we have that enable us to change the conversation day-by-day.

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

Our supporters

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

Sponsors

- Audi Centre Canberra
- Icon Water
- Much More than Money
- RSM Australia
- Service One Alliance Bank
- Infinite Sight and Sound
- Australian National University—Centre for Continuing Education
- Canberra Outlet Centre
- Show Pony Events
- Club Lime

Community Partners

- Brumbies Rugby
- Canberra Calvary
- Touch Football Australia

Media Partners

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

Supporters

- AHC Studios
- AllBids
- Australian Institute of Sport—Aquatic and Fitness Centre
- Australian War Memorial
- Canberra Southern Cross Club
- Cantlie Recruitment Solutions
- Coordinate
- EPIC—Exhibition Park Canberra
- EQ Café & Lounge
- Even Dots
- Embassy of the United Arab Emirates
- Hertz
- J.J Richards & Sons
- Kennards Hire
- King O'Malley's
- King & Wood Mallesons
- National Australia Bank
- Leader Security
- OPC it
- Storage King
- Tony Innaimo Transport
- Westpac Financial Services Company

Meet the Lifeline Canberra team



Carrie-Ann Leeson
CEO Lifeline Canberra



Dawn Nusa
Centre Supervisor



Mandy Larsson
Director Service Delivery



Felicity Wheeler
Centre Supervisor



Jenine Woodman
Director Events, Engagement &
Business Development



Stefanie Gerstenberg
Centre Supervisor



Alisha Tarrant
Lifeline Programs Manager



Josh Bishop
Centre Supervisor



Laura Clugston
Client & Team Project
Coordinator



Rebecca Greenwood
Centre Supervisor



Mark Molloy
Corporate Trainer & Business
Development



Kunal Sharma
Human Resource Lead



Angela Belluomo
Corporate Trainer



Terina Atkins
Administration Officer



Chrissy English
Corporate Trainer



Jenelle Lawson
Operations Lead



Alicia Flack-Kone
Corporate Trainer



Zoran Janjic
Warehouse & Donations
Coordinator



Trish White
Workforce Management System
Administrator



Winnie Dennis
Events & Volunteer Coordinator



Melissa Breen
Communications Coordinator

A message from our crisis support team

2018–19 has been such an extraordinary year for crisis support at Lifeline Canberra. The incredible dedication and hard work of all our volunteers has resulted in Lifeline Canberra being able to connect, support and assist more individuals in distress and crisis than ever before. The result of this enormous effort is a credit to each crisis supporter, every hour and every call they have taken in our phone room.

This year has seen the addition of an extra phone-line ensuring we have a total of seven lines operational at any time. This addition, along with the training of 108 extra crisis supporters, and an additional eight In-shift Support Supervisors has resulted in the Lifeline Canberra phone room answering callers faster and assisting those with safety issues as soon as possible. Our caller answer rate has increased over the past year by over 15% as compared to the figures for 2017–18.

The breakdown of 13 11 14 calls taken at Lifeline Canberra:

- **37 056** calls answered
- **608** calls with imminent safety issues involving emergency services
- **4283** callers who had suicidal thoughts and were struggling to keep safe
- **1164** callers involved in domestic or family violence situations
- **455** callers who were currently at risk of non-suicidal self injury
- **130** calls where children were involved in child protection issues
- **3483** calls where crisis supporters worked to create an immediate safety plan

Again, in 2018–19 family and relationships, along with mental illness continued to be the two major issues that our callers were facing. However, addictions, suicide, loneliness, financial and employment concerns, physical health and wellbeing all continued to be major issues for callers. We also found many callers connected struggling with emotional pain relating to the Royal Commission into Institutional Responses to Child Sexual Abuse as well as the Aged Care Royal Commission. We continue to be the service that individuals turn to for support when they are between professional appointments.

The Centre Supervisors have worked incredibly hard to continue the nurturing and supportive environment of the crisis support area. They have also held many social events this year including: a bingo night, three Game of Phones competitions, pop up drinks, MUD days and two Canberra Commitment Challenges. These events have helped to build strong bonds between our volunteers, both in the phone room answering calls and also socially.

While 2018–19 has been focussed on retention and recruitment, 2019–20 will be focussed on a complete new training model called CARE. This will result in the crisis support team re-training all existing crisis supporter volunteers in the new model as well as those applying for the initial Lifeline Canberra training in 2020.

This financial year saw the team say goodbye to three treasured members. John Donaldson, who had been a member of the team for the past seven years, left us for retirement in March. John had been a loved Centre Supervisor who was known by the volunteers as an insightful and wise staff member, who was always ready to impart words of wisdom.

Barbara Bankovsky retired from Lifeline Canberra at the end of June. Barb has been a dedicated member of the crisis support team for the past ten years and has been instrumental in the success regarding retention and support of our volunteers, as well as her incredible commitment to her role. Barb has worked incredibly hard to achieve the systems and standards we now have relating to accreditation, volunteering and support. She has been a treasured member of the team and her guidance, strength and humour will be hugely missed.

Jackie Turnbull has been a part of the team for the past two years and has been a great support to the volunteers, providing much guidance and supervision, especially to those who were new to the phone room.

We would officially like to thank John, Barb and Jackie for their unwavering support and commitment to Lifeline Canberra and our volunteers. As an organisation we have been truly fortunate to have had three dedicated individuals working so hard to make Lifeline Canberra the incredible organisation it is today.

I would like to thank our current crisis supporter team for their tireless work ethic and passion for what we do. Trish, Alisha, Felicity, Dawn, Stefanie, Josh and Bec—you are a team of enthusiastic individuals who commit every day to supporting Australians in their depths of pain and despair.

Lastly, thank you to the heart of our organisation—our volunteers. Without your ongoing dedication and belief in our service we wouldn't be able to change the lives of our callers. You are an incredible group of 350 individuals who struggle with your own problems and stressors, yet come in every

fortnight to make a difference and answer the next call. Thank you. You are the silent heroes of our community.

Mandy Larsson OAM
Director of Service Delivery



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

Congratulations

A big congratulations to Mandy Larsson who was awarded the Medal (OAM) of the Order of Australia in the 2019 Australia Day Honours.

A special thanks to *Canberra Weekly* (published February 2019) for sharing her story (reproduced below).



FAMILY
The best part of my life is my two daughters Hope and Sammy. They are both now adults and have their own lives, however, we are still incredibly close. They are my greatest supports. Part of our family is our two dogs, Copper and Monte. Added to this, I have a wonderful extended family.

My favourite things



COFFEE

Life is so much better with coffee! I'm known around work as having a bit of an obsession. There's nothing like the first coffee in the morning to make the day amazing, however, it does need to be extra hot! I am known to reheat my coffee several times a morning.

LIFELINE CANBERRA

The volunteer and staff team at Lifeline Canberra are incredible human beings. Every day, they change lives and every day, individuals in our community feel their support and compassion which gives them hope for the next day.



Mandy Larsson OAM

Director of Crisis Support at Lifeline Canberra

Mandy Larsson OAM is the Director of Crisis Support at Lifeline Canberra. She was awarded the Medal (OAM) of the Order of Australia in the 2019 Australia Day Honours for her work with the organisation. She said the award was a "real shock", but was incredibly touched that the nominator was a Lifeline Canberra volunteer. Alongside her role, Mandy continues to volunteer her time in the phone room at Lifeline, answering 13 11 14 calls, and says the staff and volunteers at the organisation "make Lifeline what it is today". Born and raised in Cooma, Mandy moved to Canberra in 1999 and loves that Canberra is a city that has "the feeling of being the bush capital". When she's not working or volunteering her time at Lifeline Canberra, Mandy says she can be found hanging out with family and friends or working on a DIY project at home or in the garden.

- Libby Kimber



BOOKS

I love to read and am a huge fan of the Lifeline Canberra Bookfair. Where would we be if we didn't have books? My favourite book is *A Little Life* by Hanya Yanagihara. I find reading is the only thing that helps me turn off and wind down at the end of the day.

RUNNERS

I love my Asics Kayanos; the best pair of runners in the world. I'm an early morning walker, I find this is the only real time I get to myself to reflect and plan for the day. My Labrador Monte and I enjoy this quiet time, although he's often too busy finding a new smell and forgets to actually keep moving!



A message from our training team

Lifeline Canberra's training team passionately and inherently believes that education is power. Our mission is to 'Build Community Resilience' and we strive to achieve this through our prevention-based workshops on mental health and suicide awareness, crisis intervention and resilience-based training.

Our portfolio of workshops aims to leave our participants with skills and knowledge that will enable individuals to support those around them that may be showing signs of psychological struggle. Our philosophy is that, with a little education around the topics mentioned above, you can make a massive difference—a life-changing difference—to those around you.

In 2018–19 the training team has been a major revenue stream for Lifeline Canberra. While this is a great outcome, and one the team can be proud of, the real achievement is the number of people that have been educated by our programs.

Our team facilitated 201 workshops in 2018–19, which is an 82% increase on workshops facilitated in 2017–18.

Throughout these workshops, 2487 people attended, a 41% increase on those who attended workshops in 2017–18.

In 2018–19, our team has spent enormous time educating and working within, not only the Canberra Community, but making waves around Australia—extending to Sydney, Brisbane, Melbourne, Adelaide, Perth, and some of the most remote areas of the Northern Territory.

Through these efforts, 2487 people are now more ready, willing and able to reach out and support someone in emotional need, support someone through their crisis and employ life-saving suicide intervention skills if required. This is a phenomenal result and indicates the mark Lifeline Canberra is making in the preventative education context around mental health awareness in Australia.

We would like to thank our trainers—Alicia, Angela, Chrissy and Mark. These trainers have put monumental efforts in to make 2018–19 the success that it has been, always working with the utmost passion and pride. These trainers inject resilience and education into our community and, without doubt, make this community a better place. Thank you.

Lastly, we would like to thank the 2487 participants that have attended our workshops. It is incredibly encouraging to see so many people willing and eager to be

a part of making our community a more resilient and safe place. Because of you, we are one step closer. Thank you.

*Laura Clugston
Client & Team Project
Coordinator*



Members of the training team
Left to right—Laura, Mark, Angela, Chrissy and Alicia



Our courses

201 workshops delivered to approximately 2487 people in 2018–19

Communications skills

Accidental counsellor

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

Dealing with people in difficult situations

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

Suicide awareness and intervention

Applied suicide intervention skills training (ASIST)

Would you know what to do if someone talked to you about having thoughts of suicide? Lifeline Canberra offers a two-day program designed for people in the

community who want to feel more comfortable, confident and competent in helping people at risk of suicide. ASIST is a highly interactive, practical and practice-oriented workshop.

Suicide awareness

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

Mental health awareness and resilience

Mental health awareness

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

Mental health first aid

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

Resilience in the workplace

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

Stress management

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

Domestic violence alert (DV alert)

This course is designed for individuals to learn skills for a professional or personal role that relates to supporting people affected by domestic and family violence. Through this powerful workshop, stigmas that surround

domestic and family violence are broken down, and participants learn how to communicate respectfully and effectively when discussing domestic and family violence, and are empowered to connect those at risk to local supports. Across two days, a three-step-model is taught: Recognise, Respond, Refer. DV-alert is funded by the Department of Social Services and participants gain a statement of attainment upon successful completion of the course.

Road to mental readiness (R2MR)

The working mind

Originally designed by the Canadian Defence Force Navy Seals, the suite of courses was further developed by the Mental Health Commission of Canada. R2MR is based on scientific research and best practice. Over 85% of Canadian First Responders have completed this training with significant outcomes for both themselves, their families and the organisations they serve. The course is designed to leave participants with clear categorisation of one's mental health along a continuum, improved coping with stress, a decrease in stigmatising attitudes, and change in attitudes towards mental illness and improvement in the lives of people living with mental illness.

Visit the [Workplace Training page](#) on the Lifeline Canberra website to book a course or contact our [training team](#) for more information:

A message from our engagement team

This year the Canberra community yet again showed its tremendous support towards our events. The new financial year started with our southside bookfair. We are overwhelmed by the support we receive from our southside patrons; we had just over 7000 people visit us over the three days, truly amazing. Two months later we delivered our EPIC bookfair, again we had growth in attendance and funds raised. Our Canberra community continues to support our bookfairs and we are continually surprised at the outcomes. We then finished off the financial year with our February bookfair at EPIC, another success.

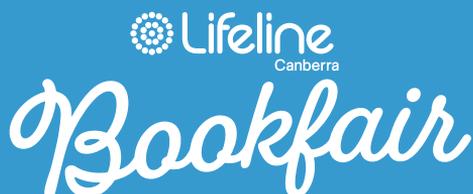
These bookfairs require a wealth of planning and the dedication of over 300 volunteers who work at our book warehouse in Mitchell, sorting the thousands of items kindly donated.

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

Our bookfairs are supported by many local Canberra businesses, both large and small. A very big thank you to Icon Water, the ANU Centre of Continuing Education, Tony, Innaimo Transport, Storage King at Mitchell, Hertz, Leader Security, EPIC, Canberra Southern Cross Club, Even Dots, Coordinate, Kennards Hire, Canberra Weekly, Mix 106.3, Hit 104.7, Prime 7, JJ Richards & Sons, and Infinite Lights and Sounds.



Thank you to our wonderful volunteers who work so hard all year to deliver our bookfairs



Our 2020 Bookfair dates:

February 7, 8, 9
at Exhibition Park

July 10, 11, 12
at Tuggeranong South Cross Stadium

September 4, 5, 6
at Exhibition Park

In addition to annual events (detailed in the events section on [page 34](#)) like our bookfairs, gala dinner, lock up your boss and Women of Spirit awards, many community events are held to support Lifeline Canberra, for which we are extremely grateful.

Thank you to our friends at the AFP who organised a baseball series in October and raised \$600. The Canberra Cavalry held a mental health and well-being weekend and Lifeline Canberra was the recipient of a donation from those games. Adam Hughes organised the 'Walk of the War within', which saw 80 people come together from all areas of the community to walk together to address mental health in our first responders; a truly moving walk.

Ian Lindeman (Williams Crossing Bicycle Club) and his team held the 3rd Winter Nude Charity Swim, which raised just over \$15 000 for us. To the supporters from the Southern Cats Football team, who held a gala and raised funds for us, a huge thank you.

Our first Lifeline Canberra Boot camp sponsored by Icon Water, Club Lime, and our great friends at the United Arab Emirates saw close to 80 people participate in our first ever Boot Camp.

I am constantly inspired and encouraged by our team, a very special thank you to Winnie, Mel, Jenelle and Zoran.

Winnie is our coordinator for events and looks after our volunteers. This year she implemented a volunteer accreditation for all our warehouse volunteers; this took many hours of planning and a lot of hard work. Thank you, Winnie.

Melissa Breen joined us in October 2018 as our Communications Coordinator and has taken on this role and excelled. Mel has proudly been an ambassador for Lifeline Canberra for the past five years. In her other life as a professional track athlete, she is the current Australian record holder of the 100m, and is aiming for her third Olympic Games in Tokyo 2020.

Our Operations Lead at the warehouse, Jenelle, oversees the day to day operations. Jenelle continually works hard to improve processes and to deliver the best outcomes for our warehouse operations.

Zoran collects our book donations from the Canberra community and assists us with delivering our events. This is a huge job and one we are extremely grateful to him for for his continuing support.

Each of these people work incredibly hard. Their dedication ensures that our events are of value to the community and in-turn are successful. Our events helps us generate vital funds that are required to train volunteers who answer our 13 11 14 telephone crisis support service.

Jenine Woodman

Director Events

Engagement & Business Development



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

A thank you to our ambassadors

Our Ambassadors are some of the most valued members of the Lifeline Canberra family. These exceptional individuals represent our city and country in their chosen professions, and then take time out of their busy schedules to represent Lifeline Canberra.

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

Who are our ambassadors?

Melissa Breen

In 2018 Melissa represented Australia in the 100m and 4x 100m relay at the 2018 Gold Coast Commonwealth Games. She is aiming to represent Australia at her third Olympic Games in 2020. As well as maintaining a high-level of training, she has joined the Lifeline Canberra Family as our Communications Coordinator.

Marianna Tolo

What a moment for the Canberra community, as we watched the UC Capitals take out the 2018–19 WNBL Championship; congratulations Marianna and the entire team. As well as keeping up with her busy training load, she continually supports our events throughout the year.



Marianna Tolo, Melissa Breen & Keely Froling at 2019 'In the Clouds' Gala

Cameron Hill

The 2018–19 season for Cameron has been a successful one, with many top five finishes, as well as grabbing his first race win in Darwin. He showed his support for Lifeline Canberra throughout the circuit, including branding his car during October 2018 for Mental Health Month and raising vital funds.



Ned and Josh from HIT 104.7

A busy year for the boys, and they continued their community work with HIT 104.7 and hosted our 2019 'In the Clouds' Gala



Ned and Josh at 2019 'In the Clouds' Gala

Ben Farinazzo

Our newest ambassador, Ben proudly represented Australia at the 2018 Invictus Games in both the indoor rowing and power-lifting, coming home with two gold medals. He was also the guest speaker at our 2019 'In the Clouds' Gala, speaking openly and honestly about his battles with post-traumatic stress disorder, depression, anxiety and a broken neck.



Ben Farinazzo and his wife Jodie at 2019 'In the Clouds' Gala

David Kandilas—Canberra Cavalry

Kicking off their first home series of the 2018–19 David was front and centre at our Mental Health and Wellness Series. We're very grateful for the Canberra Cavalry's continuous support. Some great news for Lifeline Canberra, after three seasons with

the Canberra Cavalry David has re-signed with the club for the 2019–20 Australian Baseball League season. We're excited to cheer on the team once again this coming season.



Sarge—Community Ambassador

Sarge, proud Mascot of the Canberra Cavalry grew up in the ACT an advocate for inclusiveness, community spirit and never leaving mates behind. He is Canberra's unsung hero.



Henry Speight

A successful final season with the Brumbies, they finished as Australian Conference Champions, but were unfortunately beaten by the Argentina Jaguars in the semi-finals. We would like to say a special thank you to Henry Speight and his family as they prepare to move on from Canberra. We wish you all well and thank you so much for all of your support.



Our events

Women of Spirit Awards

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

The 2018 Women of Spirit Awards Luncheon highlighted the inspiring efforts of 11 local women.

Our 200 guests were inspired and moved by Gwen Cherne, who shared her own story after losing her husband SGT Peter J Cafe to suicide in February 2017.

Clare Sheehan received the Rising Women of Spirit Award. Yvonne Anthony, founder of the Dainere's Rainbow Brain Tumour Research Fund, was named the recipient of the Women of Spirit Award.

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

Speaking at the event, Lifeline Canberra CEO Carrie Leeson said it was humbling to be in the company of such incredible and inspirational women who give so much to support our community.

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



Lifeline Canberra CEO Carrie Leeson with the 2018 Women of Spirit and Rising Women of Spirit nominees

Out of the Shadows and into the Light

World Suicide Prevention Day 2018

Lifeline Canberra, the Domestic Violence Crisis Centre and the Canberra community came together on World Suicide Prevention Day (10 September 2018) to walk 'Out of the Shadows and into the Light'.

Members of the Canberra community gathered with us before dawn on the steps of the Australian War Memorial to hear a tribute to loved ones lost. As the sun rose we walked united down Anzac Parade and back again to reflect on our loved ones and speak openly about suicide and suicide prevention in a supportive environment.

We were honoured to have our patron Dr Brendan Nelson AO address the group,

along with ACT Member of the Legislative Assembly, Shane Rattenbury, who read out a memorial list of the names of people we have lost to suicide.

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

Touch of Life

Corporate touch football 2018

In October 2018 we held our third 'Touch of Life' corporate touch football day, further strengthening our partnership with Touch Football Australia and raising awareness of workplace wellbeing and our crisis support service.

More than 200 people attended the day, which was sponsored by RSM Australia and supported by Touch Football Australia. Twelve corporate teams participated in the round-robin-style event.

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



2019 'In the Clouds' Gala

Presented by Audi Centre Canberra

In February 2019, we held our 'In the Clouds' Gala—another sold out event—with members from the Canberra community once again coming together at the National Arboretum.

Our event was hosted by Lifeline Canberra Ambassadors Ned and Josh from Hit 104.7 and the show stopping entertainment was provided by our good friends SMA productions. The Boys in the Band were definitely a highlight of the evening.

Thank you to our new ambassador Ben Farinazzo who was our guest speaker. Ben overcame seemingly insurmountable odds on his inspiring journey to victory at the Invictus Games 2018. He battled post-traumatic stress disorder, depression, anxiety and a broken neck and back to represent Australia in indoor rowing and power-lifting, winning two gold medals.

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



Lifeline Canberra CEO Carrie Leeson, Dr Brendan Nelson AO, Gillian Adamson and Gwen Cherne



Caitlin Spencer (Service One), Matt Flavel top fundraiser for LUYB 2019 (Treasury) and Kevin Hoban (Service One)

Lock Up Your Boss 2019

In April 2019, bosses from across Canberra were locked up 'virtually' for the third year. In addition to raising much needed funds, *Lock Up Your Boss* is an event that allows individuals and their employers the opportunity to start conversations, to reach out and educate, and to raise funds for crisis support and suicide prevention in Canberra.

Every boss was under close watch from their parole officer/s who named a bail price and charged the boss with raising enough funds to be released on 7 June 2019.

The 2019 *Lock Up Your Boss* initiative was our third virtual event, which saw most of our

communication play out on social media, with pictures of tied-up bosses under close surveillance, hilarious dress-ups and wonderful morning teas.

Thank you to all those selfless bosses who were involved. We look forward to an even bigger event in 2020!

SERVICE ONE Alliance Bank supported this event again; continuing our long-standing partnership.

A big thank you to our life-long friends

We would again like to thank Wally and Yolanda from EQ Café & Lounge who have supported our volunteers in the crisis support room over the last three years. Wally and his team generously provide baked

treats three mornings each week. Wally and Yolanda recently sold EQ Café & Lounge; we thank them and wish them well in their next venture.



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

Our volunteers

The Book Warehouse—providing a sense of purpose while supporting those in need

Lifeline Canberra's Book Warehouse is a vital fundraising tool, however the warehouse itself is more than a storage house. It has become a second home to many volunteers who work there. It's a place where volunteers enjoy giving back and supporting a worthy charity, but it's also a place that gives many retirees a sense of purpose and being.

Meet two of our volunteers who tell us how their work at the Book Warehouse is an enjoyable and stimulating part of their weekly routine.

Stephen and Carolynne Yates have been married for almost 50 years. They share a love of books and a desire to volunteer and help others in need. As retirement approached they knew they wanted to volunteer together in some capacity.

The Yates's have lived in and out of Canberra (due to work purposes) over the years, but strongly recall the bookfair days at the Albert Hall.

Key to their decision to join the book warehouse team was witnessing an acquaintance lose a child to suicide. Knowing the amazing job that Lifeline does for those-in-need, in particular those struggling with mental health issues or contemplating suicide, they wanted to do more to help.

“If our time volunteering helps raise enough money for just one crisis hotline call and that helps save a life, then it's well worth it,”
Stephen said.

The Yates's have been volunteering at the warehouse for around ten years now and it

is a well embedded part of their weekly routine. They volunteer every Tuesday and also work at all of the bookfairs.

Asked what they enjoy most about the warehouse, they both agree that the company is what makes it so special.

“It gives us a purpose, a routine and provides some discipline in our lives,” said Stephen.

“And we've recruited two of our best friends and they work with us on the same day, so it becomes a bit of a social outing as well.”

“We've met some really lovely and interesting people in the time we have worked here. They come and go, but we've mixed with some truly delightful people,” Carolynne added.

Their time at the warehouse has provided many memorable moments, with some rare finds inside the pages of the books they sort.

Carolynne works in the art and parenting section and recalls a rare find that touched her deeply.

“The thing that has moved me the most is a photograph of a First World War soldier, in

uniform, left in a book. There was no identification (in the photo or written on the photo).

“I took it to the war memorial archives on the way home, but sadly without more information it was difficult for them to track family members down.

“That really quite saddened me, a lovely photograph of a young soldier, who is the member of someone’s family, but the photo isn’t with them.”

Carolynne also recalls a find that warmed her heart. It was a note from a child to her mother; and that note continues to make Carolynne smile.

She has pinned the note to a board in the warehouse (the owner could not be identified and no names are present on the note), it reads:

*To Mum
I know what the answer’s going to be,
but here goes. Can I please sleep
downside next to you tonight?*

The note then has three tick boxes for the mum to choose from to answer her child’s question and an additional note of ‘Don’t tell Dad please’.

“It was fabulous and seriously made my day,” Carolynne said.

Carolynne and Stephen both happily admit that working at the bookfairs are a highlight of their volunteering role, particularly due to the interaction with the public.

They have become a conduit for book donations from their friends and colleagues



and also a source of information about when the next bookfair is on!

Asked why they believe the bookfairs continue to grow in popularity, each and every year, Carolynne believes it stems back to the wonderful organisation of the fairs in the Albert Hall days.

“They really have become quite famous since that time.

“That tradition has been the catalyst of turning this into a huge fundraiser for Lifeline and a really popular one.

“I’ve met people who’ve come from Brisbane for the bookfair. They know people in Canberra who they visit, but time their trip to coincide with the bookfair.

“We also have a niece who lives in country NSW who is coming back especially to stay with us so that she can go to the bookfair.

“It’s becoming widely recognised.”

Stephen recalls a similar story.

“A fellow was telling me one day that someone staying at EPIC (Exhibition Park in Canberra) had noticed all the signs for the bookfair and had been in and bought books. He then returned to the caravan park and told everyone staying there about the bookfair, so they all visited and bought books the next day.”

And while the Lifeline Book Warehouse and associated bookfairs raise important funds for Lifeline, Stephen has also been overwhelmed with how well the donation system works in terms of reusing and recycling.

“We do get many books that go to recycling because they are falling apart or dirty, but they don’t get thrown away, they get pulped.”

Even more intriguing is that Stephen has seen the very same physical book reappear at the warehouse.

“You get your own books back!”

“I write a price and my section number on the bottom of a book for the fairs. I know my handwriting and probably once a fortnight, one of those books that I’ve previously sold is re-donated,” Stephen said.

“It’s wonderful, you’re not getting just \$5 for one book; you’re actually getting \$10!” Carolynne adds.

“We get a lot of donations at the bookfair. People will walk in with green bags full of books that they donate, then they walk around and refill those bags with new books; it’s lovely,” Stephen said.

Carolynne and Stephen are part of the amazing team at the Lifeline Canberra Book Warehouse and strongly encourage anyone who is looking to volunteer to join them.

“We love the bookfairs, the hundreds of people who rush through the doors at the fairs and seeing how much money is made for Lifeline every year,” Carolynne said.

“It will only be sore backs (from the sometimes heavy lifting) that will stop us from coming,” said Stephen.

“We really enjoy it and find it satisfying. Everyone is welcoming and it’s a lovely place to come and work at your own pace.”

If you’re interested in joining the book warehouse team, please contact Lifeline Canberra on 02 6171 6300 or via the [Lifeline Canberra website](#)

Making a difference at home and abroad, through books

Discover why the Lifeline Canberra Book Warehouse has lured Lieutenant Commander Tess Cunningham hook, line and sinker!

Around four years ago Lieutenant Commander (LCDR) Tess Cunningham walked into her first Lifeline Canberra bookfair, it instantly became a love affair—she was hooked and volunteered at the very next bookfair.

Four years on, the book warehouse in Mitchell—the donation centre and sorting house for the bookfair books—is what LCDR Cunningham calls her “Happy Place”.

Asked what the most enjoyable part of working in the warehouse is, her response is very simple.

“The people; everyone has their own journey and with such a diverse range of amazing people at the warehouse we are always discovering more about each other.

“There are also some amazing conversations with donors and customers at the bookfairs.”

While many of the volunteers at the book warehouse are retired, LCDR Cunningham is a full-time Serving Naval Officer.

“The warehouse and books gives me something totally different to connect with and engage.

“I’m already becoming more comfortable with the concept of retirement so that I can do more!

“This is a truly unique volunteering experience and I cannot stress how positive the rewards are. Whilst we may think we are just playing with some books, what we are achieving is life changing.

“I don’t have the time with my job to be a phone counsellor, but I can do my bit to help and make a real difference in someone’s life.

“There are too many sad and lonely people in this world. I don’t want anyone thinking there is absolutely no one they can turn to; and that is what Lifeline does, we give people someone who they can turn to and show them that someone always cares—because all too often it can be very easy to think no one cares.”

LCDR Cunningham works in one of the most popular sections at the book warehouse, the children’s section; and she loves it.



“It’s a tough job but someone has to play with all the novelty books, puppets, games/toys and in general, think like a child!

“In all seriousness, it’s a range of diversity from board books to teenage, Minecraft and Pokémon through to craft and technical books all in one area.

“For me it’s a chance to be a big kid; it’s also a great team to work with, we can have fun and make a difference—who wouldn’t love it.”

In addition to reusing and recycling books and raising much needed funds for those at risk in our community, the book warehouse supports many others in need in neighbouring countries.

Lifeline Canberra also supports the Papua New Guinea (PNG) Program through the book warehouse, whereby excess children’s books (multiple copies of one title), teaching resources, dictionaries, atlases and periodically adult novels and rugby league books, are donated to the Buk Bilong Pikinini literacy program.

When she first joined the book warehouse team, LCDR Cunningham was given a DVD to watch about the Buk Bilong Pikinini program.

“Seeing footage of helicopters and trucks delivering boxes to villages with the Lifeline labels and tape on it felt really special.

“In the DVD there was footage of an older teenager with the biggest smile on his face and he was holding a Clifford picture book; the narrator said this was probably the first book that boy has ever owned.

“That smile on his face and the children all smiling around him made me realise how far reaching we can be.”

Lifeline Canberra has also donated surplus children’s books to community literacy programs in Tonga, the Philippines, Sri Lanka and even to an orphanage for amputees in Ghana.

“It’s a great opportunity to rehouse books and help improve the education and literacy levels within PNG (and other countries),” LCDR Cunningham said.

“I also believe that we are doing a little bit to help with the mental health and socio-economic standards of those people, by helping to educate them and enabling them to get future employment.”

The constant theme in her four years with Lifeline Canberra is the continuing love of books across all generations. Asked why she thinks books still hold a special place in the hearts of many, LCDR Cunningham believes it’s “escapism”.

“We are connected to technology all day every day and being able to sit down and read a book gives a comfortable familiar

feel, and a good novel helps us to escape the world for a bit.

“I’ve tried a Kindle and an iPad and I will always pick a book, it is special and unique. The best part is books do not need recharging points, cables or headphones.”

And she could definitely be right. The Lifeline Canberra bookfairs show no sign of slowing down and LCDR Cunningham said helping people at the bookfairs brings her much joy.

“I love seeing the excitement when you help someone find THAT book or thing they are looking for.

“I really enjoy being able to provide advice to parents, teachers and kids helping them to find other books that they would not have considered originally.

“I particularly like helping parents and teachers of the reluctant readers; I love a challenge and I’m normally able to come up with something to spark an interest.

“I had one mother come up to me in the teenage section a bit concerned that her son was upset. She wouldn’t let him get books from the young adult section, as she didn’t think it was appropriate.

“By talking to her son I was able to work with him and find three different series of books that he would never have considered. He ended up leaving with a big smile and a pile of books so big that he had his arms fully stretched balancing the pile under his chin.”

Of course the bookfairs don’t happen without the behind the scenes work at the book warehouse on a daily basis. Retirees, full-time workers, university students and young people all chip in at the warehouse to help make a difference in the lives of others.

LCDR Cunningham cannot speak highly enough about the book warehouse and said its value is priceless.

“We’re not only contributing towards raising funds to keep the Lifeline phone lines open.

“I believe we are helping bring families and the community together. At the bookfairs you see kids getting so excited about finding THAT book and they are talking to their parents, siblings and friends about it with enthusiasm.

“You also see like-minded people who are complete strangers but they are bonding over a mutual interest in a particular author, category or series of books so we are enabling people to get together.

“My first bookfair I was helping at the graphic novel and comics section; I saw two teenagers talk for over an hour about a different series of graphic novels and then they were talking about sci-fi and fantasy.

I saw those two girls go from complete strangers to becoming social media friends; and they were then talking about going to something together all in the space of an hour.

“We’re also helping improve literacy and communication skills, which will help with education and future employment. There are a number of students, teachers and parents who come and purchase books that are affordable and it helps them to expand their horizons.

“We’re also giving people somewhere to go and something to do. If you have a mental health issue or you are lonely it can be quite difficult to get out and go somewhere and speak to other humans. This also applies to warehouse volunteers having a purpose and the wider public who are bookfair customers.

“Finally, I think that with the literacy aid programs and assistance we give to the other Lifeline organisations, we are helping to spread the philosophy of Lifeline, which raises awareness and helps the wider community.”

It’s very clear to see that Lifeline Canberra’s book warehouse and bookfairs are in very safe hands for years to come with volunteers like LCDR Cunningham giving generously of their time.

If you’re interested in joining the book warehouse team, please contact Lifeline Canberra on 02 6171 6300 or via the [Lifeline Canberra website](#)

A message from our Treasurer



On behalf of the Board of Directors I am pleased to present Lifeline Canberra's 2018–19 Treasurer's Report.

Attention to mental health has continued to grow with 2019 seeing an increased interest from government (as one example). However, this comes amongst a continuing growth in suicide and mental health crisis within our community. Lifeline Canberra has reinforced its focus on ensuring we are positioned strongly from a financial perspective so that we can continue to pursue our primary objectives of changing the conversation around suicide and mental health in the community, increasing our reach in the area of early intervention, and continuing to seek to answer more calls and communicate with more people in crisis through our telephone crisis support line.

In respect of all these objectives, I'm pleased to say Lifeline Canberra has made great headway through 2019. Facilitation of training has continued to grow to assist in arming the community with the skills they need to engage in self-care and the support of those around them. Our telephone crisis

supporters can be proud of increasing support hours by a further 5% over the year—per capita Lifeline Canberra already contributes well above the national average; this is something we can all be incredibly proud of.

From a financial perspective Lifeline Canberra has continued to develop the strength of our balance sheet allowing us to consider further opportunities to help more people in our community. For this, our committed Lifeline Canberra team and our incredible volunteers—across the Bookfairs and so many events throughout the year—cannot be thanked enough.

Net profit for the 2018–19 financial year was over \$150 000, continuing to strengthen the Lifeline Canberra Balance Sheet in an environment where the need for our services and competition for philanthropic funds is at an all-time high. Our bookfairs continued to be our biggest contributor, with revenue again increasing, with over \$1.4m attributed to the sale of books throughout last financial year. Our bookfair volunteers work tirelessly and we are looking to continue to address ways in which we can assist them to continue their great work.

Encompassed with our focus upon early intervention and providing tools to the community to deal with mental health crisis, our corporate training arm continues to go from strength to strength. The number of people assisted and the feedback the trainers receive is something to be very proud of. Importantly, for the sustainability of Lifeline Canberra the funds this raises and its

increasing proportion of overall revenue further ensures the sustainability of the organisation.

Outside of the bookfairs and corporate training not a month goes by where there isn't significant effort put into raising the profile of Lifeline Canberra and raising funds where appropriate. Another successful Gala Ball at the Arboretum was a highlight, with other events such as the 'Touch of Life' corporate touch football day, the

'Women of Spirit' awards, and Lifeline Boot Camps were put together by the Lifeline Canberra team.

In addition to this, we would also like to thank all our donors, both large and small, without whom Lifeline Canberra would not be able to continue to provide the services we do and that the community needs.

We look forward to another year of growth, connecting with the community, increasing our impact on the conversation around mental health, and answering as many phone calls as we can. For every person in the Lifeline Canberra community who has contributed to this we would like to thank you for your efforts throughout the 2018–19 financial year.

Arran Curll
Treasurer

Lifeline Canberra Incorporated

ABN 14 207 094 003

Financial Report

30 June 2019

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT

30 JUNE 2019

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2019

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2019

Events after the Reporting Date

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

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

Signed in Canberra on 1 November 2019 in accordance with a resolution of the Board of directors:



Cade Brown
President



Arran Curll
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2019

In accordance with the Associations Incorporation Act 1991 (ACT), the Board of Directors submit the financial statements of Lifeline Canberra Incorporated ("Lifeline") for the year ended 30 June 2019.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2019, or, if different, at the date of this report, is as follows:

Cade Brown (President)
Todd Willis (Vice President)
Jessica Mellor (Secretary)
Arran Curll (Treasurer)
Jeanie Bruce
Ayesha Razzaq
Warren Apps
Archie Tsirimokos
Carol Bennett (joined 6/2017)
Joanna Houghton (left 11/2016)
Stephen Moore (left FY 2015/2016)
Pauline Thorneloe (left FY 2015/2016)
Catherine Murphy (joined 2019)

Principal Activities

The principal activity of lifeline during the year ended 30 June 2019 was the provision for 24 hour telephone based counselling and counselling related services with a commitment to client support and service.

Operating Results

The result of Lifeline for the year ended 30 June 2019 was a surplus of \$157,205 (2018: surplus of \$308,273).

Significant Changes in State of Affairs

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

Incorporation

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Revenue		
Donations income	427,867	489,225
Grants	295,460	244,707
Trading and operating activities	2,559,531	2,463,099
Other income	27,937	23,694
Total revenue	<u>3,310,795</u>	<u>3,220,725</u>
Expenses		
Administrative expenses	101,446	77,728
Cost of goods sold	-	10,265
Depreciation	45,820	75,494
Employment costs (excluding superannuation)	1,727,114	1,522,935
Management costs	20,135	4,096
Occupancy costs	276,800	209,051
Operating costs	786,447	844,534
Other costs	5,983	829
Superannuation	189,845	167,519
Total expenses	<u>3,153,590</u>	<u>2,912,451</u>
Surplus for the year	<u>157,205</u>	<u>308,274</u>
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of financial assets at fair value through other comprehensive income	1,078	-
Total comprehensive income for the year	<u>158,283</u>	<u>308,274</u>

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,786,336	1,529,293
Other current assets	3	27,165	50,713
Trade and other receivables	4	245,310	179,893
TOTAL CURRENT ASSETS		<u>2,058,811</u>	<u>1,759,899</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	683,331	728,998
Other financial assets	6	31,428	30,350
TOTAL NON-CURRENT ASSETS		<u>714,759</u>	<u>759,348</u>
TOTAL ASSETS		<u>2,773,570</u>	<u>2,519,247</u>
CURRENT LIABILITIES			
Trade and other payables	7	111,823	90,910
Provisions	8	236,567	199,245
Unearned revenue	9	139,864	88,000
Lease incentive liabilities	10	10,816	10,816
TOTAL CURRENT LIABILITIES		<u>499,070</u>	<u>388,971</u>
NON-CURRENT LIABILITIES			
Lease incentive liabilities	10	-	14,059
TOTAL NON-CURRENT LIABILITIES		<u>-</u>	<u>14,059</u>
TOTAL LIABILITIES		<u>499,070</u>	<u>403,030</u>
NET ASSETS		<u>2,274,500</u>	<u>2,116,217</u>
EQUITY			
Reserves		3,354	2,276
Accumulated members' funds		2,271,146	2,113,941
TOTAL EQUITY		<u>2,274,500</u>	<u>2,116,217</u>

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		325,006	269,178
Receipts from other services		2,765,796	2,608,448
Donations		427,871	489,225
Interest received		14,712	14,712
Payments to suppliers & employees		(3,276,342)	(3,194,554)
Net cash flows from operating activities		<u>257,043</u>	<u>187,009</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		-	-
Proceeds on disposal of property, plant & equipment		-	(63,671)
Net cash flows (used in) / from investing activities		<u>-</u>	<u>(63,671)</u>
Net increase in cash held		257,043	123,338
Cash & cash equivalents at beginning of the year		1,529,293	1,405,956
Cash & cash equivalents at the end of the year	2	<u>1,786,336</u>	<u>1,529,294</u>

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Reserves	3,354	2,276
Accumulated surplus	2,271,146	2,113,941
TOTAL EQUITY	2,274,500	2,116,217

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year	2,276	2,276
Other comprehensive income	1,078	-
Balance at the end of the year	3,354	2,276
TOTAL RESERVES	3,354	2,276

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

ACCUMULATED SURPLUS

Balance at the beginning of the year (2017 restated)	2,113,941	1,805,668
Adjustment to opening balance	-	0
Surplus for the year	157,205	308,273
Balance at the end of the year	2,271,146	2,113,941

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board) and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the Associations Incorporation Act ACT (1991). The financial statements cover the Association as an individual entity.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis for accounting has been applied. Unless otherwise stated, the accounting policies adopted are consistent with those of the previous year.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

(b) Income Tax

The Association is a tax exempt body under relevant provision of the *Income Tax Assessment Act, 1997*.

(c) Employee Benefits

Provision is made for the liability for employee benefits arising from service rendered by employees to reporting date. The benefits expected to be settled within one year to employees for their entitlements have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year are measured at the present value of estimated future cash outflows to be made in respect of those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data.

(d) Revenue

Revenue from the rendering of a service is recognized upon the delivery of the service to the customers.

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

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

Revenue from donations and fundraising is recognised upon receipt.

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (continued)

(d) Revenue (continued)

When grant revenue is received whereby the entity incurs an obligation to deliver economic value back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered, otherwise the grant is recognised as income on receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payable in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Critical Accounting Estimates and Judgments

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

New or amended Accounting Standards and Interpretations adopted

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

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

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.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES (continued)

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

This 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.

	2019	2018
	\$	\$
NOTE 2. CASH AND CASH EQUIVALENTS		
Cash on hand	1,450	1,450
Cash at bank - at call	1,784,886	1,527,843
	1,786,336	1,529,293

Accounting policy

Cash and cash equivalents include cash on hand, deposits held at-call with banks other short-term highly liquid investments with original maturities of three months or less, and bank overdraft. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 3. OTHER CURRENT ASSETS		
Deposits	-	2,000
Prepayments	27,165	39,186
GST receivables	-	9,527
	<u>27,165</u>	<u>50,713</u>
NOTE 4. TRADE AND OTHER RECEIVABLES		
Trade debtors	245,310	187,158
Employee Loan	-	2,262
	<u>245,310</u>	<u>189,420</u>
<i>Ageing of trade receivables</i>		
Current	218,555	120,460
Less than 30 days overdue	21,955	61,770
30 to 60 days overdue	-	615
61 to 90 days overdue	260	1,032
More than 90 days overdue	4,540	3,282
	<u>245,310</u>	<u>187,158</u>
All receivables are considered recoverable and not impaired.		
NOTE 5. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	650,000	650,000
Accumulated depreciation	(16,250)	-
Total Buildings	<u>633,750</u>	<u>650,000</u>
Furniture & fittings and equipment at cost	504,436	504,436
Accumulated depreciation	(482,553)	(465,125)
Total furniture & fittings and equipment	<u>21,883</u>	<u>39,311</u>
Fit out at cost	186,311	186,311
Accumulated depreciation	(158,613)	(146,624)
Total Fit out	<u>27,698</u>	<u>39,687</u>
Total Property, Plant and Equipment	<u>683,331</u>	<u>728,998</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)		
Movement in carrying amounts		
Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.		
<i>Furniture & Fittings and equipment</i>		
Balance at the beginning of year	39,311	37,893
Additions	0	19,844
Depreciation expense	(17,428)	(18,426)
Carrying amount at the end of year	21,883	39,311
<i>Buildings</i>		
Balance at the beginning of year	650,000	650,000
Depreciation expense	(16,250)	
Carrying amount at the end of year	633,750	650,000
<i>Fit out</i>		
Balance at the beginning of year	39,685	13,362
Additions	-	43,827
Depreciation expense	(11,989)	(17,504)
Carrying amount at the end of year	27,696	39,685

Accounting policy

NOTE 5. PROPERTY, PLANT AND EQUIPMENT (continued)

Depreciation

The depreciable amount of all fixed assets including building and capitalised lease assets is depreciated on a straight-line basis over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

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

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 6. OTHER FINANCIAL ASSETS		
Greater Good Foundation	31,428	30,350
Undeposited funds	-	-
	<u>31,428</u>	<u>30,350</u>

NOTE 7. TRADE AND OTHER PAYABLES

Accounts payable	40,559	66,601
Accrued expenses	46,204	24,309
GST payables	25,060	-
	<u>111,823</u>	<u>90,910</u>

NOTE 8. PROVISIONS

Annual leave entitlements	199,539	174,153
Long-service leave entitlements	37,028	25,092
	<u>236,567</u>	<u>199,245</u>

Accounting policy

Provisions are recognised when the Association has a legal or constructive obligation as a result of past events, for which it is probably that an outflow of economic benefits will result and that the outflow can be reliably measured.

NOTE 9. UNEARNED REVENUE

Income in advance	139,864	88,000
	<u>139,864</u>	<u>88,000</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 10. FINANCIAL LIABILITIES		
CURRENT		
Lease incentive liability	10,816	10,816
NON CURRENT		
Lease incentive liabilities	-	14,059
	<u>10,816</u>	<u>24,875</u>

Accounting policy

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

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

NOTE 11. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

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

NOTE 12. KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel are defined by AASB 125 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director of the entity.

The aggregate remuneration paid to key management personnel during the financial year is as follows:

Key management personnel compensation	<u>215,188</u>	<u>203,326</u>
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NOTE 13. RELATED PARTY TRANSACTIONS

Other than compensation of key management personnel, which is separately disclosed in these statements, there were no other related party transactions during the year.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 14. OPERATING COMMITMENTS		
Payables - minimum lease payments, including GST		
Not later than 12 months	74,376	109,398
Later than 12 months but not later than 5 years		74,376
	74,376	183,774

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

NOTE 15. EVENTS AFTER THE REPORTING DATE

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

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

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

DIRECTORS' DECLARATION

The directors of the Association declare that:

- (1) The financial statements and notes are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012*:
 - a. Comply with Australian Accounting Standards – Reduced Disclosure Requirements; and
 - b. Give a true and fair view of the financial position as at 30 June 2019 and of the performance for the financial year ended on that date of the Association.
- (2) In the directors' opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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



Cade Brown
President



Arran Curl
Treasurer

Dated on this 1st day of November 2019

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

Qualified Opinion

We have audited the financial report of Lifeline Canberra Incorporated ("the Association"), which comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

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

- (a) giving a true and fair view of the registered Association's financial position as at 30 June 2019 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Qualified Opinion

Lifeline Canberra Incorporated, in common with similar not-for-profit associations, does not have a comprehensive system of internal control over all revenue, such as Bookfair income and cash donations. Revenues of this nature are a significant source of revenue for the Association. The Association has determined that it is impracticable to establish control over the collection of this revenue prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to this revenue had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion whether Bookfair revenue and cash donations that the Association recorded are complete.

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

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

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in Lifeline Canberra Incorporated's annual report for the year ended 30 June 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 Management and Those Charged with Governance for the Financial Report

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

RSM Australia Pty Ltd

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

GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 4 November 2019

www.lifelinecanberra.org.au