

20
21

Financial Year

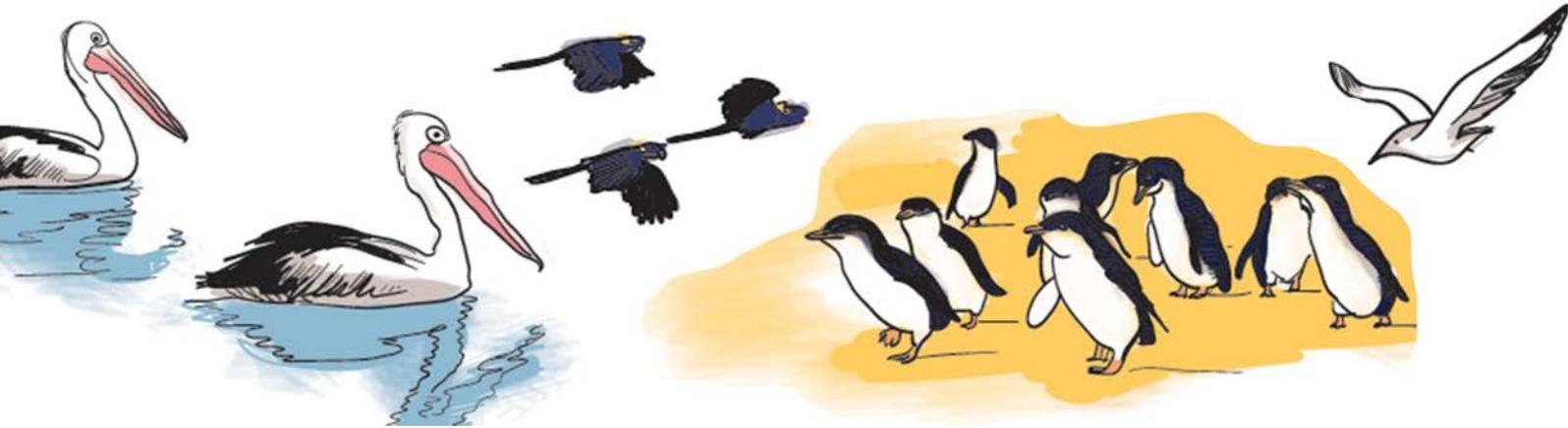
2020
2021

CARE



Lifeline

Annual Report | Lifeline Direct Limited



Acknowledgement of Aboriginal and Torres Strait Islander Custodians

Lifeline Direct Limited (LLD) acknowledges the Traditional Aboriginal and Torres Strait Islander Custodians of the land on which we work and deliver our services.

We pay deep respect to Elders past, present and emerging.

We acknowledge the multiple and complex factors impacting on Aboriginal and Torres Strait Islander peoples as the original peoples of this country.

We value the protective role of connection to family, country, culture, and spirituality, celebrating those strengths as the foundation of Aboriginal and Torres Strait Islander peoples' social and emotional wellbeing for more than 60,000 years.

LLD proudly supports Aboriginal and Torres Strait Islander peoples' self-determination and recognises equality as fundamental to realising our vision of a country free of suicide.

Acknowledgement of Suicide Lived and Living Experience

We acknowledge all the lives lost to suicide and recognise those struggling today or in the past with thoughts of suicide, mental health issues or crisis situations. We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

Our Cover & Art Story

The cover image is based on stories shared by our team. As a group we took the time and opportunity to talk through and reflect on the year that was FY20/21. It is a reflection of our proudest moments, obstacles overcome and stories where we felt LLD's impact within our communities.

Melinda Holme is a graphic artist and was invited to join our team to capture our year as a visual representation from the themes and words she heard from the group as they shared their reflections. The creation of this image was a fun and collaborative opportunity to think back on that challenges that FY20/21 presented and what we overcame as a team.

Contents

4	About Us	16	Our Impact
4	Who Are We	16	National Crisis Line 13 11 14 - Growth Over FY20/21
4	Our Mission	17	Aftercare
5	Our Leadership Team	18	Natural Disaster Recovery
6	Our Purpose	19	Retail
7	Reflections from Executive Director	20	Training
9	Our People	21	Financial Report
10	Regional Updates	22	Governance
10	Lifeline Hunter	22	Our Supporters
11	Lifeline Central Coast		
12	Lifeline Northern NSW		
13	Lifeline New England		
14	Lifeline Geelong		
15	Lifeline South West Victoria		



*Statistical data and financials included in this report are based on 1st July 2020 - 30th June 2021 (FY20/21) and is representative of Lifeline Direct Limited's contribution to Lifeline Australia.

About Us

Who Are We

Lifeline Direct Limited (LLD) is a wholly-owned subsidiary of Lifeline Australia, delivering the suite of LLD's services across six geographical regions in both New South Wales and Victoria. We work as part of a national network of centres collectively pursuing our vision of an Australia free of suicide.

LLD encompasses the Hunter region, Central Coast, New England, Northern Rivers in NSW, as well as Geelong and South-West Victoria.

These local Lifeline centres work collaboratively sharing administrative and other support services, which not only strengthens our effectiveness, but enables us to reach and meet more people who seek our help. We do this all while maintaining a sense of 'localness' to operate and serve with, in, and for our local communities. Our work is focused on the development and ongoing implementation of suicide prevention and community wellbeing programs in our centres local community, as well as delivering Lifeline's 13 11 14 national crisis support line.

We also explore opportunities to grow LLD's services both in geographical areas where they do not currently exist and by being an incubator within the Lifeline national network. We do this in search of new and different ways to meet people in crisis so that no person has to face their darkest moment alone.

Our Mission

To support people across the country and in our communities to seek help in a way, at a time and in a place that works for them.

LLD supports the community and people who may be struggling by providing accessible crisis support, counselling, education, community capacity building and referrals to other services.

We do this by:

- Connecting people with care and listening non-judgmentally
- Being part of our local communities
- Providing a voice of calm in crisis

Our work at LLD is driven by our vision of 'An Australia free of suicide'



Our Leadership Team

The LLD leadership team are responsible for leading LLD toward meeting our vision of 'An Australia free of suicide'.



Robert Sams

Executive Director | Lifeline Direct Limited

Robert's role is to provide direction, purpose and vision that in turn makes sure that our efforts are focused on those who seek our help.



Melissa Sams

General Manager People & Capability | Lifeline Direct Limited

Melissa's role is to support and engage staff and volunteers on all things "people" related and in doing so lead a culture that is focused on our mission.



Michael Were

General Manager NSW | Lifeline Direct Limited

Michael's responsibility is to oversee LLD's community engagement, business development and fundraising operations, as well as government, funder and stakeholder relationships across our four New South Wales regions.



Jason Doherty

General Manager VIC | Lifeline Direct Limited

Jason's responsibility is to oversee Geelong & the South West Victoria region through community engagement, stakeholder and government relations and business development, while also supporting the delivery of crisis support services.



Jenny Cappellacci

General Manager Finance & Commercial | Lifeline Direct Limited

Jenny leads the team that manages and supports LLD's financial management and reporting systems. Jenny also oversees the organisation's commercial activities, such as retail, that provide valuable funding for our essential services.

Our Purpose

CRISIS SUPPORT

Delivering Lifeline's digital crisis support services

through phone, text and chat services.

INNOVATION

Lead innovation in service delivery

by partnering with Lifeline Australia and other Lifeline Centres to test, trial and bed in new and different service offerings and methods such as LLD's recently introduced AfterCare service.

BUILDING CAPACITY

Building capacity in the communities that we operate

focusing on suicide prevention through training, community engagement, support groups such as bereavement groups and AfterCare services.

ENGAGE

Engage with communities

to strengthen brand recognition and improve the awareness of Lifeline's services for people seeking support.

GROW

Grow Lifeline's services

look for opportunities to deliver Lifeline's services into locations and regions where there is no local presence and where there is an identified need.





“Lifeline has a proud history of being in community, for community and with community, and this aligns well with my personal values.”

‘LLD rose to the task of answering more calls on the national crisis line than at any time in our history’

Reflections from Our Executive Director

Robert Sams

The experiences of FY19/20, through drought, bushfire and the global pandemic, were the cause for important learning for our team at LLD and we were able to take this learning into FY20/21. This was critical as demand for our services grew again this year, and along with other Lifeline Centres in our national network, LLD rose to the task of answering more calls on the national crisis line than at any time in our history.

We also used our learning and our connections in community to develop a new service to support people after a suicide attempt called AfterCare in the Hunter and New England regions. This new service is made possible through funding from the Hunter New England Central Coast (HNECC) Primary Health Network (PHN), and is already in high demand supporting more than 50 people in its first two months of operation.

Our goal in providing all our services is to ensure that people seeking help in our communities can find it when, how and where they need it.

In working toward this goal, in FY20/21 LLD:

- Supported more than 154,000 people through our contribution to Lifeline’s national telephone and text crisis support services.
- Delivered 3,357 counselling sessions at no cost to the client, 577 via telehealth and 2,780 face-to-face.
- Helped to build capacity in our local communities to prevent and respond to suicide, by training 4,503 people.

Our work could not be done without the remarkable contribution of our team which includes 349 Crisis Supporters, 529 volunteers and 90 staff in our Retail operations, 27 counsellors and community-based support team and 66 people in roles providing support including management, supervision, training, human resources, finance and facilities, marketing and communication.

In what at times were challenging circumstances, especially for our Victorian-based teams who were regularly in and out of lockdown, we demonstrated our ongoing “resiliencing”, learning and growing together as we continue to get used to the ever-developing ‘new normal’ way of working together.

Our work would not be possible without our incredible supporters including local, State and Federal government, individuals, local communities and organisations, our community partners and the local PHN’s in our regions. A list of our most significant supporters is included on page 22. We thank you all.

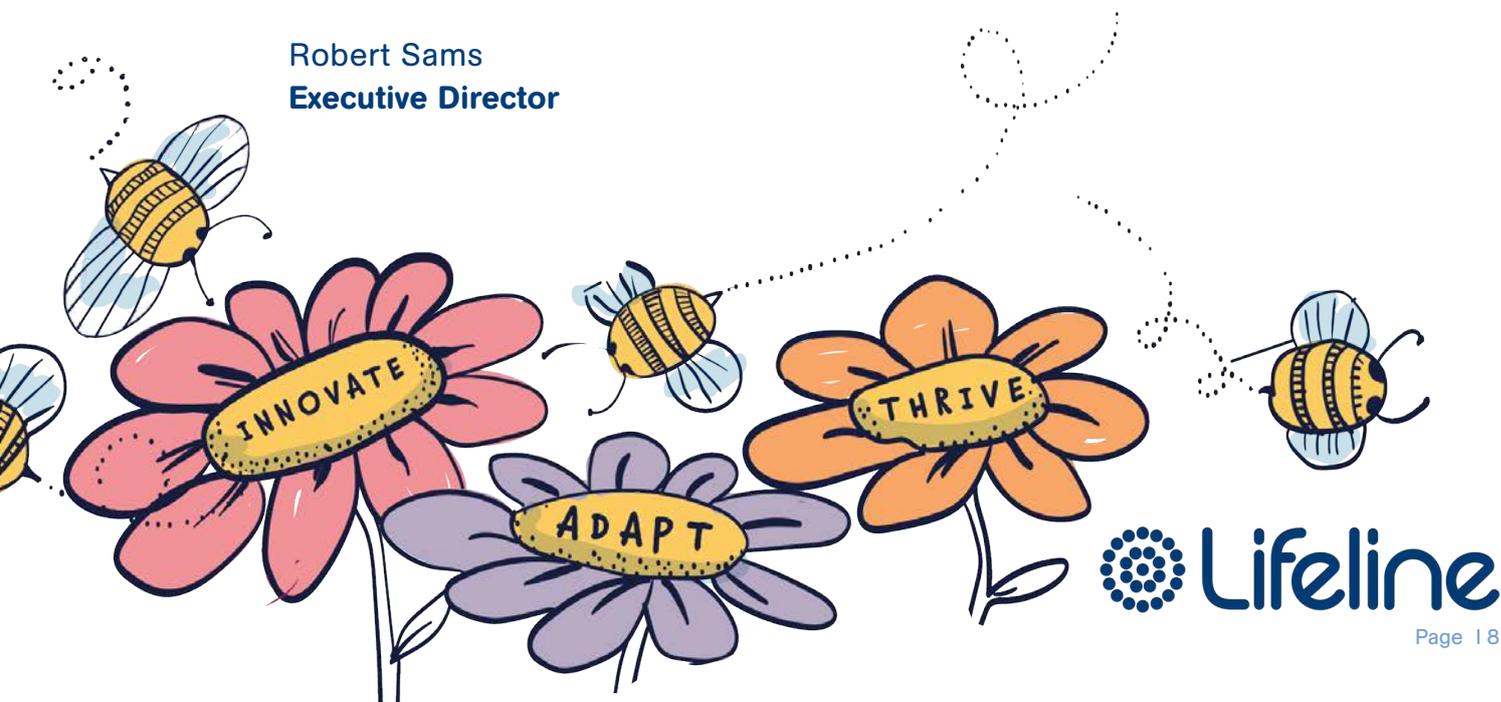
LLD also experienced the real threats of COVID-19 within our own operations. For example, several times throughout the year many of our 30 Lifeline Shops were closed, our community training went in and out of recess and our team moved to a combination of remote and office-based working. We also had to cancel many of our planned events, both community engagement and fundraising, as well as planned training workshops which we run through the regions. I am grateful to all our team who worked together through these periods of disruption to ensure that our services remained available.

For many of us, continuing to work at least in part remotely, presented challenges such as having to deal with increased childcare responsibilities while still working from home, however we demonstrated our resilience and found ways to work through these challenges. I’m proud of the hard work, the agility and the passion that our team demonstrated, keeping those who seek our help top of mind in all that we do, while also looking out for each other.

I would like to thank everyone for their support and guidance during these challenging times, as well as support from the team at Lifeline Australia and all Lifeline centres around the country who work together toward our shared vision of an Australia free of suicide.

Thank you for helping us save lives.

Robert Sams
Executive Director



Our People

Team Resilience

There are many things our team enjoy about the work that they do, but the most recurring theme is the opportunity to connect with other people.

Our team at LLD work with a sense of true purpose and passion for their work, that is, meeting people who seek help and ultimately, saving lives.

During the past 12 months, LLD has continued to grow and adapt to our ever-changing environment, it's been a real team effort. The leadership team recently talked about how there really is no leading without following, and part of leading is meeting with our teams and finding out what is important for them, and hearing their ideas and feedback.

From an internal perspective, we focused on enhancing the capability across LLD to support the growth of our organisation. Following an engagement survey of our paid workforce, our results showed that our people are proud, eager and resilient. We continue to work on areas of opportunities focused around the support of our teams through communication and change management, as well as the systems and processes that support this.

The LLD team has experienced significant growth across functions and expansion of our coverage across communities. LLD had 136 new paid team members join across various functions in FY20/21 to support those who seek our help including new community programs; AfterCare and Natural Disaster Recovery.

Our volunteer team of 783 continued to provide invaluable support across multiple areas of our organisation. From directly supporting those who seek our help on our crisis line, through to sorting stock in our warehouses or selling second-hand goods in our retail shops. Over the last year, we have not had as many opportunities to connect physically over distribution sites due to restrictions and closed borders, but our commitment to our people and the commitment to LLD made us feel closer than ever during a challenging and busy year.

Melissa Sams
General Manager People & Capability

'Our team at LLD works with a sense of true purpose and passion for their work'



Regional Updates

Lifeline Hunter

The team at Lifeline Hunter remained connected to our communities through FY20/21, despite the challenges presented with COVID-19. One achievement the team is proud of is expanding our video counselling, a service established through the onset of the global pandemic. This service complements our 13 11 14 crisis line, enabling Lifeline Hunter to meet people in a way, a time and a place that suits them to seek help.

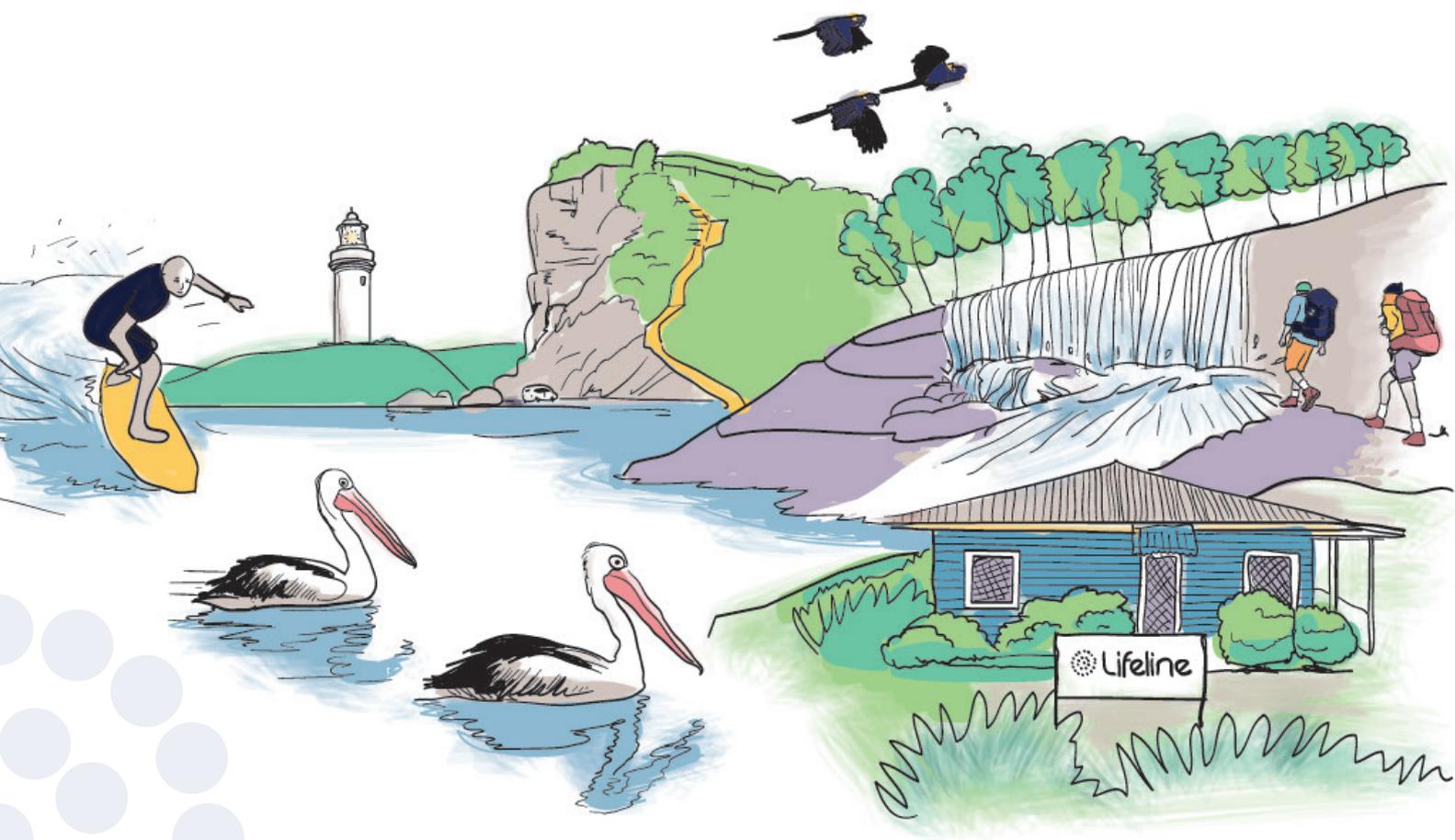
Video counselling helps Lifeline Hunter to reach a wider demographic in our region and in addition, we are now delivering this service on behalf of more than 10 other Lifeline Centres across the country. This means jobs for local people and increased Lifeline services across more communities.

Lifeline Hunter commenced the AfterCare program in FY20/21, supporting people post-suicide attempt. Participants are supported by a local Care Coordinator, with access to a dedicated care line, counselling and the Eclipse group support program. This community-led program is currently available to people in Singleton, Tamworth (New England) and Forster (Mid-north Coast). In addition, Eclipse groups are also available in Newcastle and on the Central Coast.

In January, Lifeline Hunter celebrated a partnership with Australian Rail Track Corporation (ARTC) supporting the delivery of face-to-face counselling and suicide prevention services. This partnership and funding will help ensure that Lifeline's local counselling is sustainable and continues to be provided without charge or referral for vulnerable people in our Hunter community.

Lifeline Hunter is now available to the community in a way that was not available in the past. We look forward to continuing to adapt and grow as a centre to meet the needs of our community.





Lifeline Central Coast

Lifeline Central Coast increased our community and corporate engagement with “In Conversation With Lifeline” sessions delivered to multiple businesses and community groups throughout FY20/21. These sessions have provided the local community with mental health awareness and pathways to access LLD services.

The Mingara Recreational Club team participated in our “Challenge Yourself for Mental Health Month” initiative to walk over 10 million steps during October. The Central Coast’s premier charity cycling ride Century Bike Challenge proudly held its 21st Anniversary of the ride with Lifeline Central Coast as beneficiary. Both events raised vital funds to support local Lifeline services, increasing awareness and accessibility of services whilst building further relationships in the region.

Community and corporate engagement are the focus heading into FY21/22, sharing the awareness of our local services and programs. Lifeline Central Coast will continue to deliver counselling to the Central Coast community via face-to-face or video, meeting people requiring support in a way that meets their individual needs.

Northern NSW

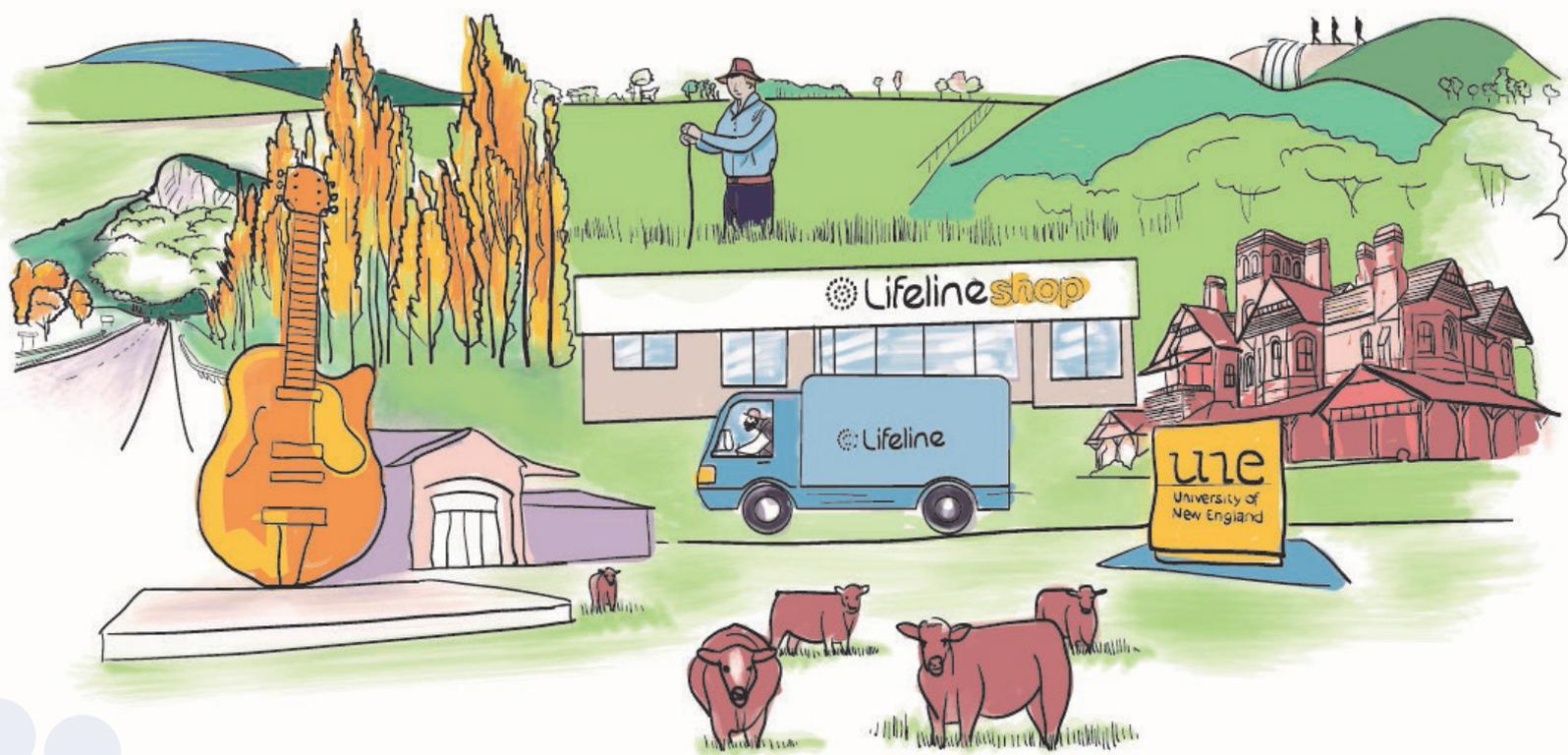
Using a measure of the per-capita population in each region of Australia, the Northern Rivers, particularly Lismore, is home to a large number of Crisis Supporters. We are grateful to the many within the community who have trained as Crisis Supporters and continue to volunteer their time to ensure that no Australian faces their darkest moment alone. During FY20/21, the team answered more than 21,000 calls from Australians in crisis.

Our relationship with Healthy North Coast was strengthened, and the Lismore Suicide Prevention Collaborative project had its funding extended. Despite the restrictions COVID-19 placed on many in-person events, the collaborative was able to implement a range of best-practice suicide prevention programs as part of the LifeSpan trial including the:

- Coordination and delivery of Mind Your Mates, Start, safeTALK, ASIST, Youth Awareness of Mental Health and Advanced Training in Suicide Prevention for over 180 community members.
- Design and distribution of several help-seeking resources (youth wallet cards, fridge magnets and an information kit).
- Design and delivery of a suicide bereavement support group for the LGBTIQ community in collaboration with ACON.

In addition to the prevention programs, the collaborative engaged Southern Cross University to facilitate the Capturing Local Findings project, a collective critical reflection project which documented the significance of four key areas for suicide prevention in Lismore: Collaboration, Coordination, Fostering Access & Community Leads.





New England

During FY20/21, Lifeline New England continued its bushfire recovery support service funded by the HNECC PHN. In response to additional weather events, the program was broadened in scope to serve communities impacted by all natural disasters, not solely bushfires. The program has provided the funding for LLD to employ five Peer Workers across the New England North West area to support the community, and also provide free counselling without the need for a GP referral.

LLD continued to extend its services in the New England region with the addition of an AfterCare service in Tamworth. The service has been designed specifically to provide adults with immediate support following a suicide attempt, or survivors of a past suicide attempt, as funded by the HNECC PHN. LLD met 50 people through the AfterCare program in its first two months.

The New England region is an area that LLD intends to grow its community engagement and support. We also intend to open new retail locations in Armidale and Tamworth in the next financial year.

Michael Were
General Manager NSW

Lifeline Geelong

FY20/21 was a year of significant change at Lifeline Geelong. Like all in our community, our team dealt with numerous lockdowns due to COVID-19 and the challenges associated with these, while at the same time undergoing a transformation both physically with our contact centre, and through our commitment to people.

In March 2021 we commenced a refurbishment of our Geelong Centre making the conditions more comfortable for our team while also increasing capacity from two to thirteen Crisis Supporter phones. This means that our team in Geelong increased our support of Lifeline's national crisis support service and also means more Crisis Supporters joined our local team.

Over the last 12 months, we welcomed more than 100 new Crisis Supporters into our service who were provided with a comprehensive program of training and support so that we could respond to the increased demand on our national crisis line.

The refurbishment of the centre means that we play a significant role in supporting this line during the 'hard to fill' overnight shifts where our Crisis Supporters are paid, creating more employment opportunities for local people during the global pandemic. We are grateful for increased support from both the Federal and State government which allowed for this.

We also continued to deliver training to our community partners and businesses across the region by engaging with them and supporting them, as we aim to be "in community, for community and with community".

Over the next 12 months, we look forward to consolidating our efforts and maintaining our work as a leading mental health service in the region.



Lifeline South West Victoria

In FY20/21, we returned to our roots in our Warrnambool centre taking on a new cohort of volunteer Crisis Supporters to work alongside our existing paid team.

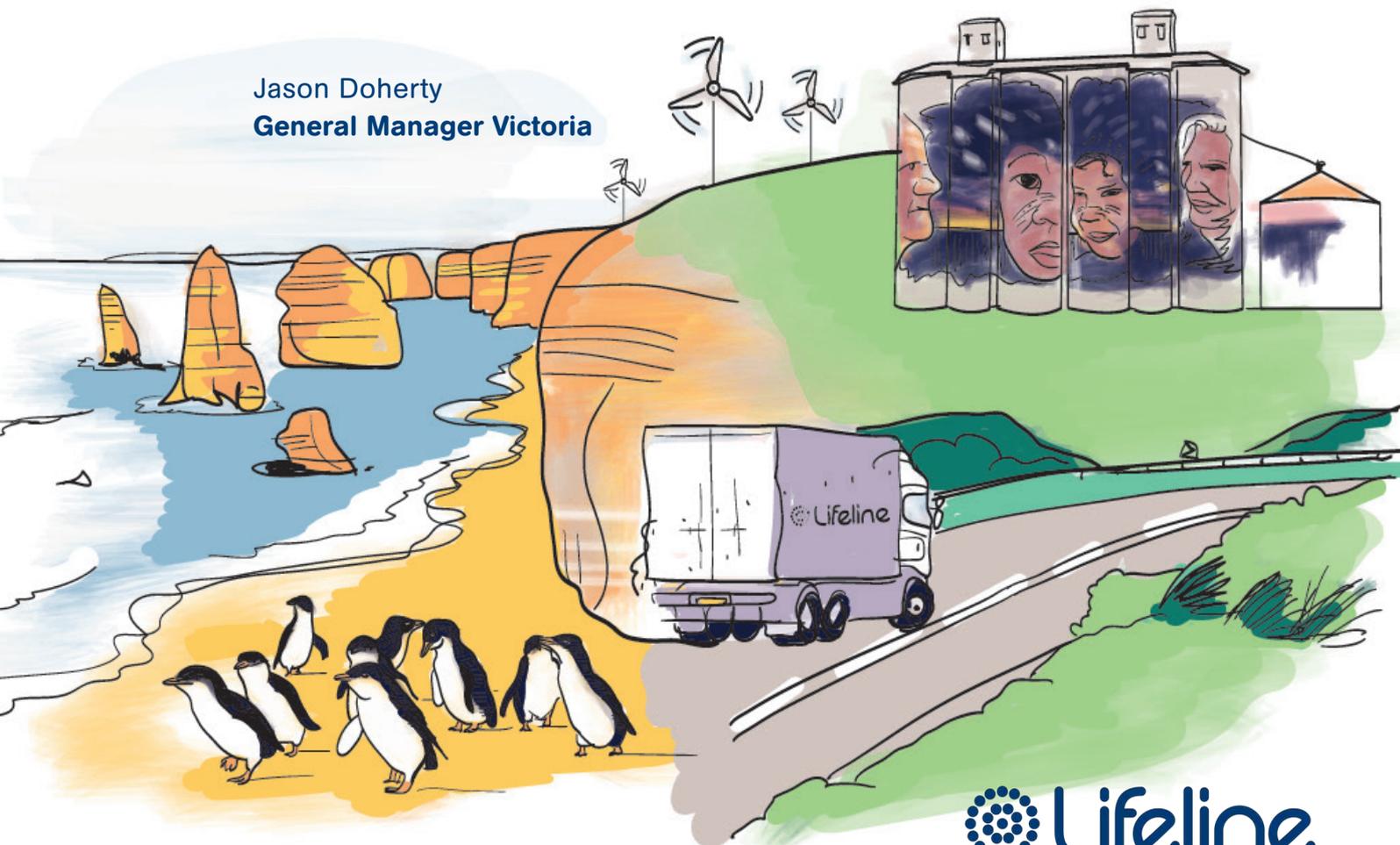
This was made possible through a new partnership with South West TAFE, where we provided Lifeline's Crisis Support Worker Training (CSWT) as part of the TAFE's Diploma of Counselling course. Students were also able to complete placements on our crisis line. Feedback from students and teachers alike about the CSWT training, which is recognised as a leading crisis support course, was very positive. We are looking forward to continuing this important partnership which will provide a student pathway throughout the South West Victorian (SWV) allied health sector.

We continued to work with TILT Renewables as a corporate partner to provide support to both their workforce and other organisations in the region through mental health workshops and training. We continued relationships with many Allied Health and community organisations, including the Western Victoria PHN which saw us partnering in the development of suicide postvention protocols.

We are engaged with our SWV community through our Skills-for-Life training and have been able to deliver many online courses over the last 12 months to the education, public service, commercial and sporting sectors.

This has helped keep SWV at the forefront of our regional work, through crisis support, community engagement and training, along with our retail shops.

Jason Doherty
General Manager Victoria



Our Impact

National Crisis Line 13 11 14 – Growth Over FY20/21

Throughout FY20/21, Lifeline’s national crisis line has seen a significant increase in calls as Lifeline continues to be the ‘go- to’ organisation for Australians seeking help and connection, especially due to the ongoing impact of the Covid-19 pandemic. In many ways Lifeline’s services have never been more relevant or needed.

With this, LLD’s service has also grown exponentially, with more volunteers than ever being trained and supported to be able to answer crisis calls across the LLD network.

We also celebrated the service milestones of some of our 340 crisis support staff during National Volunteer Week and recognised service milestones. Their dedication in supporting the work of LLD is commendable and very much appreciated.

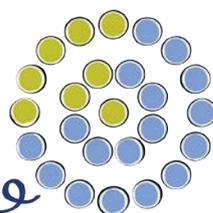
- **5yr Eucalypt Award** - 8 recipients
- **10yr Golden Wattle Award** – 4 recipients
- **15yr Opal of Honour Award** - 2 recipients

Our centres across Northern NSW, Newcastle, Central Coast, Geelong & Warrnambool have been progressively working together in a unified way, sharing resources, workload and ideas. For example, in FY20/21 LLD introduced “group remote training” which means that people can attend training in any of our locations as it is now done with the support of technology. This new way of working will help streamline our recruitment and training practices and allow our centre staff to provide even more support to our volunteers.

In FY20/21 we answered more than 150,000 calls from people seeking our help. Our team are proud that this equates to 16% of all calls to the national crisis line. Our aim in working together across LLD is to continually improve and increase our support of Australians in crisis.



154,593
Calls Answered



75% answered within the first 90 seconds



55,383 of Crisis Support Contributed to the National Network
Hours



2.2 million mins
Talking to Australians Seeking Help





AfterCare

In 2020, LLD was awarded a contract from the HNECC PHN for AfterCare; a newly developed service that is being delivered in the Tamworth, Singleton and Forster regions. The AfterCare service is aimed at improving the care received by people after a suicide attempt and is a high priority for the HNECC PHN in reducing suicide attempts and deaths. A suicide attempt is known to be the most significant risk factor for further suicidal behaviour.

HNECC PHN conducted a Dynamic Simulation Model (DSM) using a participatory approach that involved a range of local and state-level stakeholders. This included representatives from state governments, health and social policy agencies, local councils, non-government organisations, the education sector, emergency services, research institutions, community groups, primary care providers, and people with lived experience of suicide.

Two key findings from the DSM that informed HNECC PHN in their service commissioning were:

1. The most significant and immediate impact was identified as post-attempt care.
2. Social connectedness is expected to have the most significant impact on suicide over the forecast period, however, the time it takes to have an effect is much more protracted compared to most other interventions.

To develop LLD's AfterCare model of service, a co-design process was conducted across the contracted regions for community engagement and consultation. This process was successful in receiving feedback and input in the delivery of the service in each region, and also opened pathways for referrals in and out of the program upon assessment.

A project plan was finalised to outline key deliverable steps and actions required to commence the service. AfterCare began operating in these regions in April 2021 and in the period up to June 2021, 50 people reached out for support from the service.

Natural Disaster Recovery in the New England

Significant weather events and natural disasters are commonplace for those that call the New England region home. The devastation of the Black Summer bushfires in the summer of FY19/20 took its toll on many, on top of the difficulty of drought conditions.

Funded by the HNECC PHN, LLD implemented a service that has provided emotional support across communities in the New England and Mid-Coast regions of NSW. LLD Peer Workers are located in Armidale, Walcha, Inverell, Glen Innes and Tenterfield providing support to individuals in the community unsure of how and who to turn to for psychological support. The project also provides face-to-face counselling in these towns without the need for referral or cost to those who access the service.

Coupled with online video counselling, and a dedicated crisis line (13 HELP) for those impacted by bushfires, LLD is committed to supporting the recovery of the New England community, through this community-led and community-based service.



Retail

Lifeline Shops are essential in supporting the organisation's ability to deliver frontline services such as crisis support and counselling, with more than 50% of LLD's operating revenue sourced from retail operations.

LLD oversees the operations of Lifeline Shops in five regions across NSW & VIC. This logistical challenge was further complicated in FY20/21 by the changing restrictions due to COVID-19.

Despite these challenges, our amazing team of staff and volunteers were able to deliver sales that exceeded initial forecasts for the FY20/21 financial year. This in turn meant more support for our local communities.

We also celebrated the service milestones of some of our 400 retail volunteers during National Volunteer Week. Their dedication in supporting the work of LLD is commendable and very much appreciated.

- **5yr Eucalypt Award** - 27 recipients
- **10yr Golden Wattle Award** – 11 recipients
- **20yr Lifetime Achievement Award** - 2 recipients

Our achievements are only possible with the ongoing support of the public. Donations of quality pre-loved items are key to our operation, and we thank all our generous donors. In addition, charitable recycling has a positive environmental impact.

We are excited to announce that in FY21/22, LLD has plans to open six more Lifeline Shops, three of which will be in the New England region of NSW. In line with delivery of essential services, this expands our activities into a sixth geographic region.



27 Shops



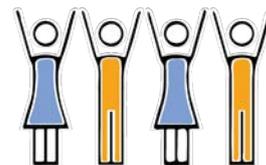
4 Warehouses



\$5.9m Sales



450,000
Purchases Made



592 Retail
Volunteers



Training

LLD's Skills-for-Life training is designed to strengthen our capacity to support people within our communities. We aim to build suicide aware and safe communities by providing courses for business and community members in suicide prevention.

Through the restrictions enforced due to COVID-19 and the impact on our ability to deliver in-person training, we transitioned to delivering courses online. This delivery strategy enabled us to maximise our geographic reach and continue to engage with businesses and our communities despite the imposition of COVID-19 on our training operation. Over the past two years virtual training delivery has become more of a norm across the regions we serve and has opened new opportunities for our Skills-for-Life training.

Our training portfolio now includes 13 online workshops and presentations:

1. 2-part Accidental Counsellor Foundations
2. All About You: Self-Care for the Frontline
3. Blended Accidental Counsellor
4. Blended Mental Health First Aid for Community
5. Blended Mental Health First Aid for Workplaces
6. LivingWorks - Start Suicide Prevention Module
7. Managing Challenging Interactions
8. Mind Your Sports Mates for Adult Players
9. Mind Your Mates for Community
10. Mind Your Sports Mates for Young Players
11. Mind Your Sports Mates for Coaches
12. SKILLS for Parents (Supporting Kids In Living Life Safely)
13. DV-alert - Domestic and Family Violence Response Training

Over FY20/21, LLD's training team delivered 315 training events and engaged with 4,503 participants, a 16% increase on course participation compared to FY19/20. LLD's training support team members look forward to growing our course offerings and community engagement as we head into FY21/22.



Financial Report

For the financial year ending 30 June 2021, LLD realised an operating net surplus of \$366,002, and an overall net surplus of \$1,960,694*. A significant achievement by the whole organisation to meet increasing demand for services, whilst minimising the financial impact of COVID-19.

The net asset position for LLD as at 30 June 2021 is \$5.2m.

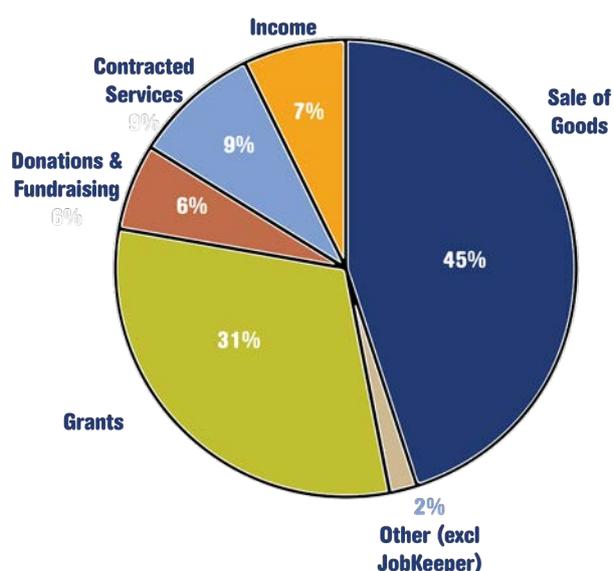
While grant income grew during the COVID-19 affected period, the organisation successfully navigated the ever-changing pandemic restrictions, and was also able to increase revenue from commercial activities in the latter half of the year. LLD was eligible for the JobKeeper subsidy from July 2020 to March 2021.

Several expense categories have been affected by COVID-19, both favourably and unfavourably. However, the general increase in operating expenses reflects both organisational growth and post-COVID capacity building.

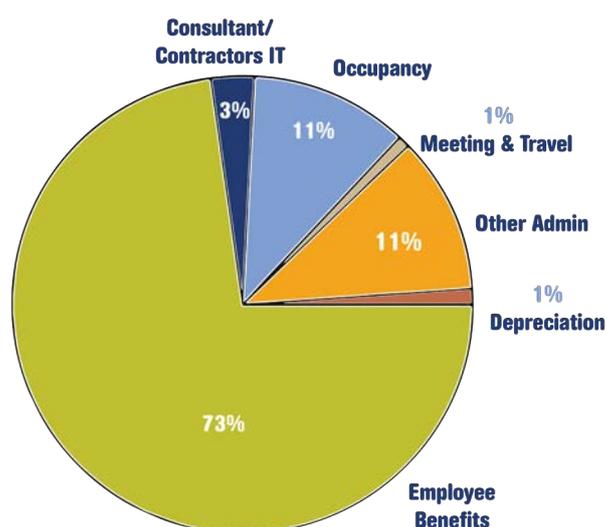
The strengthened net asset position includes a capital works project at the Geelong office that will enhance service delivery and operational efficiency.

Jenny Cappellacci
General Manager Finance & Commercial

LLD Revenue FY20/21



LLD Expenses FY20/21



*Note: In October 2019, LLD began operating under license in the Geelong, VIC region. The formal liquidation of the Lifeline Geelong Barwon Inc Centre and subsequent transfer of net assets, which included real property and cash, were measured at fair value and recognised as revenue by LLD on 17 Dec 2020.

Governance

Lifeline Direct (LLD) as a fully owned subsidiary of Lifeline Australia, is subject to the same governance and auditing process as all Lifeline member Centres nationally.

The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensure Lifeline Direct meets it's governance requirements as a Lifeline member. The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, WHS, policy and procedures and volunteer engagement.

Lifeline Direct as an organisation and our team members meet the requirements of this audit every year. Through this process our team members remain qualified and our services are reviewed, providing a good opportunity to continually evaluate and ensure we have complaint and efficient practices across all of LLD.

Thank you to our Supporters

LLD is grateful for the financial support we receive from the community as it is fundamental in allowing us to continue to deliver local services.

Major Supporters in the FY21

Government

Healthy North Coast PHN
HNECC PHN
Western Victoria PHN

Corporate

Australian Rail Track Corporation (ARTC)
Hunter Water
Glencore
Matt Richards Photography Videography
Officeworks
Central Coast Women's Golf Association
Westrac
Bendigo Bank

Tilt Renewables

Birregurra Golf Club
Mingara Recreation Club
Sabervox
Newcastle Coal Infrastructure Group (NCIG)

Trusts & Foundations

Fussell Foundation
Give Where You Live Foundation
East Warrnambool Rotary Club
Geelong Connected Communities

Other

Gentlemen of Geelong



COVID



If you, or someone you care for needs support or is thinking about suicide, please reach out to Lifeline



Call - 13 11 14
available 24 hours/7 days



Chat to a Crisis Supporter
on-line at lifeline.org.au



Crisis Text - 0477 13 11 14

We're here for you.

LLD customer support
1300 152 854
lifelinedirect@lifeline.org.au

Lifeline Central Coast
15 Cary St WYOMING
centralcoast.lifeline.org.au

Lifeline Hunter
12 Maitland Rd ISLINGTON
hunter.lifeline.org.au

Lifeline Northern NSW
104 Conway St LISMORE
northernsw.lifeline.org.au

Lifeline New England
96 Beardy St ARMIDALE
newengland.lifeline.org.au

Lifeline Geelong
1 McKillop St GEELONG
geelongsw.lifeline.org.au

Lifeline South West Victoria
174 Timor St WARRNAMBOOL
geelongsw.lifeline.org.au

