



Annual Report 2020

Lifeline Direct Limited

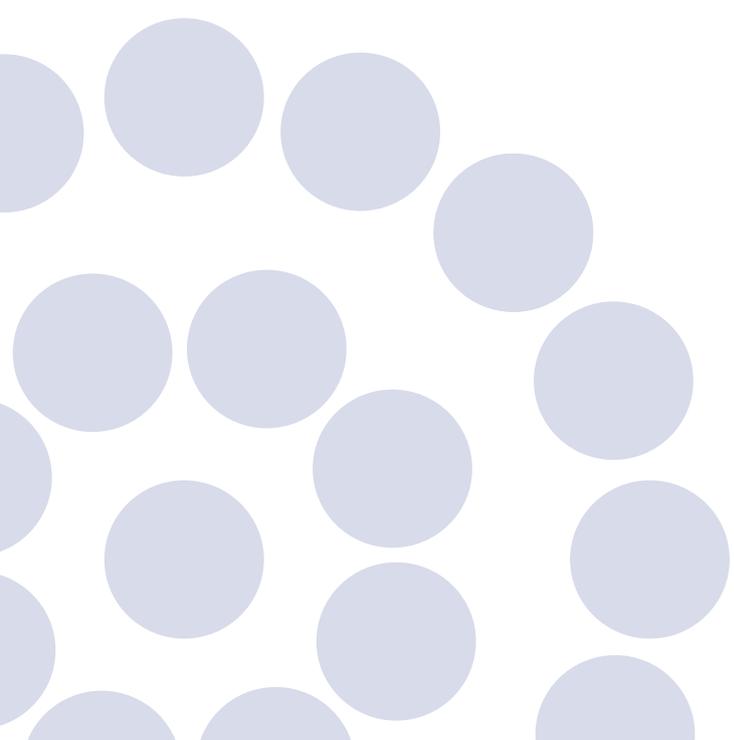




Twelve Apostles, Princesport VIC

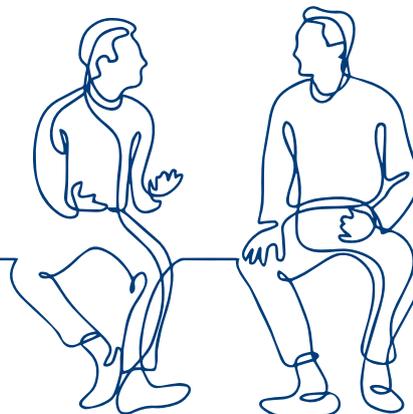
Acknowledgement of Country

Lifeline Direct acknowledges the Traditional Custodians of the land where we work and deliver our services. We pay our respects to their elders; past, present and emerging.



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* Statistical data and financials included in this report are based on FY 2020 (1st July 2019 - 30th June 2020)

About Us

Who are we

Lifeline Direct (LLD) is a wholly owned subsidiary of Lifeline Australia, delivering the suite of Lifeline's services across six geographical regions in both NSW and Victoria.

LLD works as a collaborative of local Lifeline Centres sharing administrative and other support services, which not only delivers efficiency in administration, but enables the Centres to work together in areas that were not previously possible. This, all while maintaining a sense of 'localness' to operate and serve their local communities.

LLD encompasses the Hunter region, Central Coast, New England, Northern NSW, Geelong and South West Victoria.

LLD as a model focuses on supporting the development and ongoing implementation of suicide prevention and community wellbeing programs in the Centre's local community, while looking for opportunities to grow Lifeline's services in geographical areas where they do not currently exist.

Our mission

To support people in our communities to seek help in a way, a time and at a place that works for them. Lifeline supports the community and people experiencing difficulty through accessible counselling, education, community capacity building and referral services.

We do this by:

- Connecting people with care
- Run by the local community for the local community
- A voice of calm in crisis

Our work at Lifeline is driven by our vision of 'An Australia Free of suicide'

Our Purpose





Robert Sams is the Executive Director Lifeline Direct Ltd. His role is to provide direction, purpose and vision that in turn makes sure that our efforts are focused on those who seek our help.

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

Reflections from the Executive Director Robert Sams

FY 2020 was a turning point for Lifeline Direct (LLD) as our services grew in support of people across Australia through delivery of Lifeline’s phone and text services. We also reached out and met more people than ever, through our local community-based face to face services and training.

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

In working toward this goal, in FY 2020 Lifeline Direct (LLD):

- Met with 603 individuals through delivering 3,859 face to face counselling sessions
- Supported more than 110,000 people through our contribution to Lifeline’s national telephone and text crisis support services
- Helped to build capacity in our local communities to prevent and respond to suicide, by training 3,798 people.

Lifeline were there for people as we experienced one of the most challenging periods in Australia’s history through bushfires, floods, and then COVID-19. We know the effects that cumulative trauma can have and our team at Lifeline were, and remain, focused on providing support that aims to reduce the pain communities experience.

A number of records were broken during 2020, including in March which saw Lifeline’s busiest day on record, with 3,197 Australians calling Lifeline across Australia on Good Friday. At the same time, Lifeline were also able to answer the most calls in our history.

LLD is proud that we were able to contribute to this performance which could not have been done without the wonderful support of all our Crisis Supporters who stepped in to do more shifts at a time when people needed us the most, it made a real difference.

LLD also experienced the real threats of COVID-19 within our own operations. For example, in March we made the difficult decision to close our 30 Lifeline shops, put our community training into recess and move to a remote working model. We also had to cancel many of our planned events, both community engagement and fundraising, that we run in many regions.

These decisions were not easy as not only did they impact on our revenue which could have impacted on our ability to provide support, but it also meant that our many community-based volunteers in our Lifeline shops were not able to connect with each other, something that we know is important for their own wellbeing. To reduce the impact of this, we found new and creative ways to stay in touch with our teams, and like so many other people across the world in 2020, we know that having a cuppa over Zoom is now a 'thing'.

The financial threat of closing the Lifeline shops though was a serious concern for our team. Managing the loss of almost 50% of our income for a period of three months was something that occupied a lot of our time.

To mitigate this, LLD were grateful to our many supporters including federal, state and local governments, along with Lifeline Australia and our many corporate and community supporters who pitched in to ensure that our services were not interrupted.

Throughout this period our people were very supportive of each other. For many of us, adjusting to remote work presented challenges with many of our team 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.

And this hard work paid off with our dedicated team achieving some significant milestones and achievements in FY 2020 including:

- Developing a community-led bushfire recovery service for people in Hunter, New England and Central Coast region of NSW.
- Integrated the Geelong Lifeline Centre into LLD.
- Working with Lifeline Australia to support the design and implementation of a new telehealth counselling service with thanks to the support of NRMA and RACV.
- Creating new community-based models of care and support for people after a suicide attempt (known as "Aftercare" programs) which will be launched in FY 2021.

2020 has been both a challenging and rewarding year for our team at LLD and we are proud that we have been able to contribute to building resilience in our communities and for those who have sought our help.

I would like to thank all our team 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
Lifeline Direct Limited



Melissa Sams is the General Manager, People & Capability. 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.

"Every single person in the organisation contributes to the overall goal of assisting our community through crisis support and suicide prevention".

Our People

At Lifeline Direct (LLD) people are at the heart of the services we provide. Our team has been through a busy and challenging 12 months, and has demonstrated a passion and commitment in supporting those who seek help in our local communities.

During the past 12 months the LLD team has experienced significant growth with 97 new paid team members joining LLD. These roles are across various functions to support and provide support to those that seek our help, with 70 of these 97 new team members being directly linked to our crisis support function.

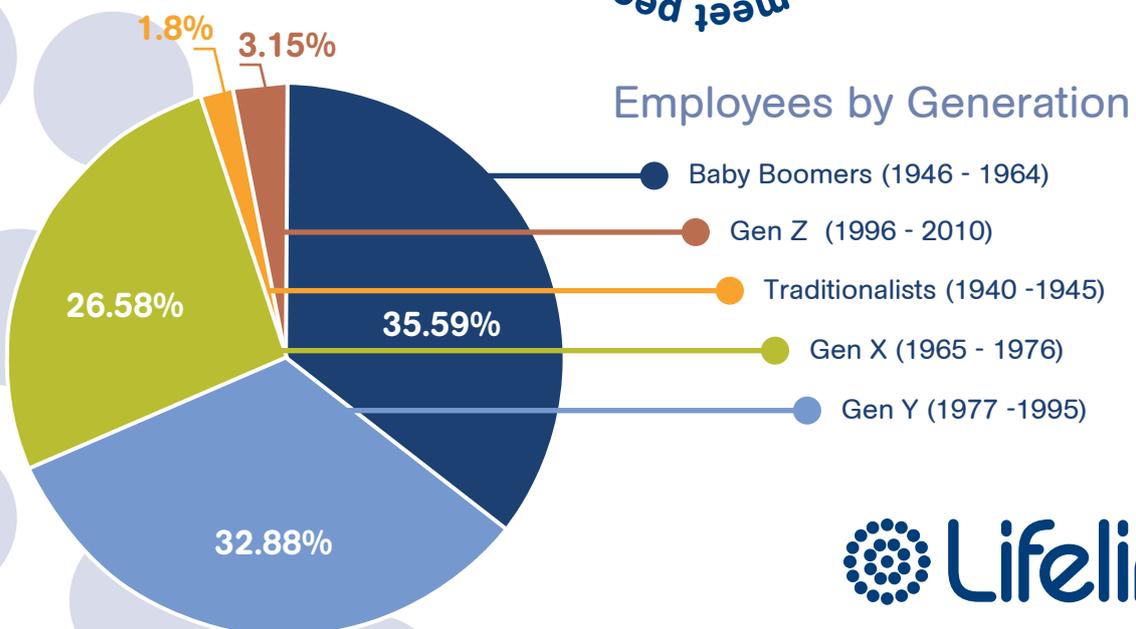
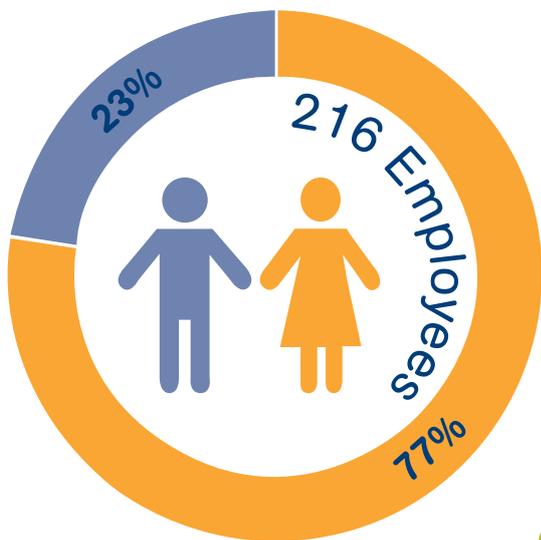
In October 2019, Lifeline Geelong Barwon integrated with Lifeline Direct, with all existing team members transitioning across to continue the work we do with increased support to the Geelong Barwon community. It has been great to see strong outcomes over the course of 2020 as a result of this integration.

In March 2020, alike the rest of the world we were introduced to COVID-19 with the uncertainty and challenges that came with it. As an organisation with people at its core, we promptly moved to remote working and navigating what the "new norm" would be. Whilst all of our teams were impacted for various reasons, whether it was from the closure of our Lifeline shops and warehouses, or the pausing of face to face community training, we were able to keep our teams employed and connected.

Our volunteer workforce, who make up 653 team members across our sites, continued to provide invaluable hours of support in 2020, answering our crisis lines, providing counselling, supporting events as well as working in our Lifeline shops and warehouse locations. Even throughout the COVID-19 shut down periods, our volunteers were able to adapt and as a team we were able to continue to work towards our shared vision of an "Australia free of suicide", during a time where the need for our services was more relevant than ever.

Amongst the challenges we were able to see the capability for opportunities that this new working environment could provide for LLD. With a predominantly remote workforce we were able to create environments for teams across multiple locations to meet, collaborate and share. We were able to increase our crisis support students by providing remote training and leveraging our key people across LLD rather than being confined to a local workforce support model. LLD was able to re-design our face to face training to a digital format and continue to train our communities to be “suicide safer”.

At a time where some parts of our world stood still, our team members at LLD were adapting, changing, innovating and connecting to move our organisation and services forward. As a result we were able to continue to meet people who seek our help at a time they needed it the most.





Julie Wicks is the Regional General Manager Hunter, New England & Central Coast. It is Julies' responsibility to oversee the regions and support the delivery of services, including 13 11 14 phone service, face to face and telehealth counselling, and community suicide prevention projects.

“Working for a charity with purpose is motivating in itself. I am proud to work for an organisation that offers hope to people through connection”.

Lifeline Hunter New England Central Coast

2020, another purpose filled year for Lifeline to continue to bring together our communities to be suicide safe through connection, compassion and hope.

Across the world however we were impacted by the COVID-19 pandemic which has somewhat dominated our lives and changed the way we work. At Lifeline will were swift to implement new ways to deliver our services. We were confident in learning new skills through adapting our services and are proud of our successes to be able to meet the increased demand of our services.

Locally we remain committed to our vision of a country free of suicide. Our teams valued contribution through community engagement, business development, training and administration services, and our core business of service delivery via our counselling and crisis support remains unwavering; supported by our wonderful volunteers, the commitment that is demonstrated to provide these lifesaving services at no charge to our community is truly heartfelt through this challenging year.



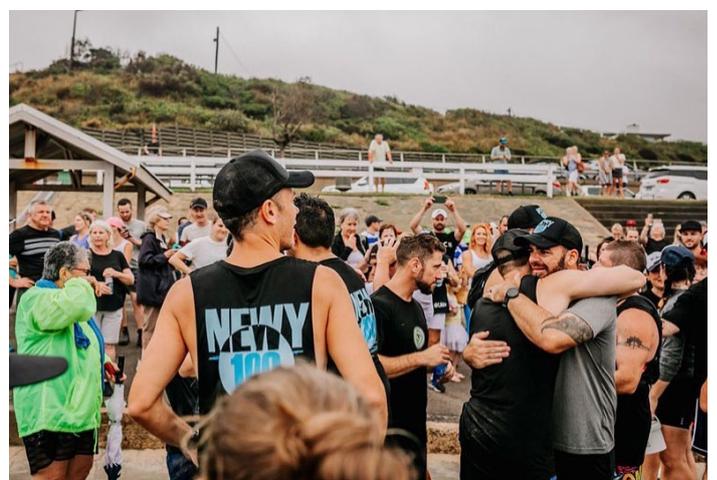
Bar Beach, Newcastle NSW

Hunter Highlights

Video counselling – Lifeline provides supportive counselling and assistance with mild to moderate mental health issues in our face to face counselling service. With the introduction of video health we have increased our capability to meet more people who seek our counselling services.

Support thought COVID-19 – Thanking partners/businesses that supported us through COVID-19, Lifeline Hunter were most grateful to receive some much-needed funds to support the continued delivery of our local services at the onset of the pandemic from several local organisations such as; Australian Rail Track Corporation (ARTC), Bloomfield, Port Waratah Coal Services, Newcastle Coal Infrastructure Group (NCIG) and Newcastle City Council. These donations covered unprecedented costs involved such as adapting our service for volunteers and staff to work remotely, and to ensure that a socially distanced team when onsite had the safety requirements available. The funds also assisted in the introduction of video telehealth.

Newy 100 – An inaugural event for Lifeline Hunter founded by local Lifeline Advocate Lyndsay Walker. The event raised close to \$50,000, an outstanding result through generous community support. This event is in preparation to be held again in 2021.



Newy 100 team celebrate as they cross the finish line of the 100km event.



Catherine Hill Bay, Central Coast NSW. Photo by local photographer and Lifeline supporter Adrian Byrnes

Central Coast Highlights

Save Our Kids Project – In 2012 Gosford North Rotary began a two-pronged project, one for youth advancement and one for youth suicide prevention, jointly named the Gosford North Rotary Save Our Kids Project, or SOKS. For the past eight years Lifeline Central Coast has worked in conjunction with SOKS, jointly seeking to build suicide-safer secondary schools on the Central Coast.

Funds raised facilitate delivery of safeTALK presentations, 2-day LivingWorks Applied Suicide Intervention Skills Training (ASIST) workshops, Self-harming Behaviours Awareness modules and, most recently, Mind Your Sports Mates awareness training for young sports people.

Bank Of Goodwill – created with thanks to Bendigo Bank, Treehouse creative produced the ‘Kindest of Strangers’ Video for Lifeline. This video represents Lifeline beautifully in demonstrating how Lifeline supports communities through compassion, connection and hope.

“There are still times when things get bad, where I just need to rely on the kindness of strangers...and they are the kindest of strangers.”

- Josh Hewitt



Josh Hewitt, Lifeline Advocate





Armidale NSW

Lifeline in the New England

Lifeline Direct has been delivering services in the New England region since July 2017. At this time, Lifeline Direct, with funding from the Hunter New England Health Local Health District, identified a demand for face to face counselling services for people in Armidale and surrounding towns. After meeting with several community stakeholders, including local neighbourhood groups, the team from Health, and a team of dedicated Lifeline volunteers in the region, LLD commenced the face a service that now provides more than 200 sessions per year.

In July 2020, we were delighted to receive funding from the Hunter New England and Central Coast (HNECC) Primary Health Network (PHN) to extend our community wellbeing program in the region via a Bushfire Recovery service. This service includes community engagement and counselling services for people in five regions in the New England, including Walcha, Inverell, Glenn Innes, Tenterfield and Armidale. An additional town in the Manning region on the Mid-North Coast of NSW, means a total of six towns are including in this service that is funded through to December 2022.

In 2021, LLD will commence and Aftercare program supporting people in the New England North West (Tamworth) region. This is made possible through funding from the HNECC PHN. With this increase in services in the region, LLD will look to establish a 'Community Hub', providing a retail space and additional counselling rooms which we expect to be fully operational from mid-2021. LLD will also consider the possibility of extending our digitally delivered services (i.e. 13 11 14 and text) to being delivered by local communities.

LLD sees the New England region as an important location to meet with our purpose of growing Lifeline's services in regions where Lifeline does not currently operate. 2021 will be an exciting year of growth for Lifeline Direct in the New England region to offer ongoing mental health and wellbeing support for local communities.

Julie Wicks
Regional Manager
Lifeline Hunter New England
Central Coast





Cape Byron Lighthouse, Byron Bay NSW

Lifeline Northern NSW

Our Lifeline team in Northern NSW continued our work supporting both local communities, as well as Lifeline's national 13 11 14 service in 2020.

The local team at Lismore meet on average, 1,300 people who call the national Crisis Support line each month. We rely on the hard work of our generous volunteers who work alongside our management and administration team to ensure that no one has to face their darkest moments alone.

Our community-based suicide prevention work is now in its third year and we are grateful for the funding by Healthy North Coast Primary Health Network (PHN) and the support of other local organisations which allows this important work to continue.

This work is led by a Steering Group consisting of community agencies who all work together to provide holistic support for people in our region including;

- Training to build capacity in our community to support each other
- Responses after suicide to support both people who have made an attempt and those who may be bereaved by suicide
- Community engagement that is aimed to reduce the stigma associated with suicide and ultimately encourage more people to seek help where needed.

We were pleased this year to receive an evaluation report of our community suicide prevention plan from the team at Southern Cross University that noted the positive contribution this work is making for people in our local region.

While we are grateful for the various government funding that we receive, the reality is that we could not continue to provide the local services that we do without the generous support of our local supporters, sponsors and people who visit our Lifeline shops.

Finally, we are grateful to our team of wonderful volunteers and staff who work together, in often challenging times during 2020, to support each other as well as those who seek our help.

To all who we have the privilege work alongside, we thank you for working with us together and thank you for your support in helping us save lives.

Robert Sams
Executive Director
Lifeline Direct Limited



Cath Bird, Lifeline Community Engagement Coordinator - Suicide Prevention front right, with Rotary Club of Summerland Sunrise - Lismore 'hat' breakfast with a theme of mental health awareness.



Northern NSW Highlights

Training

Despite the COVID-19 restrictions pausing face-to-face training for a large portion of 2020, the Lismore Suicide Prevention Collaborative did manage to coordinate and deliver a wide range of suicide prevention training programs.

This included training 120 people in the following programs: Advanced Training in Suicide Prevention (ATSP) for GPs and mental health professionals; Suicide Prevention for Pharmacists; Applied Suicide Intervention Skills Training (ASIST) for 2 x foster care agencies; safeTALK &/or START for the community, Bunnings and Southern Cross University; Mental Health First Aid for Carers of Older Persons; a Suicide Bereavement workshop for the LGBTIQ community in collaboration with ACON; Youth Awareness Mental Health (YAM) training at an independent high school; as well as funding two new community members with a lived experience of suicide to become safeTALK trainers.



Lifeline ASIST Workshop - Goonellabah. Participants from CASPA, a locally based child welfare and care provider.

World Suicide Prevention Day

This year our World Suicide Prevention Day walk was replaced with a webinar - Lunch with a Legend! Wayne Wigham, an ex-NRL player is an ambassador for the Black Dog Institute and happily made the switch from his original plans to travel to the

North Coast, to presenting via Zoom. All 50 participants found his presentation positive, in particular his willingness to open-up about his own mental health and wellbeing, and the importance of reaching out for help.



Wayne Wigham, Guest Speaker World Suicide Prevention Day

Healthy North Coast

Our new help-seeking resources are currently being distributed across the Lismore community and include co-designed fridge magnets, and wallet cards for young people. The fridge magnets are the result of a collaboration effort with Everymind and the wallet cards, dubbed the Tomorrow Cards, were designed by a group of young women with support from one of the Lismore Suicide Prevention Collaborative lived experience community members. These two resources, along with a local Resource Kit are proving to be valuable community assets.

The Collaborative also engaged Southern Cross University to develop and deliver a 'reflective practice' project. The project is designed to elicit local information through a series of focus groups, with the feedback complementing the project's University of Melbourne broader evaluation. The focus group participants had all completed either safeTALK or ASIST training and provided valuable, rich information for the report due at the end of this year.





Jason Doherty Regional General Manager Lifeline, Geelong & South West Victoria. It is Jason's responsibility to oversee the region and support the delivery of services, including the 131114 phone service, face to face and telehealth counselling, community and volunteer engagement.

“Working for LLD allows me to support communities across a diverse area through suicide prevention and crisis support, while engaging with many like minded and spirited NFP organisations”.

Lifeline Geelong and South West Victoria

2020 has been a year of change like no other in Geelong & South West Victoria. While COVID-19 has played its part in our local world, we have also restructured our region to ensure that we are able to cover as much as possible of our region and be in and with our community.

We have recruited increased numbers for our Crisis Support team across the region to ensure we meet as many people as we can on our crisis line. We are now meeting well over 6,000 people a month in our region, that is nearly 8% of all Lifeline calls nationally. This is testament to the dedication of our staff and volunteers who have invested their time in supporting the community and people in need.

Our Retail offerings stretch across the region with 10 Lifeline shops and two warehouses providing people with vital support both through donations and opportunities to purchase clothes and furniture. The Lifeline shops play a key role in supporting Lifeline services financially.

We also have reengaged and forged new partnerships and collaborations across the region to broaden Lifeline's reach as we strive to be 'in community, for community and with community'. With exciting projects and programs being developed across the region we look forward to continuing to support people in crisis and hardship.

We thank our dedicated team of staff and volunteers for the work that has been delivered in our region this year despite particularly challenging times.

Geelong and South West Victoria Highlights



13 11 14 – Crisis Support

Lifeline in Geelong and South West Victoria have increased our staff and volunteers cohort to 80 this year and will be training another 30 volunteers before the end of 2020. This will ensure we can maintain a high level of service on our crisis support line.

Our team are now meeting more than 6,000 people per month in the region, exceeding expectations on service delivery targets and supporting many more people in crisis.

We want the region to be a leading region across in the Lifeline network in delivering quality service to people in need.



Lifeline Book Fair Volunteers

Australia Day Weekend, 2020, Port Fairy Book Fair

Lifeline raised \$10,000 over the two-day event that will directly support local services. There was a consistent flow of customers and we estimate that over 3,000 people attended.

Thank you to Brookes Hardware Port Fairy for making the task of setting up easier with the use of their Forklift. It was a wonderful fundraising event for Lifeline that was well enjoyed and supported by the community.



Involvement with the PHN Trail

Linda Holland and Catherine Jones (Lifeline Geelong South West Victoria) represent Lifeline in the leadership group of the Western Victoria PHN Great South Coast Suicide Prevention Place Based Trial.

This group has developed and increased the community engagement network in the region with organisations/LGAS such as Glenelg Shire, PHN, Victorian Department of Health and Human Services, National Centre or Farmer Health, BROPHY, Live4Life, Rural Financial Counselling Service Victoria – Wimmera South West Inc, Victoria Police, Ambulance Victoria, AFL Victoria, South West Health Care, YACVIC, Western District Health Service, South West Primary Care Partnership, St John of God Social Outreach and Wellways.



GREAT SOUTH COAST
**Suicide Prevention
Place Based Trial**



Jenny Cappellacci is the General Manager, Finance and Commercial. Jenny leads the team that manages and supports Lifeline Direct'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.

“I see my role as an exciting and rewarding opportunity to support the community with an organisation whose core mission is central to both strategic and operational conversations”.

Financial Statement

In its third full year of operation, Lifeline Direct Limited was able to achieve a net surplus of \$94,417. A commendable effort by the whole organisation to minimise the financial impact of COVID-19, and the first surplus in LLD's short history.

The net asset position for LLD as at 30 June 2020 is \$3.2m.

Lifeline Direct Limited successfully implemented the new Accounting Standards; AASB 15 Revenue, AASB 1058 Income of Not for Profit Entities, and AASB 16 Leases. The transition to the new accounting standards is reflected in a statutory adjustment to opening retained earnings with a one-off reallocation of current year revenue to the prior financial year to the value of \$148,881, and recognition of right-of-use assets and corresponding lease liabilities on the balance sheet.

While Grant income increased during the COVID-19 affected period, the decline in training and Retail revenue is a direct result of the cessation of all face to face training activities and closure of all Retail shops from mid-March to June 2020. However, assessment against prior years indicates that income from these activities is comparable on a pro-rata basis. Lifeline Direct Limited was eligible for the JobKeeper subsidy from April to June 2020.

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 the on-boarding of the Geelong centre.

Every \$1 spent helps save lives



Recycled Ladieswear



Recycled Furniture



Recycled Books



Recycled Bric-a-brac



INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF

LIFELINE DIRECT LIMITED

Qualified Opinion

We have audited the financial report of Lifeline Direct Limited ("the Company"), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, except for the matter described in the *Basis for Qualified Opinion* section of our report the accompanying financial report of Lifeline Direct Limited 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 Company's financial position as at 30 June 2020 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Qualified Opinion

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

THE POWER OF BEING UNDERSTOOD AUDIT | TAX | CONSULTING

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RSM Australia Pty Ltd ACN 009 321 377 atf Birdanco Practice Trust ABN 65 319 382 479 trading as RSM

Liability limited by a scheme approved under Professional Standards Legislation

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in Lifeline Direct Limited's annual report for the year ended 30 June 2020 but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

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

In preparing the financial report, management is responsible for assessing Lifeline Direct Limited'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 Direct Limited or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

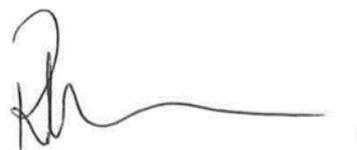
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that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

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



RSM Australia Partners

Canberra, Australian Capital Territory
Dated: 22 October 2020



Rodney Miller
Partner

Financials FY 2020 Report

LIFELINE DIRECT LIMITED

ABN: 14 618 509 818

DIRECTORS' DECLARATION

The Directors of the Company declare that:

- 1) The attached financial statements and notes as set out on pages 9 to 21 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and;
 - a) Comply with Accounting Standards- Reduced Disclosure Requirements; and
 - b) Give a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and
- 2) In the Directors opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the Directors



.....
John Brogden
Director



.....
Jacinta Munro
Director

Dated: 22 October 2020

Financials FY 2020 Report

LIFELINE DIRECT LIMITED

ABN: 14 618 509 818

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Revenue		
<i>Operating activities:</i>		
Grants	3,936,737	1,514,400
Donations and bequests	533,827	233,301
Contracted services	843,079	564,149
Training income	949,603	1,474,919
Sale of goods	4,355,542	5,234,217
Administration and management fees	18,000	628,895
Functions revenue	15,742	46,476
	<u>10,652,530</u>	<u>9,696,357</u>
<i>Other revenue:</i>		
Interest and dividends	33,026	58,360
Government subsidies	1,091,000	6,294
Other revenue	45,451	59,341
	<u>1,169,477</u>	<u>123,995</u>
Gains/(losses) on disposal of assets	1,265	-
Total income	<u>11,823,272</u>	<u>9,820,352</u>
Cost of goods sold	<u>(565,366)</u>	<u>(751,316)</u>
Gross operating surplus for the year	<u>11,257,906</u>	<u>9,069,036</u>
Expenses		
Employee benefits expense	(7,982,660)	(5,955,035)
Consultants, subcontractors and IT costs	(191,375)	(136,187)
Lease interest expense	(105,839)	-
Amortisation of right-of-use assets	(905,141)	-
Depreciation and amortisation of other non-financial assets	(108,564)	(164,810)
Occupancy costs	(481,923)	(1,334,896)
Meeting and travel costs	(221,290)	(306,939)
Other administrative costs	(1,166,697)	(1,192,522)
Total expenses	<u>(11,163,489)</u>	<u>(9,090,389)</u>
Net surplus/(deficit) for the year	<u>94,417</u>	<u>(21,353)</u>

Financials FY 2020 Report

LIFELINE DIRECT LIMITED

ABN: 14 618 509 818

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	4,092,439	3,104,688
Trade and other receivables	3	580,229	564,033
Inventories		18,187	17,136
Other current assets	4	25,840	41,599
TOTAL CURRENT ASSETS		4,716,695	3,727,456
NON-CURRENT ASSETS			
Other assets	4	87,511	79,354
Intangible assets		6,240	6,240
Property, plant and equipment	5	816,966	889,443
Right-of-use assets	6	2,176,481	-
TOTAL NON-CURRENT ASSETS		3,087,198	975,037
TOTAL ASSETS		7,803,893	4,702,493
LIABILITIES			
CURRENT LIABILITIES			
Payables	7	949,843	605,148
Lease liabilities	8	918,274	-
Provisions	9	530,342	392,801
Unearned revenue	10	641,055	481,038
TOTAL CURRENT LIABILITIES		3,039,514	1,478,987
NON-CURRENT LIABILITIES			
Lease liabilities	8	1,311,849	-
Provisions	9	215,585	229,859
TOTAL NON-CURRENT LIABILITIES		1,527,434	229,859
TOTAL LIABILITIES		4,566,948	1,708,846
NET ASSETS		3,236,945	2,993,647
EQUITY			
Retained earnings		3,236,945	2,993,647
TOTAL EQUITY		3,236,945	2,993,647

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

Lifeline 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 19/20 FY

Government Funding

Australian Government Department of Health
NSW Health/Lifeline Australia
NSW Department of Planning, Industry & Environment
Department of Health & Human Services Victoria
Department of Jobs, Precincts & Regions Victoria
Central Coast Council
Newcastle City Council
HNECC PHN
Healthy North Coast PHN
South West Victoria PHN
Hunter New England Local Health District
Western Victoria PHN

Corporate Supporters

ANZ Newcastle West
ARTC
First National Real Estate, Maitland
Newcastle Coal Infrastructure Group
Port Waratah Coal Services
Pacific National (NSW) Pty Ltd
Bendigo Bank Geelong
Woolworths Australia
Dundonnell Wind Farm Pty Ltd

Individual & Community Supporters

Emma Tremelling
Gabrielle Noonan
Mendyk Charity Golf Day
Wallsend Diggers Club
Belmont 16 Foot Sailing Club
East Warrnambool Rotary Club
Gosford RSL Club Limited
Rotary Club of North Gosford Inc
Geelong Connected Communities

Trust & Foundations

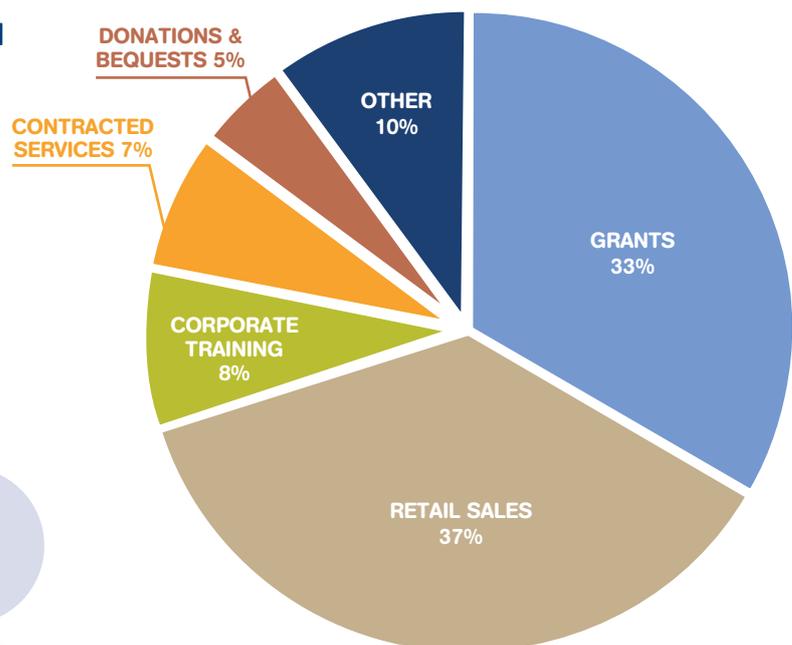
Bloomfield Group Foundation
Give Where You Live Foundation

Estates & In Memory

Estate of A Cowan
Estate of Sim

Other

Jone's Fund
Tilt





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



Call - 13 11 14
(24 hours/7 days)



Chat to a crisis supporter
on-line at lifeline.org.au
(7pm - midnight / 7 days)



Text - 0477 13 11 14
(6pm - midnight)

We're here for you.

Lifeline Central Coast
15 Cary St WYOMING

Lifeline Hunter
12 Maitland Rd ISLINGTON

Lifeline Northern NSW
104 Conway St LISMORE

Lifeline Geelong
1 McKillop St GEELONG

Lifeline South West Victoria
174 Timor St WARRNAMBOOL

Contact us:
P 1300 152 854
E lifelinedirect@lifeline.org.au

lifelinedirect.org.au