

# 2016 - 2017 Annual Report





**Lifeline South Coast (NSW) Wollongong Mission (ABN 16 968 890 469) was established in March 1969 as an unincorporated institution of the Uniting Church in NSW. It holds accreditation from Lifeline Australia Inc. and through that body is affiliated with Lifeline International.**

**The Lifeline South Coast (NSW) Board is appointed by the Uniting Church in Australia, Wollongong Mission Church Council.**

**Lifeline South Coast (NSW) is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient.**

**Lifeline South Coast (NSW) is a Public Benevolent Institution (PBI) and endorsed to access the following tax concessions; Income Tax Exemption, GST concession, and FBT rebates.**

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# About Lifeline South Coast

Lifeline South Coast was established in Wollongong in March 1969 and the Nowra branch was opened in 1981. The service is non-denominational and Volunteer Telephone Crisis Supporters come from a wide range of backgrounds.

There are 40 Lifeline Centres in Australia. Each centre focuses on delivering programs to meet the needs of their immediate community. Lifeline South Coast's service area spans the coastal strip between Helensburgh in the north to the Victorian border in the south.

More than 95% of people who work for Lifeline South Coast are volunteers – more than 180 volunteers in our administration, retail and book fair teams; more than 90 Volunteer Telephone Crisis Supporters on the 13 11 14 Crisis Support Service; and 6 volunteer Board members.

## Strategic Plan 2016 - 2017

<b>Mission</b>		<b>Key Stakeholders</b>	
To provide social, emotional and mental health support services to the communities we serve		The people of the Illawarra and South Coast regions of NSW	
<b>Vision</b>		Other communities which we serve	
To be there for the community as life happens		The Lifeline South Coast workforce (both volunteer and paid)	
<b>Values</b>		Members of the Lifeline South Coast Board	
We believe in		Our partners in community service	
The dignity of life	Valuing and nurturing the spirit of volunteerism	Lifeline Australia and other Lifeline Centres	
The acceptance of all people		The Uniting Church in Australia Wollongong Mission	
The opportunity that crisis presents for personal change	Maintaining the highest standards of service delivery	Uniting Care NSW.ACT	
Working ethically	A strong sense of community	Our sponsors, supporters and funding bodies	
Being available	The need to embrace change	Illawarra & South Coast media	
The Christian values of love and compassion as shared by other faith and belief traditions	The privilege and importance of the relationship with those we serve		
<b>Key Strategies</b>		<b>Key Result Areas</b>	
Work with other Lifeline Centres to provide 24 hour telephone crisis support		<b>Stakeholder Satisfaction</b>	
Develop innovative solutions to the identified needs of our stakeholders		We make a demonstrable contribution to the well-being of the communities we serve	
Provide appropriate and effective services		<b>People</b>	
Create a sense of pride in the organisation		We provide a satisfying, safe and skill-enhancing workplace for our staff and volunteers	
Benchmark with appropriate organisations		We promote an attractive, interesting and friendly environment to work in	
Generate and manage an appropriate mix of funding to support our activities		<b>Quality</b>	
Keeping Lifeline top-of-mind		We strive for best practice in all areas	
Relationship development		<b>Financial Performance</b>	
Information to the community and to policy makers		We are sufficiently resourced to provide our services	
<b>For our people we provide:</b>		<b>Awareness and Image</b>	
A safe working environment		We strive to ensure the Lifeline service and brand remains top-of-mind in the communities we serve	
Relevant training and skill development			
Appropriate levels of remuneration to paid staff			
A succession plan for key staff (paid and unpaid)			

# What we do

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute.

Lifeline South Coast operates five crisis support phones from Wollongong on the 13 11 14 Crisis Support service. Our Lifeline Shops and Big Book Fairs ensure the financial viability of this vital service into the future.

Lifeline South Coast's Financial Counselling service operates in the Shoalhaven and Kiama Local Government Areas and offers free and confidential support to those in financial distress.

## Telephone Crisis Support

The 13 11 14 Telephone Crisis Support service offers support to Australians experiencing personal crisis, including that of suicide prevention. The national service operates 24 hours a day, 7 days a week, and 365 days a year. The service itself could not run without the many skilled and highly trained Volunteer Telephone Crisis Supporters, with Lifeline South Coast volunteers answering 23,533 calls during the 2016/2017 financial year.

## Financial Counselling

During the past 12 months, Lifeline South Coast's Financial Counselling service has assisted 168 people and conducted 362 interviews. Legal Aid funding for financial counselling service to the South Coast Correctional Centre ceased at the end of June 2016, but we remain actively engaged with Legal Aid to explore future service opportunities within the South Coast Correctional Centre.

The partnership for the provision of financial counselling services between Illawarra Legal Centre and Lifeline South Coast to the Kiama and Shoalhaven Local Government Areas continues via funding from Fair Trading NSW and is current to June 2018. We continue to provide community education events on managing money and dealing with debt under this Fair Trading funding.

Demand on the Lifeline South Coast service has increased greatly in the Shoalhaven since the loss of another financial counselling service in Nowra in December of 2016. Lifeline South Coast has engaged an external consultant to investigate the demand for the service and explore opportunities for service development and delivery into the next financial year.

## Telephone Crisis Support Training

The recruitment and training of Volunteer Telephone Crisis Supporters at Lifeline South Coast is an extensive process and focuses on supporting each individual student in fulfilling their potential to answer calls for those in need. The training itself consists of three phases. Phase one includes the initial face-to-face training sessions; e-learning components; two full weekends of workshops; and assessment role plays. In phase two, students undertake shifts on the crisis service over a two-month period, whilst being closely supported by a Supervisor. Phase three consists of 84 hours over seven months of probationary crisis support work. Throughout their training, new Volunteer Crisis Supporters complete accreditation requirements, including observation shifts; group supervision; and professional development.

At Lifeline South Coast, each volunteer is trained and

supported by a specially qualified team of staff who strive to maintain the wellbeing of each individual. This financial year, Lifeline South Coast ran three training courses which saw over 40 Volunteer Crisis Supporters trained and on the phones by the end of June 2017. In addition, more than 210 existing Lifeline South Coast Crisis Supporters volunteer their time to support these individuals through each phase of their training and eventually onto the phones.

## Suicide Prevention Training

Lifeline South Coast is committed to suicide prevention work in our local communities. We are pleased to offer a range of face-to-face suicide prevention and mental health training sessions to promote community and individual resilience in the Illawarra and South Coast regions.

During the 2016/2017 financial year, Lifeline South Coast ran eight sessions and trained 110 people in safeTALK (suicide awareness) training; ran four sessions and trained 76 people in ASIST (two-day suicide intervention) training; ran one session and trained 20 people in DV aware (domestic violence awareness) training; and ran three sessions and trained 65 people in DV Alert (two-day domestic violence for frontline staff) training.

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## Trading

The Lifeline Shops are the financial cornerstone of Lifeline South Coast. They provide the largest portion of funding and allow the continuation of Lifeline South Coast's vital Telephone Crisis Support service on 13 11 14.

During the 2016/2017 financial year, the Lifeline Shops together sold 74,083 items to 26,152 customers resulting in \$414,079 worth of sales! They were supported by the Lifeline Warehouse which raised \$45,363 through wholesale sales. Thanks to all the volunteers working within the Warehouse and Auburn St and

Kiama Shops for their ongoing commitment to Lifeline South Coast.

## Book Fair

During the 2016/2017 financial year, there has been two Book Fairs at the Illawarra Sports Stadium, Berkeley and one Book Fair at the Bomaderry Basketball Stadium, Bomaderry. Together these three events have welcomed 12,540 customers, been supported by 234 volunteers, showcased 175,913 books for sale and raised more than \$306,000 for Lifeline South Coast services in the Illawarra and South Coast.

This valuable community event not only raises much needed funds for

Lifeline services in our region, but also allows us to engage with our community about mental health and suicide prevention. Lifeline's Big Book Fairs are a vital part of ensuring the financial viability of Lifeline South Coast services into the future.

Thank you to all the wonderful volunteers and staff involved with the Book Fair events as well as the book sorting process. Our Volunteer Book Sorters have sorted, categorised, cleaned, priced and packed more than 175,000 books for the three Book Fair events, as well as prepared more than 18,000 books for sale in our Lifeline Shops.

# Training as a Lifeline Volunteer

Have you ever tried to imagine what it would feel like to be in a place surrounded by people who genuinely care about you and support you?

Welcome to Lifeline!

I have a vivid memory of my first day at training. I sat down, and had to complete a questionnaire about my attitudes and views towards suicide. I remember filling in my ratings, then I looked at the person sitting to my left and I saw that she had filled in the opposite ratings. I took a deep breath and told myself at that moment "Wow. This is going to be some learning experience." And it was!

I believe that one of the most essential skills I learned (and am developing) throughout my experience with Lifeline is "unconditional positive regard". To listen to someone and make them feel that they matter and that they're heard, means that you genuinely care; you show empathy and support; and you care about their safety and wellbeing. And what a better way to do all that than being a non-judgmental supporter, sitting with them in their pain; ensuring they know that it's okay not to be okay; and most importantly, making sure that they are safe.

I am currently a PhD student doing my research in civil engineering. I come from a culture where suicide is a taboo, discussing suicide is a taboo, and asking for help is considered a weakness. Believe me when I say that the training provided at Lifeline has been "invaluable"! I learned how to assist someone who's suicidal, how to practice self-care and maintain a

great mental health, I learned about domestic and family violence, I learned about diversity and how special and unique people are. I've learned all that using an excellent e-learning program provided by Lifeline that provides extensive information and by attending face-to-face interviews.

**I'm not sure that I can find the right words to describe how Lifeline has positively impacted my life and made me change the way I look at life.**

Some people pay a lot of attention to detail. I am one of those people. I remember the first time we started our role plays, the trainer asked us about what went well? And there I was ready to say what had gone wrong! It's a human trait I guess; we love to point out the imperfections! But then the second and third role plays took place, and all I ever heard was positive feedback and areas where I went well! I insisted that the facilitators give me some negative feedback, so occasionally they would rephrase to "areas of potential improvement"! Can you read any negative words in that constructive criticism? I can't! So, finally I gave up on that occasional pessimism, and surrendered to the fact that this is purely a positive environment and I had to rewire my brain to look at life from a purely positive perspective!

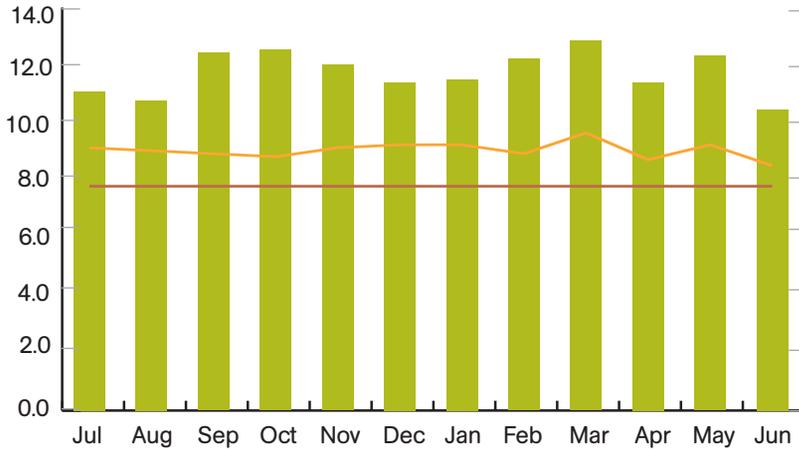
When I walk into Lifeline I feel family surrounding me. No words can express how grateful I am to my trainer, facilitators, and volunteers who have made this experience a once in a lifetime journey!

**Zein, Lifeline South Coast Volunteer**

# Telephone Crisis Support KPIs

- Target/Target Range
- National Average
- Lifeline South Coast

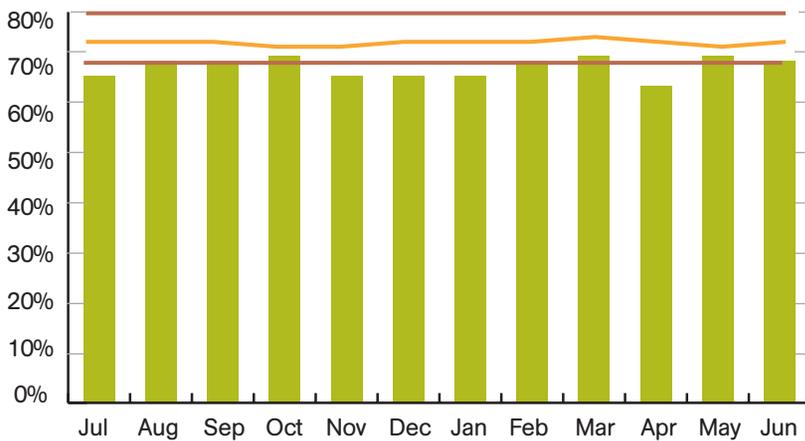
In January 2013, Lifeline Australia introduced six Key Performance Indicators which each Lifeline Centre must achieve in order to maintain accreditation. These KPIs focus on developing and improving specific areas of our service to ensure our limited resources are used most effectively to provide a high quality crisis service to more Australians in need.



## KPI 1

### Logged hours per CS per month (target 7.7)

This target is based on the minimum annual accreditation requirements for each Telephone Crisis Supporter (CS). This target area has improved from the last financial year in a consistent pattern and we have continuously exceeded the target of 7.7 logged hours per month. We are continuing to work with our volunteers on strategies to further lift this result where we can.

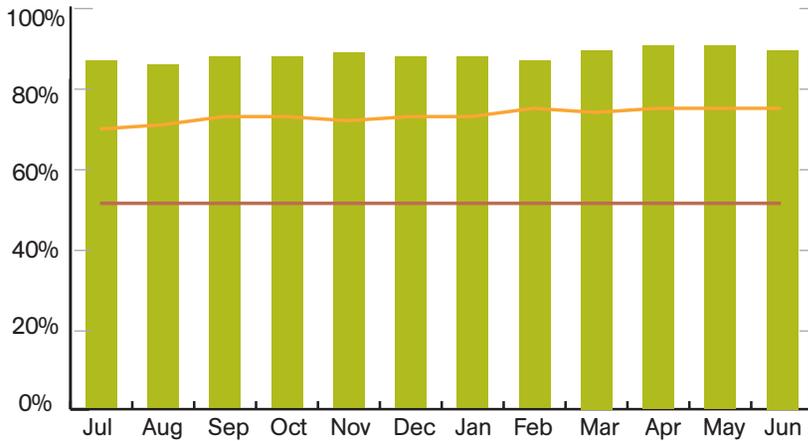


## KPI 2

### TCS occupancy (target 70-80%)

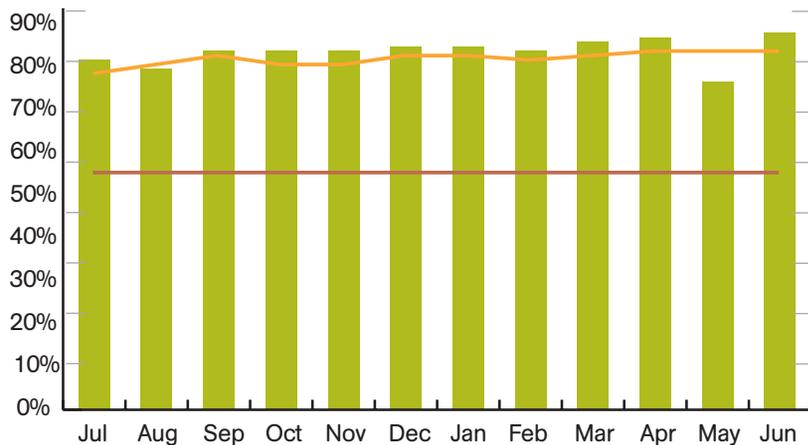
TCS occupancy is a measure of how productively a CS is using their time while on shift. Generally, occupancy rates are reduced during and after training periods where coaching and debriefing reduces time on the phones for both accredited and probationary Telephone Crisis Supporters. Due to three training courses each year, Lifeline South Coast has a high number of probationary TCS. We are working with volunteers to improve in this area.

# Telephone Crisis Support KPIs (continued)



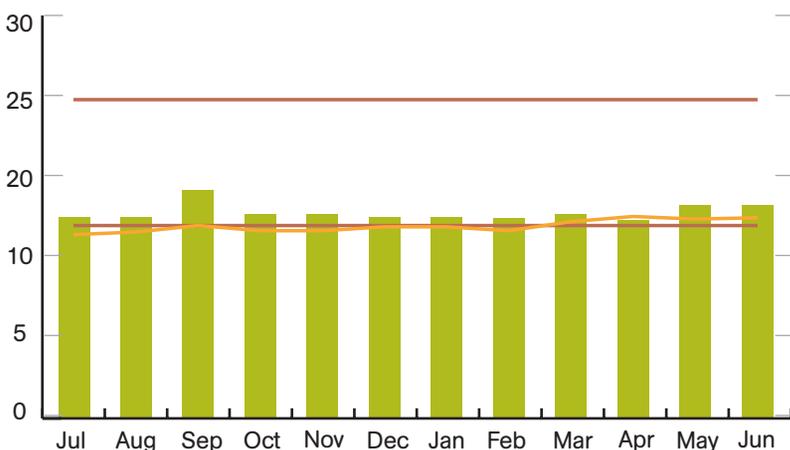
**KPI 3**  
**Percentage of calls where suicide is specifically discussed (target 50%)**

This target is about directly asking the help seeker if they are having thoughts of suicide. Lifeline South Coast consistently exceeds this target with an average of 85% for this financial year. We believe that asking about suicide is at the centre of what we do, and continue to work hard to improve this area for the benefit of the help seeker.



**KPI 4**  
**Percentage of referrals recorded (target 50%)**

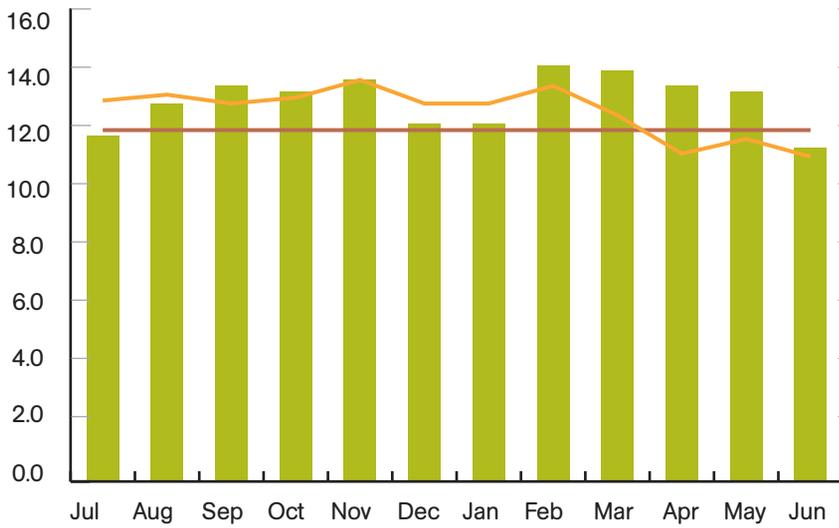
It is expected that 50% of crisis calls answered should be given at least one referral by the CS. Lifeline South Coast CS's have continuously and substantially exceeded this target with an average of 80% of help seekers being given a referral to become self-skilled and empowered when not talking to a CS.



**KPI 5**  
**Average call duration (target 15-25 minutes)**

This target focuses on the duration of calls, in order to both improve the quality of crisis contacts and CS availability. Lifeline South Coast has conducted a number of training sessions on call containment, its importance, and relevance for consistency of the service. Lifeline South Coast is consistently within the target range.

— Target/Target Range  
— National Average  
█ Lifeline South Coast



**KPI 6**  
**Calls answered per seat per day (target 12)**

This target requires us to answer 12 calls per seat per day. Overall, Lifeline South Coast has improved in this area over the past 12 months. The Lifeline South Coast support team will continue to monitor and work with volunteers to remain consistent in this area.

Lifeline South Coast Volunteer Crisis Supporters (CS) answered 23,533 calls within the 2016/2017 financial year. That is an increase of 21% on the previous year. Overall, Lifeline South Coast continues to increase the volume of calls answered - on the whole, each month has increased in the same month from the previous years, and March 2017 was a record high call rate.

Importantly however, 85% of those callers were asked specifically about suicide, which means that

Lifeline South Coast initiated 20,003 conversations about suicide in the last financial year alone! That's an increase of 4% on the previous year.

All 90 Lifeline South Coast Crisis Supporters are volunteers. Our volunteers are recruited from the local community and combined have a wide range of skills, experiences, ages and backgrounds. We believe there is great value in callers knowing that the CS answering their call is doing so because they want to be there to help.

# Board Chair's Report

All stakeholders in Lifeline South Coast (LLSC) should be proud of the contribution we make to mental health and suicide prevention in Australia.

We should also be proud of our retail initiative that provides shoppers with great products and provides a recycling channel for items that may otherwise end up in land fill.

I am always impressed by the enthusiasm the people of LLSC show for our mission.

It has been a good year for our core activity - our 13 11 14 Crisis Support service. At a time when other Lifeline centres are finding it difficult to maintain answered call volumes, LLSC has been answering record numbers of calls. We must thank Lindsay Murphy, Danielle Mullaney and the supervision and training team for their good guidance in regard to this. Also, the many Volunteer Telephone Crisis Supporters who contribute their time and emotional energy to this service that saves lives. The contribution they make is very significant.

Anne Marie continues our good work with our Financial Counselling service in Nowra and although it is hard to quantify the contribution this service makes to the mental health of

its clients, I have no doubt it is great. The funding provided by the Department of Fair Trading via the Illawarra Legal Centre certainly is appreciated.

We continue to push into new areas such as the Illawarra Shoalhaven Suicide Prevention Collaborative and Mind The Gap

## I am always impressed by the enthusiasm the people of Lifeline South Coast show for our mission

initiative (with the University of Wollongong). As these programs evolve they will contribute greatly to our goal of suicide prevention.

We have had a period of flux in our retail area as we move to the new decentralised model that has been shown to be successful with other Lifeline centres. Sadly, this transition included the closing of our Kiama Shop. The transition has not come without disturbance to our retail staff and volunteers and the Board recognises this and thanks them for their forbearance. At the time of writing, the Corrimal Shop has just opened and the initial sales seem very promising. I thank all those involved in the opening of the Corrimal Shop and all involved in our retail division. The wonderful contribution you make forms the major source of funding our services.

Our financial position is good although we have utilised some cash for the opening of the Corrimal Shop and to continue providing a strong and varied suite of services. This will continue into the 2017-2018 financial year. Our Balance Sheet remains in a very strong position.

I thank Renee Green for stepping in as Acting Executive Director at a difficult time and providing calm and thoughtful guidance in this role.

Lastly, I thank our Executive Director, Grahame Gould, who continues to provide enthusiasm that drives Lifeline South Coast and who contributes greatly to suicide prevention in a number of forums.

**"Nothing great was ever achieved without enthusiasm."**  
**Ralph Waldo Emerson**

Stephen Long  
Board Chair  
Lifeline South Coast

# Executive Director's Report

This year, the number of crisis calls Lifeline South Coast answered on the 24-hour Telephone Crisis Support service has again increased. We answered 23 533 calls which is a 26% increase on the previous year. Congratulations to the Volunteer Crisis Supporters who achieved this fantastic result; the Training Team and In-Shift Support Supervisors

**This year we answered 23 533 calls on the 24-hour Crisis Support service. This is a 26% increase on the previous year.**

who support our volunteers so well; and to Lindsay Murphy and Danielle Mullaney for overseeing performance in this area.

The Lifeline South Coast Financial Counselling Service has seen a huge increase in demand this year due to the closure of the Salvation Army Financial Counselling Service in Nowra. We believe the Shoalhaven area is significantly under-resourced in the area of financial counselling, so have commissioned a report to lobby funders and government for appropriate resourcing. I thank Anne Marie Sharkey for her great work in this area.

Sadly, in Australia, the number of suicide deaths continues to increase. International research has shown that a systems-approach to suicide prevention is most likely to have the greatest impact in reducing the number of lives lost. A systems-approach is

one in which organisations work closely together to coordinate their efforts. In the Illawarra and Shoalhaven regions, the Suicide Prevention Collaborative is trialling the LifeSpan systems-approach to suicide prevention. Lifeline South Coast is a key member of the Collaborative and under the LifeSpan project, will be providing suicide prevention training; 24-hour crisis support;

media liaison; and community awareness around literacy and reduction in stigma. I acknowledge Clare Leslie's important role in leading the Community Interventions Working Group as part of the LifeSpan project.

An important component of our funding comes from our Trading area which includes the Lifeline Shops and Big Book Fairs. Research from other Lifeline Centres has indicated that customers now prefer larger shops with a bigger variety of stock. This led to a restructure in our Trading area, which saw the closure of our Kiama Shop and the redundancy of the Trading Operations Manager role.

I would like to thank the volunteers from the Kiama Shop for their time, generosity and effort in operating the Shop for over thirty years. Their

outstanding contribution to Lifeline South Coast's suicide prevention work in the region has been remarkable. I would also like to acknowledge and thank former Trading Operations Manager, Darren Murphy for the role that he has played with Lifeline South Coast. Darren developed strong relationships with volunteers and was much liked. He was involved in many Book Fairs and was well known for his work in the set up and pack down of the Fairs.

Thank you to all the volunteers working in the Auburn St Shop - truck drivers, receiving dock, sorting and shop volunteers - for your wonderful contribution this year. Our three Big Book Fairs continue to be a great success. Thank you to our Book Sorting and Book Fair volunteers and our staff in this area for your part in a much-loved community event.

Our focus on governance and policy review continues this year. I thank Renee Green for her attention to detail in this area. She is supported by some wonderful administration staff and volunteers who keep things on track - thank you.

Finally, I would like to thank the Board Chair and all Lifeline South Coast Board Members for their voluntary service, for their support and for their guidance during the past year.

**Grahame Gould**  
Executive Director  
Lifeline South Coast

# Governance

Lifeline South Coast has been deliberate in recruiting Board Members who have complementary background and skills that are aligned to the organisation's strategic objectives. Individually and collectively the Board Members strive to use their experience of business and community life

to add value to the organisation as well as effectively monitor its operations. Lifeline South Coast is committed to supporting diversity in the workplace.

Activity of the Board includes: establishing the organisation's strategic direction; reviewing and approving business plans and

budgets; overseeing compliance and performance management systems; analysing results and exploring opportunities for improving outcomes; and looking at the evolving landscape and anticipating the future community and organisational needs.

## Board members

### Stephen Long

#### Board Chair

Member of Finance Committee; Member of Remuneration Committee  
B.COM. (ACCOUNTANCY); CA

Stephen is a Chartered Accountant who has been in the profession for over 30 years. He is one of the founding partners of Brodie Long & Grew Pty Limited, a leading business advisory firm. Stephen's business career involved advising clients of varying sizes involved in many various areas of business.

He has a Commerce degree from the University of Wollongong, is a member of the Institute of Chartered Accountants in Australia and New Zealand, is a Registered Tax Agent and was a Fellow of the Tax Institute. Stephen has been involved in the not for profit sector for many years being an office holder in a number of organisations. He has also held Directorships in a number of successful private companies.

Stephen has been involved with Lifeline South Coast for over 14 years and is committed to the goals of the organisation.

### Andrew Smith

#### Deputy Chair

Member of Remuneration Committee  
B.SC/LLB; GRAD DIP LEGAL PRACTICE;  
MASTER OF DIVINITY

Andrew has been the Minister of Corrimal Uniting Church for almost 10 years. Prior to that, he worked as Legislative Counsel with the Commonwealth Attorney's General Department where he was involved in the preparation of Commonwealth delegated legislation.

On leaving the Attorney's General Department, Andrew worked as a Youth Pastor with a Uniting Church congregation in Canberra, and then was accepted to train in Sydney as a Minister with the Uniting Church. Under Andrew's leadership, the church at Corrimal has engaged in a number of activities to strengthen the mental health of people. Andrew's concern for mental health dovetails nicely with the values of Lifeline South Coast.

### Ross Johnson

#### Treasurer from September 2016

Chair of Finance Committee  
FCPA; FGIA; FCIS

Ross is the Executive General Manager Development of the Gladstone Steel Plant Project. Formerly the Senior Accountant Costing and Manager Supply Major Contracts of BHP Steel Group, and former Managing Director of Siam Steel Mill Services. Ross has considerable experience in finance, supply and logistics management and government negotiation.

In addition to his work with Lifeline South Coast, Ross serves on the Board of several organisations, including Uniting Resources; the Flagstaff Group; and the Country Music Association Incorporated. Previously Chairman of Australian Metal Recovery Pty Ltd and Hunter Mill Services. In addition, Ross is the Treasurer of the Illawarra Presbytery of the Uniting Church and is the Logistics Coordinator for Operation Christmas Child in NSW.

# Board members (continued)

## Jon Hoogland

Secretary from November 2016

Chair of Remuneration Committee

DIP ELEC ENG.; M QUALITY MGT.

Jon is retired after a successful career in avionics (RAAF), telecommunications and risk management industries. He has held several senior management positions including Group Manager Audit and Risk Management for Wesley Mission Sydney one of Australia's largest Not for Profit charities. The major function of that role was to provide independent, objective assurance and consulting activities designed to add value and improve the organisations operations over aged care, disabilities, employment services, hospitals and their many Uniting Church congregations.

Jon is enjoying his retirement undertaking volunteering in the Uniting Church Illawarra Presbytery and his local congregation. When time permits, Jon enjoys gardening and reading.

## Linda Morrissey

Board Member

Member of Remuneration Committee

B. SOCIAL WORK;

B.A. (PSYCHOLOGY AND SOCIOLOGY);

ADV. DIP OF GOVERNMENT; JP

Linda Morrissey is a Social Work Manager with Illawarra Health. She manages a team of social workers in Rehabilitation, Aged Care, Palliative Care, Brain Injury and Aboriginal Liaison. She has experience in areas of health

management; recruitment; performance development; coaching and mentoring; promoting a positive workplace culture; using mindfulness and positive values in the workplace; clinical supervision; and work health safety (WHS). Linda is an accredited member of the Australian Association of Social Workers (AASW) and is a Justice of the Peace.

Linda loves nature and the environment. She keeps chooks and grows her own vegetables and fruit. Linda does yoga and is learning Italian.

## Dr Paul Chad

Board Member

B.SC. (HONS); M.MGT; MBA; M.COM.

(MARKETING); PHD; JP

Paul is a Lecturer in Marketing at various universities including the University of Wollongong. He is also a management and marketing consultant. Prior to academia and consulting, Paul gained over 25 years' experience as a marketing practitioner in both public and private organisations operating in a diverse range of industries in local, national and international markets. Senior roles encompassed the full range of marketing activities.

Paul's academic research includes examining the use of marketing by non-profit charities to increase funding as well as improve service delivery.

## Dr Robyn Young

Deputy Chair and Secretary to October 2016

Member of Remuneration Committee

MB BS

As a Psychiatric Medical Officer, Robyn has worked in community-based private psychiatry practices in the Illawarra for more than a decade in both a government and non-government capacity. Her professional interests are in the areas of adult and adolescent mental health – in particular mood and bipolar disorders, drug and alcohol problems and the impact of nature versus nurture on development.

Robyn has worked overseas in England as the Head of Publications at the Department of Health, UK, and in Europe and Spain in the areas of mental health, medical education and emergency medicine.

# Auditor

Elias (Lou) Kinnas of KH Accounting & Financial Group  
B.Com (Accountancy); CA

Lou has over thirty years of professional experience in accounting and auditing matters. Lou specialises in the audit of not-for-profit/government funded organisations. He has an extensive knowledge of: general

auditing; not-for-profit and government funded organisations auditing; self-managed super fund auditing; taxation; accounting; small business.

## Board skills matrix

	Stephen Long (Chair)	Andrew Smith (Deputy Chair)	Ross Johnson (Treasurer)	Dr Paul Chad	Linda Morrissey	John Hoogland	David Burrows (Honorary Solicitor)
Skills							
Accounting / Finance	✓		✓				
Legal		✓					✓
Senior Management / Governance	✓		✓			✓	
Marketing / Promotions				✓			
Fundraising / Sponsorship				✓			
Government / Government Relations / Advocacy		✓				✓	
Health / Mental Health / Welfare / Community / NFP		✓		✓	✓	✓	
Entrepreneurship	✓		✓				
Business Management / Administration / Development	✓		✓	✓			
Information / Communication Technology							
Project Management / Consulting	✓		✓	✓		✓	
Research				✓			
Quality Management / Evaluation			✓			✓	
Operations / Service Delivery	✓			✓		✓	

## Board meetings

Name	No. eligible to attend	Number attended
Stephen Long	7	6
Dr Robyn Young	3	3
Dr Paul Chad	7	7
Linda Morrissey	7	3
Andrew Smith	7	6
Ross Johnson	6	6
Jon Hoogland	4	4

# Leadership team

Lifeline South Coast is led by a leadership team focused on achieving the organisation's strategic goals to the highest of standards. Together, they provide a clear and structured direction to motivate and encourage staff and volunteers and ensure the stability of Lifeline South Coast into the future.

## Grahame Gould

**Executive Director**

Member of Finance Committee

B.SC. PSYCH (HONS); M.CLIN.PSYCH

Grahame has been with Lifeline South Coast since 1993. He is responsible for the overall running of the organisation. Grahame has a strong interest in improving the access of Lifeline to all Australians and sits on the UOW and Illawarra Shoalhaven Local Health District Community Reference Committees. His prior experience includes working with Lifeline Sydney and in the field of organisation development in a large bank. Grahame has completed the Leadership Illawarra Development Program and is a member of the College of Clinical Psychologists.

## Clare Leslie

**Marketing and Public Relations Manager**

B.A. COMM. (PUBLIC COMMUNICATION);  
M.MGT (DIST); MBA (DIST)

Clare began working with Lifeline South Coast in 2006. She is responsible for the marketing and public relations activities within Lifeline South Coast. This includes raising awareness of Lifeline's 13 11 14 telephone crisis support service; promoting the Lifeline Shops; media and stakeholder relations; brand management; and running Lifeline's Big Book Fair fundraising events. Clare has extensive experience in public relations having worked in both a consultancy and corporate PR environment. She holds a Master of Management and an MBA from UOW.

## Anne Marie Sharkey

**Financial Counselling Coordinator**

Dip. Community Services Work;

Dip. Counselling; Dip. Community Service  
(Financial Counselling)

Anne Marie has been the Financial Counselling Coordinator at Lifeline South Coast since 2013. She is responsible for the financial counselling service which provides free assistance to people experiencing financial stress (including those at the South Coast Correctional Centre). She is an accredited member of the Financial Counsellors' Association of NSW (FCAN). Anne Marie has volunteered with Lifeline South Coast as a Telephone Crisis Supporter since 2009 and has been a Peer Group Supervisor, In-Shift Supporter and Centre Supervisor during this time.

## Renee Green

**Governance, Risk and Administration Manager**

Member of Finance Committee

B.COM. (ACCOUNTANCY); CA

Renee began work with Lifeline South Coast in 2011. She is responsible for the financial, information and business systems and organisational procedures within Lifeline South Coast. Renee has extensive experience in the accountancy field having worked in public practice, corporate environments, teaching, and with the Australian Tax Office (ATO). She is an accredited member of the Institute of Chartered Accountants.

## Danielle Mullaney

**Acting Telephone Crisis Support Manager**

B.A (PSYCHOLOGY)

Danielle has been the Acting Telephone Crisis Support Manager since 2016. She is responsible for the management of the 24-hour Telephone Crisis Support Service within Lifeline South Coast, which includes ensuring Crisis Support Volunteers are well trained and supported in their role on an ongoing basis. Danielle has been working as an In-Shift Support Supervisor, Centre Supervisor, and Crisis Support Trainer since 2015. Danielle joined Lifeline South Coast in 2011 as a volunteer and still maintains regular shifts for the 13 11 14 service to talk with people in crisis. Danielle is currently completing a Graduate Diploma of Counselling.

# Financial summary

Income 2016/17



- Trading Income (Gross)
- Big Book Fair
- Grants
- Donations
- Operational Income

Expenses by Sector 2016/17



- Trading Costs
- Big Book Fair
- Service Delivery
- Operational Costs

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

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2	Income and Expenditure Statement – Trading Division
3	Income and Expenditure Statement – Operating Division
4	Income and Expenditure Statement – Financial Counselling
5	Statement of Financial Position
6	Statement of Cash Flows
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**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**CONSOLIDATED**

**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	Note	2017 \$	2016 \$
<b>REVENUES</b>			
Sales	2	666,548	738,551
Donations		146,217	124,955
Grants		369,767	403,961
Sundry income	3	231,270	210,847
Interest earned		<u>36,225</u>	<u>40,207</u>
		<u>1,450,027</u>	<u>1,518,521</u>
<b>EXPENSES</b>			
Employee related		815,518	797,171
Operating and administrative expenses		575,965	631,222
Depreciation		<u>68,494</u>	<u>64,040</u>
		<u>1,459,977</u>	<u>1,492,433</u>
Surplus from ordinary activities		<u>\$ (9,950)</u>	<u>\$ 26,088</u>

The accompanying notes form part of these financial statements.

**LIFELINE SOUTH COAST NSW  
TRADING DIVISION**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
<b>INCOME</b>		
Shop Sales		
Donated Goods	731,929	806,120
Purchased Goods	<u>4</u>	<u>138</u>
<b>TOTAL SALES</b>	731,933	806,258
Less: Cost of Goods Sold	45,630	46,592
Cleaning and Rubbish Removal	<u>19,755</u>	<u>21,115</u>
	666,548	738,551
Other Income		
Donations	46,699	26,098
Sundry	<u>6,436</u>	<u>-</u>
<b>TOTAL INCOME</b>	<u>719,683</u>	<u>764,649</u>
<b>EXPENDITURE</b>		
Staff Expenses		
Employee Entitlements	(17,027)	5,507
Recruitment	3,512	13,140
Salaries and Superannuation	252,598	185,756
Training, Health and Safety	1,922	736
Operating Expenses		
Advertising	39,248	39,353
Computer Expenses	75	2,907
Electricity	11,277	10,438
Equipment Hire	4,036	3,105
General Maintenance	44,681	8,501
Insurance	4,916	5,478
Minor Asset Purchases	204	-
Motor Vehicle and Truck Expenses	20,073	20,488
Postage and Freight	1,653	800
Printing and Stationery	1,979	1,026
Rental of Shop Premises	126,544	130,299
Rubbish Removal	6,691	3,347
Security	7,788	9,984
Subscriptions	973	973
Sundry	1,400	963
Telephone and Internet	8,010	9,286
Travel	1,413	-
Volunteer Expenses	12,689	12,668
Other Expenses		
Bank Charges	11,796	8,172
Depreciation	<u>17,847</u>	<u>18,695</u>
<b>TOTAL EXPENSES</b>	<u>564,298</u>	<u>491,622</u>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<u>\$155,385</u>	<u>\$273,027</u>

**LIFELINE SOUTH COAST NSW  
OPERATING DIVISION**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants Received	291,601	302,297
Donations and Bequests	99,518	98,858
Rental Income	115,488	119,300
Sundry Income	98,047	77,370
TC's Training Fees	11,300	14,175
Interest Received	<u>36,225</u>	<u>40,207</u>
<b>TOTAL INCOME</b>	<u>652,179</u>	<u>652,207</u>
<b>EXPENDITURE</b>		
Staff Expenses		
Salaries and Superannuation	492,005	483,333
Employee Entitlements	8,339	13,699
Training and Recruitment	4,107	17,982
Amenities, Health and Safety	900	668
Operating Expenses		
Advertising	16,966	26,027
Affiliation fees	12,986	11,151
Audit fees	6,650	6,385
Bank charges	822	1,410
Board/Governance expenses	1,364	1,715
Cleaning expenses	5,440	3,310
Computer expenses	4,164	12,077
Electricity, gas and heating	6,086	5,951
External Training	9,079	-
Insurance	16,750	12,329
Maintenance – equipment and furniture	1,263	2,735
Management fees	38,744	42,255
Meeting expenses	230	17,410
Minor Assets Purchased	-	47,915
Motor vehicle expenses	14,303	15,287
Postage	705	1,291
Printing and stationery, program costs	7,852	5,997
Rental	50,069	48,138
Resources	3,610	-
Telephone, Fax and Internet	18,195	25,009
Travelling costs	1,726	2,621
Volunteer Expenses	27,798	43,030
Other Expenses		
Sundry expenses	2,062	5,487
Depreciation	<u>50,647</u>	<u>45,345</u>
<b>TOTAL EXPENSES</b>	<u>802,862</u>	<u>898,557</u>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<u>\$(150,683)</u>	<u>\$(246,350)</u>

**LIFELINE SOUTH COAST NSW  
FINANCIAL COUNSELLING**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017**

	2017 \$	2016 \$
<b>INCOME</b>		
Grant Received	<u>78,166</u>	<u>101,664</u>
<b>TOTAL INCOME</b>	<u>78,166</u>	<u>101,664</u>
<b>EXPENDITURE</b>		
Operating Expenses		
Business Plan	370	-
Computer Expenses	-	127
Telephone	1,335	375
FCAN Membership	-	136
Stationery and Postage	-	108
Management Fees	10,466	12,708
Rent	11,484	11,880
Travelling Costs	-	570
Staff Expenses		
Employee Entitlements	(2,237)	2,727
Training, Recruitment and Amenities	2,885	2,945
Salaries and Superannuation	<u>68,515</u>	<u>70,677</u>
<b>TOTAL EXPENSES</b>	<u>92,818</u>	<u>102,253</u>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<u>\$ (14,652)</u>	<u>\$ (589)</u>

The accompanying notes form part of these financial statements.

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017**

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	216,521	227,229
Receivables	5	153,723	14,639
Inventories	1(h)	167,513	180,987
Investments – Cash Term Deposits	7	200,000	400,000
GST Refund		-	11,040
Accrued interest		-	<u>12,600</u>
<b>Total Current Assets</b>		<u>737,757</u>	<u>846,495</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	6	1,580,367	1,580,545
Foundation Fund – Cash Term Deposit	8	<u>800,000</u>	<u>800,000</u>
<b>Total Non-Current Assets</b>		<u>2,380,367</u>	<u>2,380,545</u>
<b>TOTAL ASSETS</b>		<u>3,118,124</u>	<u>3,227,040</u>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	9	57,009	51,184
Grants received in advance	10	33,000	93,218
Provisions	11	<u>138,036</u>	<u>182,643</u>
<b>Total Current Liabilities</b>		<u>228,045</u>	<u>327,045</u>
<b>TOTAL LIABILITIES</b>		<u>228,045</u>	<u>327,045</u>
<b>NET ASSETS</b>		<u>\$2,890,079</u>	<u>\$2,899,995</u>
<b>EQUITY</b>			
Asset revaluation reserve		1,335,465	1,335,465
Retained Earnings			
Prior Year		1,564,564	1,538,442
Current Year		<u>(9,950)</u>	<u>26,088</u>
<b>TOTAL EQUITY</b>		<u>\$2,890,079</u>	<u>\$2,899,995</u>

The accompanying notes form part of these financial statements.

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	Note	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Operating and administrative expenses		(776,903)	(653,887)
Employee related		(815,518)	(797,171)
<b>Receipts</b>			
From trading activities		666,548	738,551
Grants received		369,767	403,961
Interest received		36,226	40,207
From other activities		<u>377,487</u>	<u>335,802</u>
Net cash from/(used in) operating activities		<u>(142,393)</u>	<u>67,463</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Payments</b>			
Purchase of property, plant and equipment		(68,315)	(75,825)
Increase of investments		-	(142,600)
Receipts – Decrease in investments		<u>200,000</u>	-
Net cash from/(used in) investing activities		<u>(131,685)</u>	<u>(218,425)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Payments</b>			
Increase in Current Assets/Reduction in Current Liabilities		-	-
Repayment of loans payable		-	-
<b>Receipts</b>			
Reduction in Current Assets/Increase in Current Liabilities		<u>-</u>	<u>-</u>
Net cash from/(used in) financing activities		<u>-</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents		(10,708)	(150,962)
Opening cash and cash equivalents		<u>227,229</u>	<u>378,191</u>
Closing cash and cash equivalents		<u>\$216,521</u>	<u>\$227,229</u>

The accompanying notes form part of these financial statements.

**LIFELINE SOUTH COAST NSW  
ABN 16 968 890 469**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017**

**NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Board of Lifeline South Coast (NSW), Wollongong Mission Church Council, Uniting Church in Australia NSW Synod and funding bodies. The Board have determined that the organisation is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The financial report has been prepared in accordance with the following Australian Accounting Standards and other mandatory professional reporting requirements.

**a) Income Tax**

The organisation is exempt from income tax.

**b) Property, Plant and Equipment**

The depreciable amount of Property, Plant and Equipment is depreciated over the useful lives of the assets, commencing from the time the asset is held ready for use.

**c) Employee Benefits**

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to balance date.

**d) Provisions**

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

**e) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call and other short term highly liquid investments.

**f) Revenue and Other Income**

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed.

For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds which is generally at the time of receipt.

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

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017 (Continued)**

**NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**  
**(Continued)**

**g) Goods and Services Tax**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax 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 payables in the balance sheet are shown inclusive of GST.

**h) Inventories**

Bulk Stock is counted by weight at 30 June 2017 and valued at the notional value of \$1 per kilo. Shop Stock is counted at 30 June 2017 and valued at the notional value of 31.73% (2015 – 36%) of the estimated selling price. This value is calculated for insurance valuation purposes and as all stock is donated an asset revaluation reserve has been created.

No other Australian Standards or other mandatory professional reporting requirements have been applied.

**NOTE 2. SALES**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
Donated Goods	731,929	806,120
Purchased Goods	<u>4</u>	<u>138</u>
	731,933	806,258
Less: Cost of Goods Sold	45,630	46,592
Cleaning and Rubbish Removal	<u>19,755</u>	<u>21,115</u>
	<u>\$666,548</u>	<u>\$738,551</u>

**NOTE 3. SUNDRY INCOME**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
Sundry Income	<u>\$231,270</u>	<u>\$210,847</u>

**NOTE 4. CASH AND CASH EQUIVALENTS**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
Commonwealth Bank	33,592	31,718
Uniting Financial Services	150,400	163,227
Uniting Financial Services – Wages Account	30,009	28,838
Westpac – Employee Card Account	1,720	1,846
Cash on Hand	<u>800</u>	<u>1,600</u>
	<u>\$216,521</u>	<u>\$227,229</u>

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017 (Continued)**

**NOTE 5. RECEIVABLES**

	2017	2016
	\$	\$
Accounts Receivable	<u>153,723</u>	<u>14,639</u>
	<u>\$153,723</u>	<u>\$14,639</u>

**NOTE 6. PROPERTY, PLANT AND EQUIPMENT**

	2017	2016
	\$	\$
Buildings – Independent Valuation	1,911,234	1,911,234
Accumulated Depreciation	<u>507,994</u>	<u>481,988</u>
	<u>1,403,240</u>	<u>1,429,246</u>
Computers – Cost	55,250	258,214
Accumulated Depreciation	<u>50,138</u>	<u>248,562</u>
	<u>5,112</u>	<u>9,652</u>
Furniture and Fittings – Cost	207,247	513,115
Accumulated Depreciation	<u>77,279</u>	<u>385,051</u>
	<u>129,968</u>	<u>128,064</u>
Motor Vehicles – Cost	197,404	191,530
Accumulated Depreciation	<u>155,357</u>	<u>177,947</u>
	<u>42,047</u>	<u>13,583</u>
	<u>\$1,580,367</u>	<u>\$1,580,545</u>

The company's land and buildings were revalued at 9 June 2011 by independent valuers. Valuations were made on the basis of insurance replacement cost.

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017 (Continued)**

**NOTE 7. INVESTMENTS**

	2017	2016
	\$	\$
Uniting Financial Services	<u>200,000</u>	<u>400,000</u>
	<u>\$200,000</u>	<u>\$400,000</u>

**NOTE 8. FOUNDATION FUND**

	2017	2016
	\$	\$
Uniting Financial Services – Cash Term Deposit	<u>800,000</u>	<u>800,000</u>
	<u>\$800,000</u>	<u>\$800,000</u>

**NOTE 9. PAYABLES**

	2017	2016
	\$	\$
GST Payable	1,475	-
Payables and Accruals	36,267	31,281
PAYG Payable	10,732	11,159
Payroll Liabilities	-	(588)
Superannuation	<u>8,535</u>	<u>9,332</u>
	<u>\$57,009</u>	<u>\$51,184</u>

**NOTE 10. GRANTS RECEIVED IN ADVANCE**

	2017	2016
	\$	\$
Grants Received in Advance	33,000	51,718
Committed Expenditure	<u>-</u>	<u>41,500</u>
	<u>\$33,000</u>	<u>\$93,218</u>

**NOTE 11. PROVISIONS**

	2017	2016
	\$	\$
Employee Entitlements	89,719	100,643
Service Innovation	<u>48,317</u>	<u>82,000</u>
	<u>\$138,036</u>	<u>\$182,643</u>

The Board has established a provision for service innovation. Part of this provision was expended in the 2017 year on research to improve service in line with strategic directions. It is expected the balance of the provision will be expended in 2018.

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

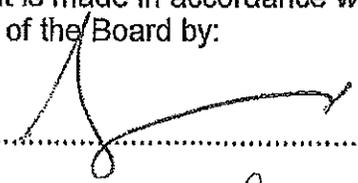
**STATEMENT BY MEMBERS OF THE BOARD**

The Board has determined that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial report as set out on pages 1 to 11:

1. Presents a true and fair view of the financial position of Lifeline South Coast NSW as at 30 June 2017, and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Lifeline South Coast NSW will be able to pay its debts as and when they fall due.

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

Director: ..... 

Director: ..... 

Dated this 14 day of August 2017

**LIFELINE SOUTH COAST NSW**  
**ABN 16 968 890 469**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline South Coast NSW which comprises the statement of financial position as at 30 June 2017 for the year then ended, the income statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the Board.

**Board's Responsibility for the Financial Report**

The Board of the organisation is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Board of Lifeline South Coast (NSW), Wollongong Mission Church Council, Uniting Church in Australia NSW Synod and funding bodies and are appropriate to meet the needs of the members. The Board's responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

**Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Board of Lifeline South Coast (NSW), Wollongong Mission Church Council, Uniting Church in Australia NSW Synod and funding bodies financial reporting. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared,

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

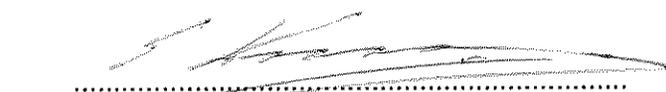
### **Independence**

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### **Auditor's Opinion**

In our opinion, the financial report of Lifeline South Coast NSW presents fairly, in all material respects the financial position of Lifeline South Coast NSW as of 30 June 2017 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**KH ACCOUNTING & FINANCIAL GROUP**  
Chartered Accountants

  
.....  
Elias Kinnas

14 August 2017

Suite 4, 24-29 Princes Highway  
FAIRY MEADOW NSW 2519

# Thank you

## **Lifeline South Coast's vision is to be there for our community as life happens!**

Lifeline's core service is the operation of the 24-hour telephone crisis support line. The 13 11 14 service focuses on the provision of support to people in crisis and emotional distress. The service operates 24-hours a day, 7 days a week, 365 days a year, is delivered by trained and accredited Volunteer Crisis Supporters and is supported by a dedicated and highly qualified team of staff. Thank you to NSW Health for their funding support of this service. Thank you also to the Illawarra Shoalhaven Local Health District and to the BlueScope WIN Community Partnership program for financial support in training new

volunteers to the service. Thank you to all our staff and volunteers associated with the service for their professionalism, commitment and support.

Lifeline South Coast's Financial Counselling service offers free, confidential support to people in financial distress. The service operates out of Nowra and outreaches to Kiama and Ulladulla. Thank you to Fair Trading NSW for funding this service, and to the Illawarra Legal Centre for partnering with us in service delivery. Thank you to our financial counselling staff for their ongoing dedication.

Our Lifeline Shops as well as our Big Book Fair fundraising events exist for the primary purpose of providing Lifeline South Coast's core services with much needed

funds. Thank you to our Community Partner Southern IML Pathology for their role in ensuring the ongoing success of Lifeline's Big Book Fair fundraising events. Thank you to all our Warehouse, Shop and Book Fair staff and volunteers for their ongoing commitment to Lifeline South Coast and the services we offer our community.

We extend a special thank you to our generous donors and members of the public who donate time, funds, skills, goods or support to Lifeline South Coast. Without community support, Lifeline South Coast could not continue to provide vital crisis support services to the people of the Illawarra and South Coast.

**Thank you**

A collection of white-outlined circles of various sizes scattered in the top right corner of the page.

Lifeline South Coast's vision is to be there  
for our community as life happens!

