



# 2017 - 2018 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.

## **Lifeline South Coast**

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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 **39 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 **205 volunteers** in our administration, retail and book fair teams; more than **100 Volunteer Telephone Crisis Supporters** on the 13 11 14 Crisis Support service; and **6 volunteer Board members**.

## Strategic Plan 2018

Vision	Key Stakeholders	Objectives	Key Strategies
An Australia free of suicide		Stakeholder Satisfaction	<ul style="list-style-type: none"><li>Work with other centres to provide 24 hour telephone crisis support</li><li>Develop innovative solutions to the identified needs of our stakeholders</li><li>Provide appropriate and effective services</li><li>Create a sense of pride in the organisation</li><li>For our people we provide:<ul style="list-style-type: none"><li>A safe working environment</li><li>Relevant training and skill development</li><li>Appropriate levels of remuneration to paid staff</li><li>A succession plan for key staff (paid and unpaid)</li></ul></li></ul>
<b>Mission</b> To provide first rate suicide prevention and crisis support services to Australia	<ul style="list-style-type: none"><li>The people of the South Coast regions of NSW</li><li>Other communities which we serve, including the callers across Australia</li><li>Members of the Lifeline South Coast workforce (both volunteer and paid)</li><li>Our partners in community service</li><li>Lifeline Australia and other Lifeline Centres</li><li>The Uniting Church in Australia including local congregations, Wollongong Mission, NSW/ACT Synod and Uniting</li><li>Our sponsors, supporters and funding bodies</li></ul>	People	<ul style="list-style-type: none"><li>To maintain membership of Lifeline Australia</li><li>To be top of mind for the Uniting Church in Australia as an expression of Christian ministry</li><li>To meet or exceed the needs and expectations of all our stakeholders</li></ul>
<b>Values</b> We believe in <ul style="list-style-type: none"><li>The dignity of life</li><li>The acceptance of all people</li><li>The Christian values of love, compassion and community as shared by other faith and belief traditions</li><li>Working ethically</li><li>The opportunity that crisis presents for personal change</li><li>Valuing and nurturing the spirit of volunteerism</li><li>Maintaining the highest standards of service delivery</li><li>The privilege and importance of the relationship with those we serve</li><li>The need to embrace change</li></ul>		Quality	<ul style="list-style-type: none"><li>Benchmark with appropriate organisations</li><li>Open new retail outlets</li><li>Generate and manage an appropriate mix of funding to support our activities</li><li>Foster productive relationships with media and congregations</li><li>To provide information to the community and policy makers</li><li>Relationship development</li></ul>
		Financial Performance	<ul style="list-style-type: none"><li>To meet all accreditation requirements</li></ul>
		Awareness and Image	<ul style="list-style-type: none"><li>To ensure the Lifeline service and brand remain top of mind in the communities we serve</li></ul>

# 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 Telephone Crisis Support service. Our Lifeline Shops and Big Book Fair fundraising events 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 Crisis Supporters, with Lifeline South Coast volunteers answering 23,815 calls during the 2017/2018 financial year.

## Financial Counselling

Over the past 12 months, Lifeline South Coast's Financial Counselling service has assisted 241 people and conducted 426 interviews. Outreach to the South Coast Correctional Centre resumed in November 2017 with Legal Aid funding one day per fortnight for financial counselling service. During those seven months, 58 new inmates were seen in those fortnightly visits.

During the past year, the Uniting Church has also provided some funding, allowing us to provide a weekly outreach service in Huskisson. The service has been solidly booked since its commencement in December 2017 and has been serviced by Financial Counsellor Kim Perkins, who joined us on a part time basis in December.

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

## Crisis Support Training

The recruitment and training of Volunteer 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 38 Volunteer Crisis Supporters trained and on the phones by the end of June 2018. In addition, more than 1040 hours of extra volunteer time was given to these students by Lifeline South Coast Crisis Support volunteers to support these individuals through each phase of their training and then 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 2017/2018 financial year, Lifeline South Coast ran 20 sessions and trained 261 people in safeTALK (suicide awareness) training; ran four sessions and trained 76 people in ASIST (two-day suicide intervention) training; and ran five sessions and trained 78 people in DV Alert (two-day domestic violence for frontline staff) training.

## Retail

Lifeline South Coast opened the Corrimal Shop at the end of July 2017, expanding our retail operations to two outlets. The combined efforts of the Lifeline Shops in the 2017/2018 financial year yielded sales of \$600,850 with 120,111 items over the counter to 44,473 customers. Our annual revenue from wholesale activity was \$53,789.

These results would not have been possible without our dedicated retail and stock volunteers, averaging 366 hours per week, across our 65-member team. Thank you to all our volunteers and staff, with your support we can continue to raise funds for our 13 11 14 Crisis Support service.

## Book Fair

During the 2017/2018 financial year, Lifeline South Coast hosted two Big Book Fairs both held at the Illawarra Sports Stadium, Berkeley. The October and March Book Fairs together raised \$269,272, welcomed 10,118 customers through the doors, and showcased 134,111 books for display.

Our Big Book Fair would not be possible without the continued efforts of the volunteer Book Sorting team who work every day of every week throughout the year to ensure a great range of books are packed for Book Fair events. The team of 48 volunteers work on average 189 hours per week, stocking our Book Fairs and contributing to the sales in our Lifeline Shops. Books alone total 11% of our retail sales, with 16,799 books being sold in the Lifeline Shops during the 2017/2018 financial year.

Thank you to our 152 strong Book Fair volunteer team and to our Book Sorting team for their hard work and commitment to our Big Book Fair, enabling Lifeline South Coast to continue to offer and expand our services across the Illawarra and South Coast regions.

# Volunteering – by Scott Mitchell

Volunteering as a Lifeline Telephone Crisis Supporter for me is much the same as the Rubik's Cube.

OK, I am probably showing my age a little here, but it was also re-launched since it was first launched in 1980 – so stay with me!

**My original concept of volunteering was I gave my time, to someone who needed some support.** This statement covers volunteering as clearly as me stating – all you must do is keep all the little coloured tiles on the Rubik's Cube together – SIMPLE!

I have been on the phones for Lifeline for 3 years now, and still add to level of reward this role brings – just like when you're able to solve Rubik's cube!

These are the short list of some of the rewards this role brings me as a volunteer.

- I enjoy being there as support for our callers, **who need someone to talk to.**
- I enjoy being there as support for our callers, **who feel they have no-one to talk to.**

- I enjoy being there as support for our callers, **who are thinking suicide is currently a thought for them and keeping them safe.**
- It is great to be part of a team that feels like a family, where you can truly feel we are working toward one goal. That this is not just a hollow "objective" – it is an achievement that I constantly feel at Lifeline South Coast.
- When I am speaking with a caller, I do give a thought to the Lifeline process that ensures we have a phone service in the first place. For example - Every book that is donated, sorted, processed, marked, sold, and finds a new home, ensures that our service operates. I really do think of this enormous process, and all the volunteers involved in this process, and hope they realise how much they contribute to the end process of talking to someone who needs support.
- I have enjoyed gaining new skills that enable me to help people face to face.
- I have enjoyed passing some of those skills onto new students and mentoring new students through our training that is conducted several times throughout the year.
- When I arrive for a telephone shift, the most enjoyable part of this role is the friends I have made, and the support we are between each other. Whether it is a difficult call that needs each other's support, or just a true friend, Lifeline for me = supportive friends.

### **My final point on Rubik and his cube.**

Sometimes life can seem all messed up, just like a Rubik's cube.

Lifeline can help un-mess the cube, by helping our callers to make the moves to put it back together.

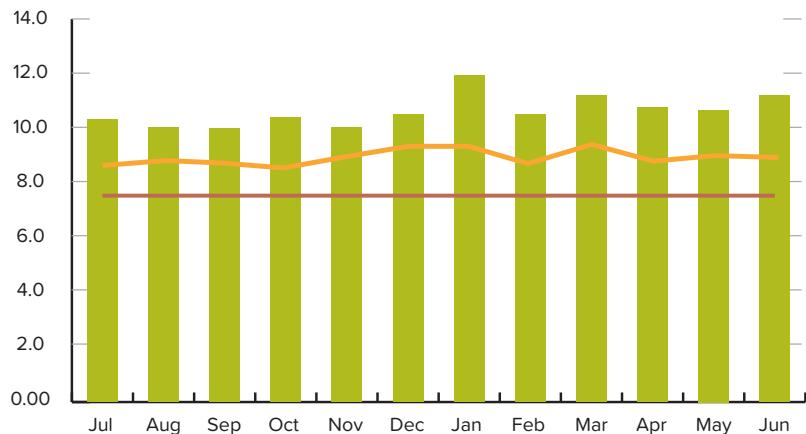
Or if you're like me – (I physically pulled the Cube apart and put it back together!)

**Either way, if you're reading this article you are part of the team that help put Rubik's Cube back together for every call taken – To you I also say thank you!**

# Telephone Crisis Support KPIs

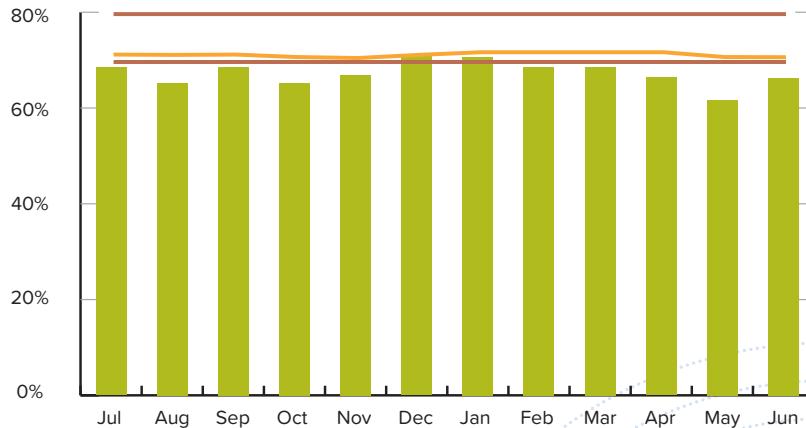
In January 2013, Lifeline Australia introduced six Key Performance Indicators which each Lifeline Centre must achieve in order to maintain accreditation. These KPIs focus on developing and improving specific areas of our service to ensure our limited resources are used most effectively to provide a high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

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



## KPI 1 Logged hours per CS per month (target 7.7)

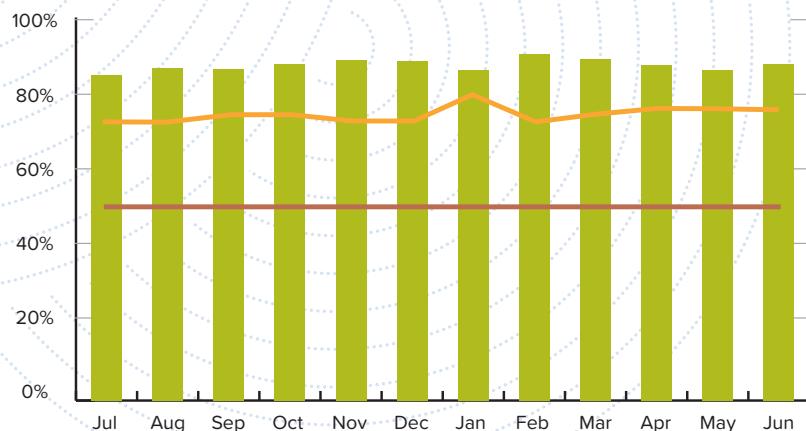
This target is based on the minimum annual accreditation requirements for each Crisis Supporter (CS). This target area has remained in a consistent pattern across the financial year and we have continuously exceeded the target of 7.7 logged hours per month.



## KPI 2 CS occupancy (target 70-80%)

CS occupancy is a measure of how productively a CS is using their time while on shift. Generally, occupancy rates are reduced during training periods where coaching reduces time on the phones. Furthermore, these reduced rates can be seen following the months of training where more debriefing occurs naturally within a volunteer's probationary stage on the phones, and currently Lifeline South Coast has a high number of PTCS. We are working with volunteers to improve in this area.

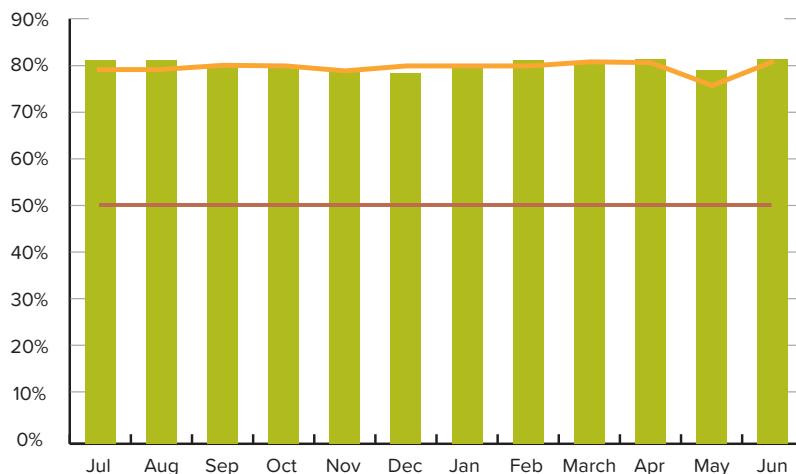
# Telephone Crisis Support KPIs (continued)



## 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 88% 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 and their safety.

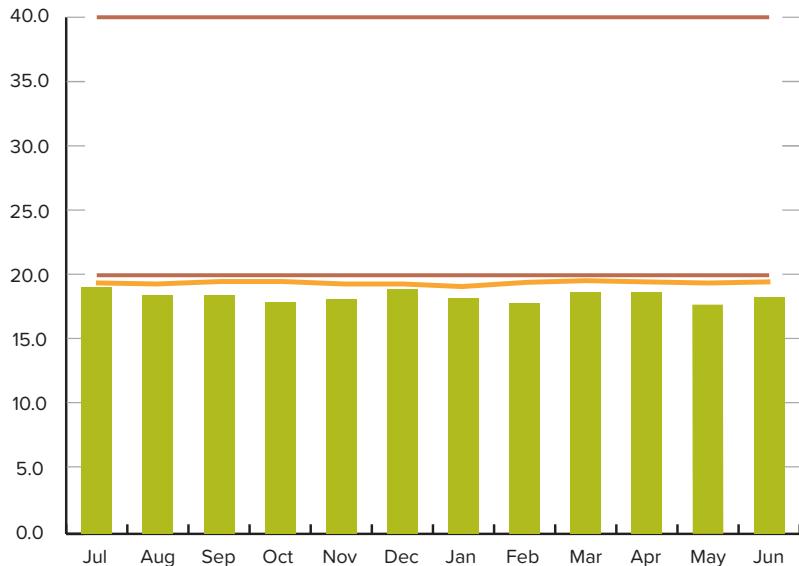


## KPI 4

### 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 after a phone call.

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



## KPI 5 Average call duration (target 20-40 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 below the target range.



## KPI 6 calls answered per seat per day (target 12; until December 2017)

This target requires us to answer 12 calls per seat per day. Overall, Lifeline South Coast has improved and remained consistent in this area over the past 12 months. As of December 2017, this KPI is no longer measured by Lifeline Australia.

From January 2018, KPI 6 changed to represent a Call Answer Target, based on a 24-month average. From January to June 2018 the overall target for Lifeline South Coast was 11,472 calls. We answered 11,761 calls during this time.

Lifeline South Coast Volunteer Crisis Supporters (CS) answered 23,815 calls within the 2017/2018 financial year. That is an increase of 1.2% on the previous year. Overall, Lifeline South Coast continues to increase the volume of calls answered, with January 2018 being a record high call rate for Lifeline South Coast (2,277 calls).

Importantly however, 88% of those callers were asked specifically about suicide, which means that Lifeline South Coast initiated 20,957 conversations about suicide in the last financial year alone!

That's an increase of 954 conversations from the previous year.

All 100 Lifeline South Coast Telephone 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

The last year has again been one of flux for Lifeline South Coast (LLSC), however the “strong engine room” of our quality volunteers and quality staff has moved us along steadily.

Our long standing Executive Director Grahame Gould decided it was time for him to move on to new career options. On behalf of all at LLSC I thank him for his great efforts over the decades and particularly for his legacy of a strongly resourced LLSC. His contribution to mental health continues to be significant.

I must thank Clare Leslie for stepping in as acting Chief Executive Officer (CEO - our new name for Executive Director), and guiding us along for over seven months while we recruited our new CEO, Rachel Norris. I note Rachel has made a strong start familiarising herself with the operations of LLSC.

I also note the sad passing of Dr Robyn Young, who contributed greatly to our organisation through her membership of the Board.

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Importantly however, 88% of those callers were asked specifically about suicide, which means that Lifeline South Coast initiated 20,957 conversations about suicide in the last financial year alone! That’s an increase of 954 conversations from the previous year.

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LLSC and the Lifeline movement, is the manifestation of the goodwill of many people. Simply put, we are a group of people who, with the initial leadership of the late Reverend Dr. Sir Alan Walker, have over the past 55 years organised ourselves to help others in desperate circumstances. In most instances we do this not for gain, but altruism. Committed staff work with diligence and focus towards our goals.

We should be pleased with our efforts.

**Stephen Long**  
Board Chair  
Lifeline South Coast

# Acting CEO's Report

I would like to thank former Executive Director, Grahame Gould for his remarkable service, commitment and contribution to Lifeline South Coast over 24 years. Grahame left Lifeline South Coast in December 2017.

This year, Lifeline South Coast answered 23,815 calls on the 24-hour Crisis Support service. Congratulations to the Volunteer Crisis Supporters who achieved this fantastic result; the Training Team and In-Shift Support Supervisors who support our volunteers so well; and to Danielle Mullaney for overseeing performance in this area.

The Lifeline South Coast Financial Counselling Service has continued to see an increase in demand this financial year. I thank Uniting for funding, the Uniting Church Bay and Basin congregation for supporting, and Kim Perkins for delivering, an additional one-day per week outreach for this vital

service to Huskisson. I thank Anne Marie Sharkey for her great work as Financial Counselling Coordinator over many years. Anne Marie left Lifeline South Coast at the end of this financial year.

a wonderful contribution to Lifeline South Coast over the past 12 months. I welcome and thank new Retail Area Manager Alicia Ferderer, who joined the team in January having worked for Lifeline Northern Rivers for 12 years.

## Lifeline South Coast answered 23,815 calls on the 24-hour Crisis Support service

The Lifeline Shops and Big Book Fairs remain a vital source of income for the organisation. This financial year, we have opened a new Lifeline Shop in Corrimal and re-fitted the Lifeline Shop in Wollongong. Both are performing well. Establishment of process for our loading docks and wholesale activities has brought stability to these areas. The number of books packed for Book Fairs has been gradually increasing. Congratulations to all Retail and Book Fair volunteers and the Team Leaders who support them, for making

I thank Renee Green and her wonderful administration staff and volunteer team for their ongoing commitment and focus this year. It has been a challenging year, and the professionalism and support of this team has been wonderful.

Finally, thank you to the Stephen Long and all Board Members for their voluntary service, for their support and for their guidance.

**Clare Leslie**  
Acting CEO  
Lifeline South Coast

### Grahame Gould

In December of 2017, and after 24 years as the Executive Director of Lifeline South Coast, Grahame Gould has tendered his resignation to pursue other opportunities.

During those 24 years, Grahame made a significant contribution to Lifeline at both a local and national level. The Lifeline South Coast model of support to our Volunteer Crisis Supporters is of the highest standard, and we congratulate him on this strategic focus. Grahame has been a dedicated advocate in ensuring Lifeline remains accessible to all Australians during their time of need, and a lead in raising the profile of suicide prevention work in our region.

The Board thanks Grahame for all his hard work during his time at Lifeline South Coast and wishes Grahame all the best in his new endeavours.

### Rachel Norris

Following an extensive recruitment process, the Lifeline South Coast Board is pleased to welcome new CEO, Rachel Norris. Rachel has a long history of working in leadership roles in the health and non-profit sectors; and was most recently the CEO of national peak professional association, Occupational Therapy Australia. Her qualifications include an MBA; a Graduate Certificate in Business Coaching; and qualifications in Quality Management and Counselling.

Rachel is particularly interested in community resilience and is looking forward to exploring the role Lifeline South Coast can play in not only providing crisis support via the phone; but also, activities that strengthen communities on the ground within our region.

# Governance

Lifeline South Coast has been deliberate in recruiting Board Members who have complementary backgrounds 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 15 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

CHAIR OF FINANCE COMMITTEE  
FCPA; FGI; 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.

## **Jon Hoogland**

### **Secretary**

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 organisation's 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**

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.

## 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

Skills	Stephen Long (Chair)	Andrew Smith (Deputy Chair)	Ross Johnson (Treasurer)	Dr Paul Chad	Linda Morrissey	Jon Hoogland	David Burrows (Honorary Solicitor)
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	6	6
Dr Paul Chad	6	6
Linda Morrissey	6	6
Andrew Smith	6	6
Ross Johnson	6	5
Jon Hoogland	6	5

# 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 to December 2017

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.

Grahame left Lifeline South Coast in December 2017.

## Clare Leslie

Marketing and Public Relations Manager  
B.A. COMM. (PUBLIC COMM.); 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 the organisation. This includes raising awareness of Lifeline's 13 11 14 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.

Clare has been Acting CEO since December 2017.

## Renee Green

Finance and Governance 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

Telephone Crisis Support Manager

B.A (PSYCHOLOGY)

Danielle has been our Telephone Crisis Support Manager since 2017. She is responsible for the 24-hour Crisis Support Service which ensures Crisis Support Volunteers are well trained and supported on an ongoing basis. Danielle has been working as an In-Shift Support Supervisor, Centre Supervisor and Trainer since 2015. As a current Trainer, Danielle's scope includes Crisis Supporter Workplace Training (CSWT), Domestic and Family Violence (DV-Alert), and Accidental Counselling Skills (ACF) training. Danielle joined Lifeline South Coast in 2011 as a Volunteer Crisis Supporter and still maintains regular shifts for the 13 11 14 service to talk with people in crisis. In this time, she has also been a part of group facilitating and mentoring students within each phase of training. Danielle is currently completing a Graduate Diploma of Counselling.

## 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 held a number of positions with Lifeline South Coast, commencing as a Volunteer Crisis Supporter in 2009 and has been a Peer Group Supervisor, In-Shift Supporter and Centre Supervisor during this time.

## Alicia Ferderer

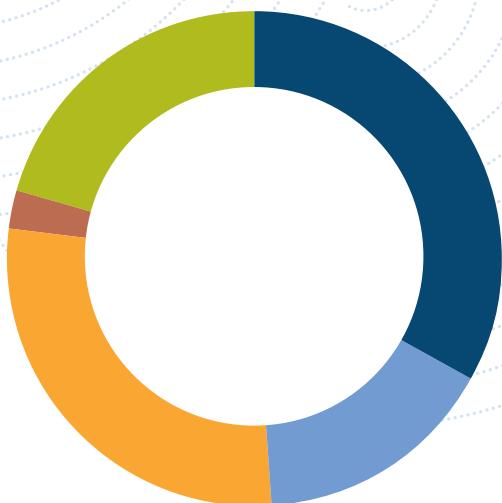
Retail Area Manager from January 2018

DIP. RETAIL MANAGEMENT

Alicia joined Lifeline South Coast in January 2018, after re-locating back to the South Coast. Her role includes overseeing the Lifeline Shops in Corrimal and Wollongong; the book sorting team, warehouse operations and running Lifeline's Big Book Fair fundraising events. Alicia worked for Lifeline Northern Rivers for 12 years from January 2006 to January 2018, starting as a Shop Manager for the Lismore CBD Shop, and progressing to Retail Area Manager of their six retail outlets in 2015.

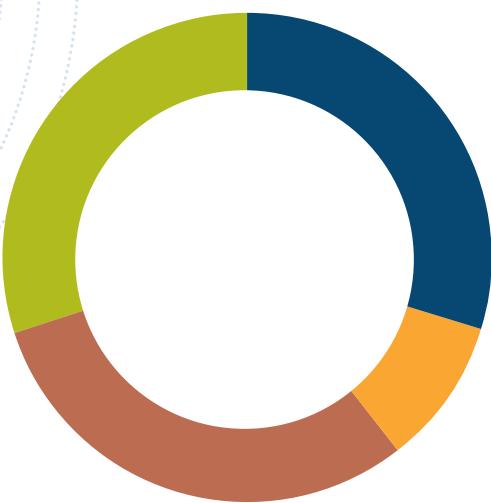
# Financial summary

Income 2017/18



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

Expenses by Sector 2017/18



- 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 2018**

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1	Income and Expenditure Statement – Consolidated
2	Income and Expenditure Statement – Retail Division
3	Income and Expenditure Statement – Services 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 2018**

	Note	2018 \$	2017 \$
<b>REVENUES</b>			
Sales	2	826,813	666,548
Donations		79,978	146,217
Grants		493,003	369,767
Sundry income	3	271,086	231,270
Interest earned		<u>24,166</u>	<u>36,225</u>
		<u>1,695,046</u>	<u>1,450,027</u>
<b>EXPENSES</b>			
Employee related		819,254	815,518
Operating and administrative expenses		736,355	575,965
Depreciation		<u>103,995</u>	<u>68,494</u>
		<u>1,659,604</u>	<u>1,459,977</u>
Surplus/Deficit from ordinary activities		35,442	(9,950)
Plus: Revaluation Increment		914,538	-
Excess/(Deficiency) of Revenue over expenditure for the year		<u>\$ 949,980</u>	<u>\$ (9,950)</u>

**LIFELINE SOUTH COAST NSW  
RETAIL DIVISION**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
<b>INCOME</b>		
Shop Sales		
Donated Goods	896,159	731,929
Purchased Goods	<u>5</u>	<u>4</u>
<b>TOTAL SALES</b>	<b>896,164</b>	<b>731,933</b>
Less: Cost of Goods Sold	56,633	45,630
Cleaning and Rubbish Removal	<u>12,718</u>	<u>19,755</u>
	826,813	666,548
Other Income		
Donations	37,127	46,699
Sundry	<u>-</u>	<u>6,436</u>
<b>TOTAL INCOME</b>	<b><u>863,940</u></b>	<b><u>719,683</u></b>
<b>EXPENDITURE</b>		
Staff Expenses		
Employee Entitlements	(4,934)	(17,027)
Recruitment	2,225	3,512
Salaries and Superannuation	228,343	252,598
Training, Health and Safety	828	1,922
Operating Expenses		
Advertising	47,855	39,248
Computer Expenses	406	75
Electricity	15,948	11,277
Equipment Hire	2,375	4,036
General Maintenance	24,284	44,681
Insurance	8,716	4,916
Minor Asset Purchases	1,175	204
Motor Vehicle and Truck Expenses	19,189	20,073
Postage and Freight	75	1,653
Printing and Stationery	4,597	1,979
Rental of Shop Premises	195,593	126,544
Rubbish Removal	8,051	6,691
Security	5,900	7,788
Subscriptions	623	973
Sundry	879	1,400
Telephone and Internet	7,089	8,010
Travel	<u>-</u>	<u>1,413</u>
Volunteer Expenses	9,964	12,689
Other Expenses		
Bank Charges	10,124	11,796
Depreciation	<u>62,011</u>	<u>17,847</u>
<b>TOTAL EXPENSES</b>	<b><u>651,316</u></b>	<b><u>564,298</u></b>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<b><u>\$212,624</u></b>	<b><u>\$155,385</u></b>

**LIFELINE SOUTH COAST NSW  
SERVICES DIVISION**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
<b>INCOME</b>		
Grants Received	379,653	291,601
Donations and Bequests	42,850	99,518
Rental Income	115,785	115,488
Sundry Income	133,358	98,047
TC's Training Fees	10,240	11,300
Interest Received	<u>24,166</u>	<u>36,225</u>
<b>TOTAL INCOME</b>	<u>706,052</u>	<u>652,179</u>
<b>EXPENDITURE</b>		
Staff Expenses		
Salaries and Superannuation	518,214	492,005
Employee Entitlements	(13,763)	8,339
Training and Recruitment	9,118	4,107
Amenities, Health and Safety	2,053	900
Operating Expenses		
Advertising	39,696	16,966
Affiliation fees	13,747	12,986
Audit fees	5,185	6,650
Bank charges	378	822
Board/Governance expenses	1,841	1,364
Cleaning expenses	4,327	5,440
Computer expenses	14,970	4,164
Electricity, gas and heating	7,015	6,086
External Training	28,342	9,079
Insurance	24,738	16,750
Legal Fees	21,571	-
Maintenance – equipment and furniture	3,122	1,263
Management fees	43,421	38,744
Meeting expenses	106	230
Motor vehicle expenses	12,740	14,303
Postage	871	705
Printing and stationery, program costs	7,481	7,852
Rental	49,003	50,069
Resources	-	3,610
Security	4,025	-
Telephone, Fax and Internet	18,224	18,195
Travelling costs	2,008	1,726
Volunteer Expenses	23,635	27,798
Other Expenses		
Sundry expenses	1,285	2,062
Depreciation	<u>41,324</u>	<u>50,647</u>
<b>TOTAL EXPENSES</b>	<u>884,677</u>	<u>802,862</u>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<u>\$178,625</u>	<u>\$150,683</u>

**LIFELINE SOUTH COAST NSW  
FINANCIAL COUNSELLING**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
<b>INCOME</b>		
Transfer from Provision	9,251	-
Fee For Service	2,452	-
Grant Received	<u>113,350</u>	<u>78,166</u>
<b>TOTAL INCOME</b>	<u>125,053</u>	<u>78,166</u>
<b>EXPENDITURE</b>		
Operating Expenses		
Advertising	14	-
Business Plan	-	370
Depreciation	474	-
Insurance	2,272	-
Telephone	622	1,335
Stationery and Postage	298	-
Management Fees	13,474	10,466
Memberships	136	-
Rent	11,780	11,484
Staff Expenses		
Employee Entitlements	3,835	(2,237)
Training, Recruitment and Amenities	3,134	2,885
Salaries and Superannuation	<u>87,560</u>	<u>68,515</u>
<b>TOTAL EXPENSES</b>	<u>123,599</u>	<u>92,818</u>
<b>SURPLUS/(DEFICIT) OF INCOME</b>	<u>\$ 1,454</u>	<u>\$ (14,652)</u>

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

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	378,184	216,521
Receivables	5	45,326	153,723
Inventories	1(h)	136,387	167,513
Investments – Cash Term Deposits	7	202,650	200,000
Bond		<u>30,000</u>	<u>–</u>
<b>Total Current Assets</b>		<u>792,547</u>	<u>737,757</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	6	2,460,077	1,580,367
Foundation Fund – Cash Term Deposit	8	<u>800,000</u>	<u>800,000</u>
<b>Total Non-Current Assets</b>		<u>3,260,077</u>	<u>2,380,367</u>
<b>TOTAL ASSETS</b>		<u>4,052,624</u>	<u>3,118,124</u>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	9	41,706	57,009
Grants received in advance	10	71,954	33,000
Provisions	11	<u>98,896</u>	<u>138,036</u>
<b>Total Current Liabilities</b>		<u>212,556</u>	<u>228,045</u>
<b>TOTAL LIABILITIES</b>		<u>212,556</u>	<u>228,045</u>
<b>NET ASSETS</b>		<u>\$3,840,068</u>	<u>\$2,890,079</u>
<b>EQUITY</b>			
Asset revaluation reserve		1,335,465	1,335,465
Retained Earnings			
Prior Year		2,469,161	1,564,564
Current Year		<u>35,442</u>	<u>(9,950)</u>
<b>TOTAL EQUITY</b>		<u>\$3,840,068</u>	<u>\$2,890,079</u>

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

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
To Suppliers		(567,896)	(776,903)
Employee related		(834,116)	(815,518)
From retail activities		857,938	666,548
Grants received		616,076	369,767
Interest received		24,166	36,226
From other activities		<u>159,472</u>	<u>377,487</u>
Net cash from/(used in) operating activities		<u>255,640</u>	<u>(142,393)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Payments</b>			
Proceeds from sale of property, plant & equipment		4,000	-
Rental Bond		(30,000)	-
Purchase of property, plant and equipment		(65,327)	(68,315)
Increase of investments		(2,650)	-
Decrease in investments		<u>-</u>	<u>200,000</u>
Net cash from/(used in) financing activities		<u>(93,977)</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents		161,663	(10,708)
Opening cash and cash equivalents		<u>216,521</u>	<u>227,229</u>
Closing cash and cash equivalents		<u>\$378,184</u>	<u>\$216,521</u>

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

**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 2018 (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 2018 and valued at the notional value of \$1 per kilo. Shop Stock is counted at 30 June 2018 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**

	2018 \$	2017 \$
Donated Goods	896,159	731,929
Purchased Goods	<u>5</u>	<u>4</u>
	896,164	731,933
Less: Cost of Goods Sold	56,633	45,630
Cleaning and Rubbish Removal	<u>12,718</u>	<u>19,755</u>
	<u>\$826,813</u>	<u>\$666,548</u>

**NOTE 3. SUNDY INCOME**

	2018 \$	2017 \$
Sundry Income	<u>\$271,086</u>	<u>\$231,270</u>

**NOTE 4. CASH AND CASH EQUIVALENTS**

	2018 \$	2017 \$
Commonwealth Bank	14,930	33,592
Uniting Financial Services	330,965	150,400
Uniting Financial Services – Wages Account	30,010	30,009
Westpac – Employee Card Account	1,079	1,720
Cash on Hand	<u>1,200</u>	<u>800</u>
	<u>\$378,184</u>	<u>\$216,521</u>

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018 (Continued)**

**NOTE 5. RECEIVABLES**

	2018 \$	2017 \$
Accounts Receivable	<u>45,326</u>	<u>153,723</u>
	<u>\$45,326</u>	<u>\$153,723</u>

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

	2018 \$	2017 \$
Land & Building – Auburn Street		
At Independent Valuation	2,200,000	1,691,000
Building - Court Lane at Cost	220,234	220,234
Accumulated Depreciation	<u>128,462</u>	<u>507,994</u>
	<u>2,291,772</u>	<u>1,403,240</u>
Computers – Cost	58,640	55,250
Accumulated Depreciation	<u>54,162</u>	<u>50,138</u>
	<u>4,478</u>	<u>5,112</u>
Furniture and Fittings – Cost	269,184	207,247
Accumulated Depreciation	<u>138,333</u>	<u>77,279</u>
	<u>130,851</u>	<u>129,968</u>
Motor Vehicles – Cost	158,392	197,404
Accumulated Depreciation	<u>125,416</u>	<u>155,357</u>
	<u>32,976</u>	<u>42,047</u>
	<u>\$2,460,077</u>	<u>\$1,580,367</u>

**ASSET REVALUATION**

The freehold land and building at 19 Auburn Street, Wollongong owned by Lifeline South Coast NSW were independently valued at 1 August 2018 by Heron Todd White. The valuation was based on the fair value less cost to sell. The critical assumptions adopted in determining the valuation included the location of the land and buildings, the current demand for land and buildings in the area and recent sales data for similar properties. The valuation resulted in a revaluation increment of \$914,538, recognised as revaluation increment.

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018 (Continued)**

**NOTE 7. INVESTMENTS**

	2018 \$	2017 \$
Uniting Financial Services	<u>202,650</u>	<u>200,000</u>
	<u>\$202,650</u>	<u>\$200,000</u>

**NOTE 8. FOUNDATION FUND**

	2018 \$	2017 \$
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**

	2018 \$	2017 \$
GST Payable	(3,123)	1,475
Payables and Accruals	29,910	36,267
PAYG Payable	9,840	10,732
Superannuation	<u>5,079</u>	<u>8,535</u>
	<u>\$41,706</u>	<u>\$57,009</u>

**NOTE 10. GRANTS RECEIVED IN ADVANCE**

	2018 \$	2017 \$
Grants Received in Advance	<u>71,954</u>	<u>33,000</u>
	<u>\$71,954</u>	<u>\$33,000</u>

**NOTE 11. PROVISIONS**

	2018 \$	2017 \$
Employee Entitlements	74,857	89,719
Service Innovation	<u>24,039</u>	<u>48,317</u>
	<u>\$98,896</u>	<u>\$138,036</u>

The Board has established a provision for service innovation. Part of this provision was expended in the 2018 year to improve service in line with strategic directions. It is expected the balance of the provision will be expended in 2019.

LIFELINE SOUTH COAST NSW  
ABN 16 968 890 469

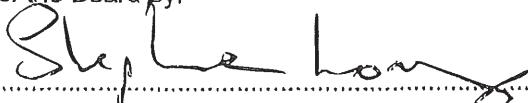
**STATEMENT BY MEMBERS OF THE BOARD**

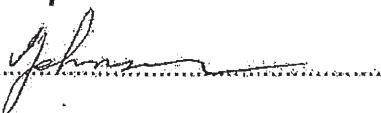
The Board has determined that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2018, 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:

Chairperson: 

Treasurer: 

Dated this 31 day of August 2018



## ACCOUNTING & FINANCIAL

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF 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 2018 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.

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KH Accounting & Financial Group Pty Ltd

ABN: 21 616 762 237

Liability limited by a scheme approved under Professional Standards Legislation



CHARTERED ACCOUNTANTS  
AUSTRALIA AND NEW ZEALAND

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 2018 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  
31 August 2018  
Suite 4, 24-29 Princes Highway  
FAIRY MEADOW NSW 2519

# Thank you

## Lifeline South Coast's vision is an Australia free of suicide

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

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. We have been offering financial counselling to the people of the Bay and Basin community one day per week at Huskisson, thanks to the support of a Uniting funding grant and Uniting Church Bay and Basin congregation. 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.ILM Pathology for their role in

ensuring the ongoing success of Lifeline's Big Book Fair fundraising events. Thank you to our Book Fair sponsors for their ongoing support – Wave FM, Prime7, Illawarra Sports Stadium – and to Chris Johnson for providing free storage of our packed book pallets for the event. 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**



**Lifeline South Coast's vision  
is an Australia free of suicide**

