



2019-2020
**ANNUAL
REPORT**



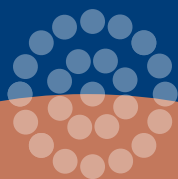
We're here
for you.



Hello, This is Lifeline.

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Acknowledgement of Country

Lifeline South Coast acknowledges the Traditional Owners of Country throughout Australia, and their continuing connection to land and community. We pay our respects to them and their cultures, and to the Elders both past and present.

From the Chair

It is hard to describe in a short piece how this year has been. Last July we were having interesting, challenging, exciting conversations about our direction and goals and how to achieve them both. Since then, we have been dealt crisis upon crisis.

Rachel Norris joined Lifeline South Coast only a relatively short time before I did. We were excited to build on the opportunity of this wonderful organisation that supports and protects the South Coast community through services such as the Crisis Support 13 11 44; financial counselling services; ensuring the material needs of community are met with quality through Lifeline stores; building strength and resilience in people through education and training; the opportunity to contribute and connect by being a part of the Lifeline organisation.

When I saw Rachel for the last time, we spoke about how these seeds of opportunity were being planted and nurtured, and she was so proud and excited to know that.

Now, the sadness of her loss is tempered by knowing that, piece by piece these seeds are growing and starting to blossom.

Even more remarkable: this blossoming has been through one of our community's hardest. As a resident of the Jervis Bay area I witnessed the deep anxiety of people in evacuation centres; the aftermath of ravaged homes and environment; stories of financial ruin. And then COVID-19 hit us. Throughout all of this, Lifeline South Coast still continues, helping people on the phone and face-to-face in all areas, especially now with the expansion South with MIND the GaP and our expanding Shoalhaven presence and services.

One word I keep coming back to is 'pride'. I am so proud to be part of the team at Lifeline South Coast, especially in the face of all of our 2019-20 challenges. We are in a strong position as an organisation—people, services, finances, growth—because of all the work that all of you are doing. Thank you.



From the CEO

2020 has been a challenging year for the communities we serve, our volunteers and staff, and other stakeholders as our region moved from drought, to be devastated by bushfire and the continued impacts of COVID-19. We have seen the concern for mental health and suicidality increase at all levels though society. In response, Lifeline South Coast has increased our services with a goal of making sure no one has to face their darkest moments alone.

What has been achieved this year has only been possible because of the strong foundation Lifeline South Coast is built on, and what has been achieved is impressive! During the year we responded to over 25,000 calls to 13 11 14 and 13 HELP, an increase of more than 10% on the previous year. We trained over 650 people in suicide awareness and prevention, more than double the number in the previous year. We held a record-breaking Book Fair in October, and unfortunately had to cancel our March 2020 event. Our retail outlets sold over 115,000 items, only a small decrease on last year in a particularly tough environment.

We look forward to the coming challenges as we stretch ourselves geographically to be more present in the Shoalhaven, Eurobodalla and Bega. We will also have an increased focus on meeting the needs of our communities on the ground in suicide prevention and crisis response.

Thank you to all of our volunteers across all areas of Lifeline South Coast. None of what we have achieved would be possible without your efforts. We look to our future growth, confidently knowing the skills and dedication you offer in support will be crucial to our success.

Thank you to all of our staff for their hard work, flexibility and good humour. We have seen throughout the year what a support we can be to each other, and what is achievable by such a small team.

Thank you to all of our financial supporters and partners. Together we can continue to have a meaningful impact.

Renee Green
CEO



Our mission is to create an Australia free of suicide by providing suicide prevention and crisis support services. We are committed to building the resilience of our local community, which spans from Helensburgh to the Victorian border.

We're part of the national Lifeline network that provides crucial moments of connection that bring hope and save lives.

With a workforce of over 95% of volunteers, we deliver first class volunteer management and training that creates rewarding experiences for our people and meaningful impact for our community.

Our values underpin all that we do. They are an integral part of what we LIVE by at Lifeline South Coast. We believe in the fundamental importance of volunteerism, continuously learning, acting with integrity, and treating people equally.



What we've achieved



25,021 calls answered by Lifeline South Coast



10,469 hours worked by crisis support volunteers



90 emergency suicide interventions



114,656 items sold in a Lifeline South Coast shop to support
13 11 14



32,385 hours
worked by Shop
and Book Fair
volunteers



664 people
trained
in suicide
awareness and
prevention



139,189 books
packed for
Lifeline's Big
Book Fair and
Lifeline Shops



342 free
face-to-face
financial
counselling
appointments

Telephone Crisis Support and Training

What a year! The Crisis Support Workplace Training (CSWT) team have gone above and beyond yet again to achieve amazing results in the past year. Together, we have answered over 25,000 calls and provided crisis support and suicide prevention to people in distress across the nation.

We have been a judgement-free listening ear and have shown our callers they are valued and not alone in their darkest moments.

We have collectively been there for our callers from 6AM through to midnight across seven days a week, held three training groups (one fast tracked training), hosted over 42 group supervision sessions, and recruited and trained over 35 new crisis supporters in the CSWT training program.

Lifeline South Coast has responded to the needs of a new Bushfire Recovery line (13HELP), with the CS team responding to the increased needs of our callers, taking on more shifts over a six-month period, and opening a new 13HELP site at the Shoalhaven UOW Campus.

The past year has of course caused trials and tribulations. Even when working in crisis support and suicide prevention, working amidst bushfires, floods and pandemics has remained difficult to work in such a heightened state for such a long period of time for our team. Despite this, every single person has proven how resilient, capable and caring they are, and we have remained a team through these adversities.

I want to thank everyone for their efforts this year, and for the work they do to be a part of a goal that is truly lifesaving. Without a doubt, I continue to feel privileged, proud and inspired to work alongside each member of our team every day.

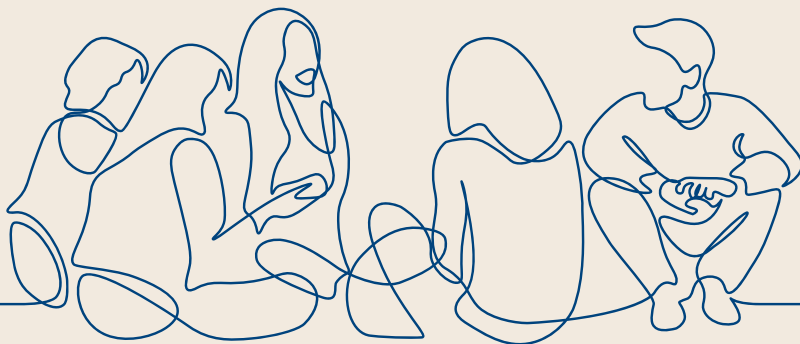
Danielle Mullaney
Crisis Support Manager



25,021 calls answered by Lifeline South Coast

“Regardless of what you are going through, if it is having an impact on your mental wellbeing then please reach out for support. You are never alone, and you are always important.”

Cameron Ivey, Volunteer



“A wonderful course that I feel has equipped me with the skills and tools to help me save a life and recognise the signs. Thank you so much for offering this training.”

Lifeline South Coast Corporate and Community Training programs aim to equip a community to support people who are struggling with suicidal thoughts, mental health issues and domestic and family violence.

Thanks to funding provided through Coordinare, NSW Ministry of Health and ClubGrants, 44 training sessions have been delivered to over 600 people from both general community and community agencies.

This staggering amount of training has been delivered through challenging times, however with each challenge the training staff have responded with innovation and commitment. COVID-19 for example threw all community training into chaos, however in response our trainers dug deep and adapted essential suicide awareness training to an online platform, and continued on training as diligently as ever, committed to the aim of working toward a suicide safe community.

Our trainers were also on hand to support community through the ‘Black Summer’ bushfires. Many trainers nominated to be trained and embedded in the community as Psychological First Aiders, supporting those coming to terms with the trauma of the disaster.

Lifeline South Coast was also awarded funding from the NSW Ministry of Health to develop and implement suicide awareness training to male dominated work environments. This funding recognises that 6 out of 8 suicides are men, and through suicide awareness and skills training as well as additional awareness campaigns we have a unique opportunity to train men as gatekeepers, empowering them to support men to seek help when they are struggling. The roll out of the training component of this funded was delayed due to COVID-19 and is due to kick off in the next year.

Monique Ferguson
Community Training and
Engagement Manager

Financial Counselling



Over the past 12 months, the most obvious change to our Financial Counselling service has been the relocation from our long-standing office location on Junction St, Nowra to the UOW MIND the GaP Building on the Shoalhaven Campus at Mundamia (West Nowra). This new site is set amongst a stunning bush backdrop, with client meeting rooms that provide full length window views; a glimpse out and you're greeted by kangaroos, kookaburras, wombats and ducks; clients and visitors all remark on the tranquility of the surroundings.

From February 2020 we have been working in collaboration with Anglicare to provide additional financial counselling services to the communities of the Shoalhaven impacted by bushfires. This partnership has been working very well, with service provision to continue for the next financial year.

During the past year we also partnered with Family Services Australia Nowra to deliver Financial Literacy Program Money Minded.

While COVID-19 saw us go into lockdown and temporarily work remotely from home, thankfully due to modern technology we were still able to facilitate appointments to our clients via Zoom/Skype or phone.

During the past year, our Student Intern completed her Diploma of Financial Counselling and became an Associate member of Financial Counsellors of Australia. We gratefully acknowledge the Uniting Church support of funding towards this capacity building.

Anne Marie Sharkey
Financial Counselling Manager

Retail Operations

We have seen many changes within retail in the past year, with a vision to strengthen our operations to prepare us to expand into the Shoalhaven area. In September we saw the smooth relocation of the book team to the new Unanderra site. Followed by Wollongong shop's transformation to be a ground floor store and hold capacity for sorting and storage. Both stores have shown improved efficiencies and growth over the year.

We continued trading at Wollongong shop through the COVID-19 restrictions in April and May with the skills of the Retail Team staff, displaying flexibility, teamwork and commitment to meet Lifeline South Coast's needs over this time. The retail volunteer teams were kept in the loop with regular communications and returned to work at the start of June.

Our Corrimal shop closed over May, however the team were able to complete a refit of the shop, transforming it ready for reopening in June.

Thank you to the committed retail team of staff and volunteers for an incredible year in many ways, culminating in a team prepared for change.

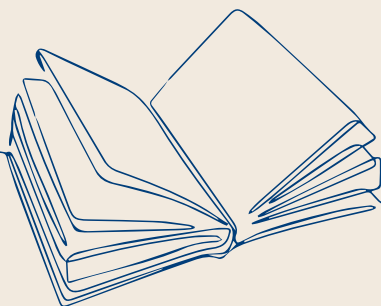
Book Fair

Our Big Book Fair held in October was a great success with 5438 customers spending an average of \$27.19 each over the three days. We displayed over 81,000 books, which would not have been possible without the assistance of 110 Book Fair, Book Team and Stock volunteers.

The March Book Fair was cancelled due to the COVID-19 restrictions the week before trade, which was devastating for all involved in the preparations and for the services our biggest fundraising event supports.

Thank you to our dedicated Unanderra volunteer team, making the continuation of Lifeline's Big Book Fairs a reality with their continued support after their return in June.

Alicia Ferderer
Retail Area Manager



Our Board



DR KATE MANDERSON

Board Chair

General Practitioner in
the Shoalhaven region



RHONDA O'DONNELL

Board Member

Senior Clinician, Child and Family
Therapist, Relationships Australia NSW



ROSS JOHNSON

Treasurer

Consultant, Steel Consultants
(Australia) Pty Limited



DR PAUL CHAD

Board Member

Lecturer,
University of Wollongong



STEPHEN LONG

Board Member

Director, S.P. Long Pty Limited



REV KATH MERRIFIELD

Board Member

Minister
Kiama-Jamberoo Uniting Church



JACQUI COUSINS

Board Member

Social Work Unit Head, Southern
Illawarra Hospitals Group, Illawarra
Shoalhaven Local Health District
NSW Health



REV ANDREW SMITH

Deputy Chair (outgoing)

Presbytery Minister – Congregation
Futures Canberra Region Presbytery
Uniting Church

It has been a very difficult year for Lifeline South Coast with many unforeseen challenges that affected the finances.

- The major fires throughout the South Coast area challenged our resources and resulted in an increased demand for a number of our services including Financial Counselling.
- COVID-19 resulted in the cancellation of the March Book Fair and the closure of one of the shops which resulted in the loss of several major income sources.
- It also impacted the delivery of our training courses which meant they were cancelled, deferred, or delivered digitally.
- The significant additional demands on all the services and in particular the Telephone Crisis Support 13 11 14 service, put increased pressure not only on our staff, but our amazing team of volunteers.

As an organisation we are grateful to the Federal and State Governments for recognising the pressure on Lifeline and their financial support in the form of JobKeeper and various other grants were very much appreciated. This allowed Lifeline South Coast to increase a number of our services in areas of heavy demand while maintaining our financial viability.

The annual accounts indicate a surplus for the year of \$76,770. This surplus resulted from government stimulus payments received in the fourth quarter of the year. The Board is considering ways this surplus can be invested into future sustainable service delivery.

Ross Johnson FCPA
Treasurer



Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2020

| | 2020 \$ | 2019 \$ |
|-------------------------------------|------------------|------------------|
| Revenue | 1,675,633 | 1,637,067 |
| Other income | 256,179 | 45,713 |
| Cost of Goods Sold | (29,290) | (46,161) |
| Motor vehicle expense | (22,650) | (19,600) |
| Employee benefit expense | (1,238,490) | (1,010,149) |
| Depreciation & amortisation expense | (170,110) | (61,035) |
| Rental expense | (62,977) | (150,428) |
| Advertising & promotion expense | (31,917) | (63,256) |
| Insurance expense | (30,676) | (9,397) |
| Training expense | (39,264) | (31,096) |
| Volunteer expenses | (18,116) | (34,071) |
| Repairs & maintenance expense | (34,750) | (27,782) |
| Telephone & internet expense | (39,325) | (21,917) |
| Other expenses | (137,477) | (131,534) |
| Surplus/(deficit) for the year | 76,770 | 76,354 |

Lifeline South Coast prepares general purpose financial reports in line with Australian Accounting Standards. A full copy of the reports are available on request.

Statement of Financial Position

For the year ended 30 June 2020

| ASSETS | 2020 \$ | 2019 \$ |
|-----------------------------|------------------|----------------|
| Current Assets | | |
| Cash and cash equivalents | 1,067,454 | 474,421 |
| Trade and other receivables | 41,602 | 90,754 |
| Inventories | 112,869 | 76,274 |
| Financial assets | 300,000 | 202,720 |
| Other Assets | 88,898 | 33,351 |
| Total Current Assets | 1,610,822 | 877,520 |

| | | |
|---------------------------------|------------------|------------------|
| Non-Current Assets | | |
| Other Assets | 54,310 | 40,000 |
| Financial assets | 800,000 | 800,000 |
| Property, plant and equipment | 2,406,878 | 2,413,522 |
| Right-of-use Assets | 863,635 | - |
| Total Non-Current Assets | 4,124,823 | 3,253,522 |

| | | |
|---------------------|------------------|------------------|
| Total Assets | 5,735,645 | 4131041.7 |
|---------------------|------------------|------------------|

| LIABILITIES | 2020 \$ | 2019 \$ |
|----------------------------------|------------------|----------------|
| Current Liabilities | | |
| Trade and other payables | 168,127 | 78,251 |
| Other liabilities | 582,635 | 52,000 |
| Lease liabilities | 172,688 | - |
| Provisions | 143,615 | 102,236 |
| Total Current Liabilities | 1,067,065 | 232,487 |

| | | |
|--------------------------------------|------------------|------------------|
| Non-current liabilities | | |
| Lease liabilities | 687,681 | - |
| Provisions | 13,124 | 7,549 |
| Total Non-Current Liabilities | 700,805 | 7,549 |
| Total Liabilities | 1,767,870 | 240,036 |
| Net Assets | 3,967,776 | 3,891,006 |

| EQUITY | 2020 \$ | 2019 \$ |
|---------------------------|------------------|------------------|
| Asset Revaluation Reserve | 2,250,003 | 2,250,003 |
| Retained surplus | 1,717,773 | 1,641,003 |
| Total Equity | 3,967,776 | 3,891,006 |



14 SEPTEMBER 2020

TO WHOM IT MAY CONCERN,

The following snapshot of financial information has been produced from the audited financial statements of Lifeline South Coast (NSW) of which we signed an unqualified audit report on 14 September 2020. A copy of the full financial report is available on request.

Yours faithfully

A handwritten signature in black ink, appearing to read 'B. Fock', written over a light blue circular stamp.

Ben Fock
Registered Company Auditor

hlb.com.au

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Liability limited by a scheme approved under Professional Standards Legislation.

HLB Mann Judd (Wollongong) Pty Ltd is a member of HLB International, the global advisory and accounting network



In memory of...

Rachel Norris

Rachel Norris sadly passed away on March 1, 2020 following a courageous battle with cancer. Her strength, dignity and courage throughout her illness was inspirational.

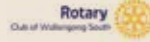
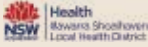
Rachel joined Lifeline South Coast as CEO in June 2018 with a fresh burst of enthusiasm and a genuine passion for her role.

She had a big impact on the whole organisation and was particularly well-known around the office for her unmistakable laugh.

She has fostered a positive and innovative culture within Lifeline South Coast, taking the operations and service delivery from strength to strength. Her positive optimism, leadership and willingness to contribute will be greatly missed.

Gratitude

Thank you to all our generous government, corporate and major community supporters including:



Thank you

We extend a special thank you to our generous donors and members of the public who have donated time, money and resources 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.

We are truly grateful.



Contact us

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LifelineSouthCoast



#LifelineSouthCoast



Lifeline South Coast



lifelinesouthcoast

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's vision
is an Australia free of suicide

