



# Annual Report

**2023/24**



## Acknowledgement of Country

Lifeline South Coast acknowledges the Traditional Custodians 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.

## Acknowledgement of Lived Experience

Lifeline South Coast acknowledges the lived and living experiences of suicide and the profound impacts this has across individuals and our communities.

## Legacy

Jasmine Sarin

Developed for Lifeline South Coast by Jasmine Sarin, a proud Kamilaroi and Jerrinja woman from NSW.

This artwork is the collective 'legacy' symbols of Lifeline South Coast staff. Legacy symbols are representative of how we want to be remembered when we leave this world.

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# FY24 Impact Summary



**27,909**

calls answered  
by Lifeline South  
Coast



**90**

emergency  
suicide  
interventions



**8091**

hours worked by  
crisis support  
volunteers



**288,633**

Items sold in our  
Lifeline Shops



**79,710**

hours worked by  
Shop and Book  
Fair volunteers



**224,753**

books packed for  
Big Book Fair and  
Lifeline Shops



**357**

people trained in  
suicide awareness  
and prevention



**8K**

Free meals  
provided since  
March 24



**16k**

people who  
attended a  
LLSC event



**1.1m**

people reached  
on social media



**35k**

interacting with  
our page



**55k**

visits to our  
website

# Message from the Chair

I am pleased to reflect upon and report that Lifeline South Coast has again been able to offer support to the most vulnerable members of our community. Families and individuals face increasing economic and relational stress, therefore the demand for our services remains very high.

I remain humbled and encouraged by the effort and dedication of our workforce – volunteers and paid staff, who all demonstrate such commitment to the part each plays in keeping Lifeline at the forefront of a community striving to be suicide safe. I would also like to acknowledge my fellow Board Directors who take on responsibility for overseeing the financial and governance decisions required to keep the wheels turning. A new Strategic Plan for the next 5 years will be published soon after a lot of consideration by the Board and Management Team.

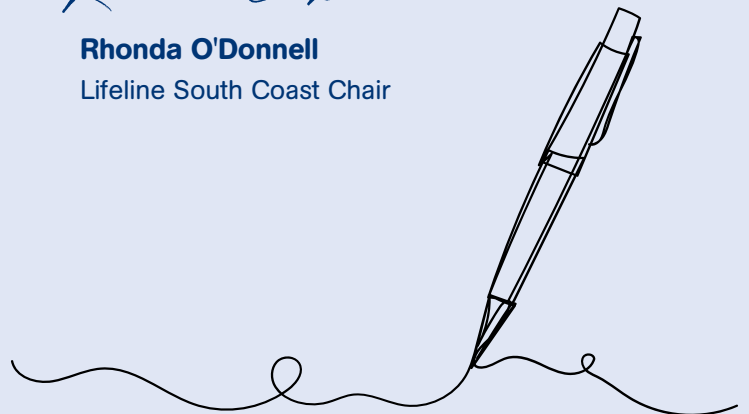
Lifeline remains financially stable, and our book fares and retail enterprises continue to thrive and support our crisis support staff and assist in ongoing training to ensure future needs can be met. I would also like to highlight the continued growth of local services such as Eclipse (Survivors of Suicide Attempt) Groups and the Community Kitchen. These are examples of our front-facing services provided directly to those in greatest need.

We continue working across the suicide prevention sector with the Illawarra Shoalhaven and Bega Valley Eurobodalla Suicide Prevention Collaboratives. The challenge of providing crisis services to those impacted by isolation in regional and rural communities remains a focus.

Kind regards,



**Rhonda O'Donnell**  
Lifeline South Coast Chair



# Message from the CEO

Volunteers continue to be at the core of all Lifeline South Coast is. During the year we worked with over 450 volunteers across our all areas of our organisation – shops, book sorting, logistics, community kitchen, administration, governance, community engagement and crisis support – to support our local communities to be suicide-safe through connection, compassion, and hope. I'd like to acknowledge and thank each and every one of our volunteers for the contribution they made throughout the year. Please know that your contribution has ultimately led to a real impact on the lives of those who use our services, those who care for them, and the community more broadly.

I'd also like to acknowledge and thank our paid workforce who led by example in their commitment to our values, vision and mission. Our paid team work hard to provide the framework to support our volunteers and amplify our impact.

Our communities across the Illawarra, Shoalhaven and South Coast are continuing to confront a wide range of challenges which is driving high levels of demand for our telephone crisis support services 13 11 14, 13 HELP, and 13 YARN. We are working with our local communities to continue to deliver our on-the-ground services and hope to gain the financial support required to grow these services in the coming years.

We are humbled to be the place so many people turn to in their darkest moments and are committed to continuing our work towards and Australia free of suicide.

Sincerely,



**Renee Green**  
Chief Executive Officer





# Treasurer's Report

The Total Comprehensive Income for the financial year ended 30 June 2024 was \$563,416 (2023: Loss \$241,733). This result included a forecast insurance recovery of \$155,910 for flood damage at the Corrimal Shop and a net gain on revaluation of property, plant and equipment of \$337,500. Excluding these unusual items, the overall financial results improved by \$311,740 with generation of additional revenue from shop and book fair sales as well as significant reductions in overall expenditure during the year.

Income generated from the sale of donated goods through our shops and the ever popular book fairs continue to provide funds to enable the valuable services provided by Lifeline South Coast to continue. The unwavering support of our volunteers has ensured that we can continue to provide important community networking hubs as well as deliver quality services to those who seek our support.

I would like to thank the staff at Lifeline South Coast and the many volunteers who work tirelessly to ensure that we can continue to provide high quality suicide prevention counselling and training to the South Coast community.

**Kathy Dickson**  
Treasurer



18 SEPTEMBER 2024

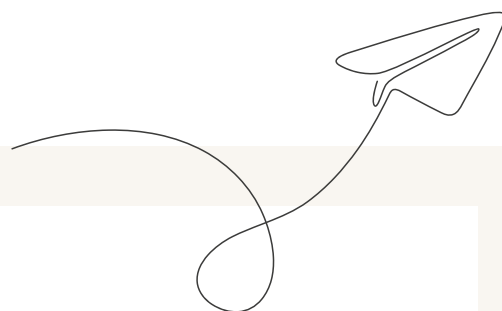
TO WHOM IT MAY CONCERN,

The following snapshot of financial information has been produced from the audited financial statements of Lifeline South Coast (NSW) of which I signed an unqualified audit report on 10 September 2024. A copy of the full financial report is available on request.

Yours faithfully

A handwritten signature in black ink, appearing to read 'B. Fock'.

**Ben Fock**  
Registered Company Auditor





# Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2024

	2024 \$	2023 \$
Revenue	3,033,012	2,983,175
Other Income	241,576	42,312
Cost of Goods Sold	(63,659)	(62,565)
Motor vehicle expenses	(35,865)	(30,978)
Employee benefit expense	(1,877,025)	(2,045,425)
Depreciation & amortisation expense	(582,823)	(622,861)
Advertising & promotion expense	(48,701)	(73,114)
Insurance expense	(53,339)	(62,315)
Training expense	(39,168)	(47,527)
Volunteer expenses	(27,254)	(23,349)
Repairs & maintenance expense	(27,900)	(15,976)
Telephone & internet expense	(33,179)	(39,129)
Other expenses	(259,758)	(244,161)
Surplus/(deficit) for the year	225,917	(241,733)

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 2024

ASSETS	2024 \$	2023 \$	LIABILITIES	2024 \$	2023 \$
<b>Current Assets</b>			<b>Current Liabilities</b>		
Cash and cash equivalents	501,842	217,995	Trade and other payables	206,275	134,311
Trade and other receivable	103,949	46,734	Other liabilities	336,488	51,549
Financial assets	757,411	757,411	Lease liabilities	421,214	470,347
Other assets	205,531	99,991	Provisions	-	195,431
<b>Total Current Assets</b>	<b>1,568,733</b>	<b>1,122,131</b>	<b>Total Current Liabilities</b>	<b>963,977</b>	<b>851,638</b>
<b>Non-Current Assets</b>			<b>Non-Current Liabilities</b>		
Other Assets	89,183	96,900	Lease liabilities	772,555	1,198,967
Financial Assets	800,000	800,000	Provisions	25,405	33,068
Property, plant and equipment	3,783,561	3,491,836	<b>Total Current Liabilities</b>	<b>797,960</b>	<b>1,232,035</b>
Right-of-use Assets	1,105,409	1,594,338	<b>Total Liabilities</b>	<b>1,761,937</b>	<b>2,083,673</b>
<b>Total Current Assets</b>	<b>5,778,153</b>	<b>5,983,074</b>	<b>Net Assets</b>	<b>5,584,949</b>	<b>5,021,532</b>
<b>Total Assets</b>	<b>7,346,886</b>	<b>7,105,205</b>	<b>EQUITY</b>		
			Asset Revaluation Reserve	3,686,866	3,349,366
			Retained Surplus	1,898,083	1,672,166
			<b>Total Equity</b>	<b>5,584,949</b>	<b>5,021,532</b>

# Thank you to our major supporters



Health



Health

Illawarra Shoalhaven  
Local Health District



NSW GambleAware



The Shellharbour Club



Bendigo Bank

Community Enterprise Foundation™



COLLEGIANS  
Rugby League Football Club



SOUTHERN.IML  
PATHOLOGY



CLUB CATALINA



We couldn't have  
done it without your  
generous *support.*

**Thank you**

to all our donors  
and volunteers.

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.**



# We're here for you

If you or someone you care for needs support or is thinking about suicide, please contact Lifeline.

**13 11 14**

24 hours • 7 days


**13 92 76**

For mob, call 13YARN

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.

 [admin@llsc.org.au](mailto:admin@llsc.org.au)

 [lifelinesouthcoast.org.au](http://lifelinesouthcoast.org.au)

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 **Lifeline**  
South Coast