



Lifeline

Canberra

Annual  
Report

| **2014-15**



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## Introduction

Lifeline Canberra is a high performance centre within the Lifeline national network taking over 2,500 calls per month, regularly achieving call answer rates in the top three call centres in the country, an achievement and reputation we pride ourselves on.

Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide. With the prevalence of suicide increasing, each day awareness and demand for our 13 11 14 telephone crisis support service rises. Despite our every effort, one Canberran dies by suicide every seven to ten days. We believe this is preventable. As an integral part of the Canberra landscape, we continue to promote community and individual resilience. Each day our staff and volunteers fight to save the next life.

Through our fundraising and awareness activities and active recruitment of new volunteers, along with support from the Canberra community, we are well on the way to making our centre sustainable, ensuring we are there for people in their moment of need.

## Vision, Purpose and Core Values

### OUR VISION

To be the first organisation people turn to when they seek crisis support.

### OUR PURPOSE

To support Australians in times of crisis and equip individuals to be resilient and suicide safe.

### OUR CORE VALUES

Integrity  
Respect  
Compassion  
Professionalism

## Achievements

### In this year we have...

- answered 29,898 calls
- discussed suicide in 8,576 calls
- inducted approximately 140 new Telephone Crisis Support (TCS) volunteers
- filled approximately 3,952 telephone crisis support shifts
- completed over 6,552 hours of in shift support supervising
- created 1,830 Safety Plans with callers at high safety risk
- involved all TCS' in a supervision program for skill and best practice enhancement
- trained over 218 individuals through Applied Suicide Intervention Skills Training (ASIST)
- trained over 1,000 individuals in suicide awareness
- trained over 100 individuals on Psychological First Aid (PFA)
- trained 52 individuals in Domestic Violence Alert training (DV-Alert)
- delivered a number of Federal Government and ACT Government grant projects
- received significant positive media coverage across a variety of community initiatives
- contributed to creating a more resilient ACT and region community

## Acknowledgements

Thanks to the following organisations and individuals for their support during the year

23 Creative	Clear Complexions	Mt Majura Vineyard
666 ABC Canberra	Coca-Cola Amatil	OAMPS
ACT Coffee Supplies	Coordinate	Pack & Send
ACT Government	Exhibition Park in Canberra	Pilgrim House Management Committee
ACTEW Water (Icon Water)	FAW Hire	Prime7 Television
ActewAGL	Friends of Lifeline	Promo Concepts
Alfred McCarthy Chartered Accountants	Fulton Hogan	PwC
Another Happy Customer Photography	Godfrey Pembroke (Much More Than Money)	Rays Outdoors Majura Park
ANU Centre for Continuing Education	Goulburn Party Hire	Richard Rolfe
Aspen Medical	GWS Giants	RSM Bird Cameron (RSM)
Audi Centre Canberra	Hellenic Club in the City	Sennell
Australian War Memorial	Home Help Service ACT	SERVICE ONE Members Banking (SERVICE ONE Alliance Bank)
Belconnen Magpies Football Club	Hotshots Photography	System Built Exhibitions (SBX)
Belconnen United Football Club	Hyatt Hotel Canberra	The Club Group
Bottles of Australia (BOA)	JJ Richards	The Good Guys Tuggeranong
Brumbies Rugby	King & Wood Mallesons	The Green Shed
Canberra Cavalry	King O'Malley's Irish Pub	The Snow Foundation
Canberra FM	Komodo Paddle Club	Tidy Temple Yoga
Canberra Outlet Centre	Konica Minolta	Toll Logistics
Canberra Southern Cross Club	Lambert Vineyards	UC Vikings
Canberra Weekly Magazine	Last Man Stands Canberra	Universal Express
Cantlie	Leader Security	Vikings Group
Capital Radio Network 2CA 2CC	Lollypotz	Westpac
	Manteena	
	Master Builders Association ACT	



## Board of Directors

### PAULINE THORNELOE - PRESIDENT

Pauline became a member of the Board in May 2009 and was elected to the position of Board President in November 2011. She has worked in the public service for over thirty years and has specialised in human resource management for the last eleven years.

Pauline came to Canberra in 2002 and joined Lifeline as a Telephone Crisis Support volunteer in 2004. She sees her contribution to Lifeline as a way to get more involved in the Canberra community.

### JOANNA HOUGHTON - VICE PRESIDENT

Joanna has served on the Lifeline Canberra Board since 2005, with a break in 2007-08 to live and work in the Federal States of Micronesia. She was elected to the position of Vice President November 2011. Joanna holds a Bachelor of Law (Hons) and Bachelor of Science from ANU. After working as a lawyer in private practice, Joanna now works for AusAID.

Joanna is a native Canberran and is passionate about the work of Lifeline Canberra, for the impact it has on people seeking its services and on the community as a whole.

### ATHOL OPAS - SECRETARY

Athol has proudly served as a Director at Lifeline Canberra since February 2008. Living in Canberra for over twenty years, he is an active member of the community. Athol is extremely committed to the values and work of Lifeline Canberra.

Athol is a graduate in Arts and Law, including a Master of Laws. He is a solicitor with over twelve years' experience in private and public sectors, and is currently with a high-profile ACT law firm.

### CADE BROWN - TREASURER

Cade became a member of the Lifeline Canberra Board in February 2012 and was elected to the position of Treasurer in 2014. Cade provides the Board with a deep understanding of corporate governance, risk management and financial management, that he has obtained throughout his twelve year career as a consultant in Canberra's largest accounting firm. He is currently a Director at PwC and has also figured prominently in Canberra's sporting landscape. Cade has a Bachelor of Commerce from UC and is also a Certified Practising Accountant.

Cade is a proud Canberran and is passionate about the services that Lifeline Canberra's hard-working volunteers and staff provide to the people of Canberra and the surrounding region.

### JEANIE BRUCE - DIRECTOR

Jeanie joined Lifeline Canberra as a Telephone Crisis Support volunteer in 1999, quickly expanding her volunteering role to include In-shift Support Supervisor and mentoring new volunteers as a Group Facilitator. She joined the Board in 2012. Jeanie was honoured to be named ACT Volunteer of the Year in 2011 for her considerable and ongoing contribution to Lifeline.



Jeanie has extensive experience as a manager in the public sector in both WA and the ACT. She holds a Master of Public Administration and a Bachelor of Laws (Hons), and has been a proud resident of Canberra since 1991.

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### **AYESHA RAZZAQ - DIRECTOR**

Ayesha joined the Board as a Director in 2011. She brings a wealth of commercial knowledge and expertise obtained through her career in the retail energy industry, leading a dynamic business through a time of significant industry change. Ayesha is currently the General Manager - Retail for local utility company ActewAGL and has completed a Bachelor of Engineering (Hons) at ANU.

Ayesha is proud to be on the Lifeline Canberra Board and supports the important work the organisation does in providing crisis support to the people of Canberra and the region.

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### **WARREN APPS - DIRECTOR**

Warren is a Director of Canberra's fastest growing communication, marketing & advertising consultancy, Coordinate Group. He has more than fifteen years' experience working in multinational advertising agencies and was twice named one of the top five advertising professionals under thirty in Australia.

Outside of his agency role, Warren is a regular media commentator on advertising and marketing issues and is President of the Australian Marketing Institute (ACT).

### **ARRAN CURLL - DIRECTOR**

Arran is a Partner at local financial planning firm Much More Than Money (formerly Godfrey Pembroke) and is an accredited financial advisor. He joined the Board in 2014 and was appointed to the Finance Risk and Audit Committee, leveraging his experience in finance to help ensure Lifeline Canberra maintain a long-term approach to sustainability.

Having studied in the ACT, his skills and passion for life took him abroad to the United Kingdom and then the Northern Territory, before returning in 2007. A passionate fitness fanatic, Arran often be seen running or cycling around town.

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### **STEPHEN MOORE - DIRECTOR**

Stephen is the Captain of the Brumbies and has played for the Wallabies for over 10 years. He is Australia's most experienced hooker of all time, amassing more than 90 tests and 131 Super Rugby games. Stephen joined the Lifeline Canberra Board in 2014 and actively leverages his profile and networks to assist strategy and business development activities for the organisation.

Away from Rugby and Lifeline Canberra, Stephen works for Deloitte and is an ambassador for Soldier On. He has a young family and is passionate about helping to deliver positive social outcomes for the community.

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## President's Report

It is with considerable pride that, on behalf of the Board of Lifeline Canberra, I present the 2015 Annual Report.

Following on from our successes of the past, 2014-2015 has seen Lifeline Canberra finish the year as one of the most effective centres in the country. In practical terms, that means that Lifeline Canberra has been supporting more Australians in crisis than ever before.

As a society, the need for crisis support continues to grow and particularly concerning is the high rate of suicide. As approximately 10% of our calls are suicide related, we consider that the crisis line is an essential part of suicide prevention.

The number of Telephone Crisis Supporters in Canberra has stabilised over the past 12 months following a concerted effort to train more volunteers.

**For their contribution to the Australian community, we thank our dedicated Telephone Crisis Support volunteers, who willingly give up their time to listen to those in crisis every day.**

We also finished the year as a financially sound organisation. This is a fantastic position to be in for a not-for-profit organisation and a position that many such organisations cannot claim.



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While most of this is directly attributable to the continuing success of our bookfairs, the Board also recognises our forays into other income streams, including our relationships with key sponsors. Dinners, gala events and now even fun runs are becoming part of the Lifeline annual calendar and we continue to gain considerable support for these events from the Canberra community.

Again, on behalf of the Lifeline Canberra Board, I thank our warehouse and bookfair volunteers for their contribution and those volunteers who have assisted us in raising funds throughout the year. We must also pay tribute to those who have managed our finances so carefully over the last 12 months, which has ensured our financial future.

Our CORE Solutions team continued to expand its corporate and public training across Canberra, which grows resilience in our community while supporting our financial endeavours.

All of our successes this year have been ably led by our Chief Executive Officer, Carrie-Ann Leeson, who has rapidly come to grips with our organisation's needs and challenges. We thank Carrie-Ann for her hard work, dedication and boundless enthusiasm as CEO.



Work on the Lifeline Australia organisational restructure that commenced in November 2013, has continued during this year and Carrie-Ann has been heavily involved in discussions about the way forward. The focus of this restructure is the viability of the national organisation and the intent to develop a stronger national face for the country.

On behalf of the Board, I would like to thank all of the staff of Lifeline Canberra for their dedication to our community in Canberra. Whether they are supporting volunteers on the phones, running a fundraising event, balancing our finances, or helping to train members of the Canberra community, without their hard work this organisation would simply not exist.

I would also like to thank all the Board members, who have provided me with enormous support and guidance. We welcomed two new board members this year, Arran Curll and Stephen Moore, who have proven to be valuable assets for the organisation.

**It has only been through the good work of the staff, the Board and of course the hundreds of volunteers, that we have been able to end the 2014-2015 financial year on such a high and I look forward to the future successes of Lifeline Canberra in the years to come.**

**Pauline Thorneloe**  
**LIFELINE CANBERRA PRESIDENT**



## CEO's Report

**2014-15 has been a year of significant growth, innovation and strengthening for Lifeline Canberra.**

Over the course of the past 12 months our organisation has gone from strength to strength in a multitude of areas.

Our 13 11 14 crisis support service has continued to achieve incredible outcomes for our community despite the challenges faced as we move towards a more synchronised national infrastructure. In December 2014 we received and answered a record number of calls from individuals in need, and our dedicated team and volunteers worked noticeably harder to secure the safety and well-being of each and every one.

Our team at Lifeline Canberra has remained completely stable in the past 12 months, in fact we have grown slightly to resource our new revenue stream generation. A wonderful group of people represent our organisation and we will continue to find ways of enhancing and securing our culture and ethos.



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Our corporate, community and government partnerships form the basis of our organisation and these relationships have strengthened as we continue to innovate and find shared value for those who support our services. A very big thank you to those organisations and individuals who support us in what we do.

**Financially we have never been stronger as this report reflects.**

An incredible effort in the past year has reduced our risk significantly and enabled us to move into more areas of need throughout Canberra and its surrounds.

CORE Solutions Training has continued to deliver world class training in mental health, suicide first aid, psychological first aid, domestic violence awareness and management.

**Education is the key to prevention and it has been a natural evolution for us to move more boldly into this space.**

Our events continue to engage more of the community. This year we introduced 'Run for your Lifeline', a running festival comprising of a half marathon run, 10km run and a 5km run/walk. In its first year we attracted more than 1,400 participants and look forward to making this an ongoing event. Our Gala, hosted at the Australian War Memorial, was a resounding success.

I would like to extend sincere thanks to our wonderful patron, Dr Brendan Nelson, for his support throughout the year. I would also like to thank the Lifeline Canberra Board, our members, staff and volunteers. As our organisation continues to go from strength to strength I look forward to enjoying the journey with you all.

**Carrie-Ann Leeson**  
**LIFELINE CANBERRA CEO**

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Carrie Leeson with Treasurer, the Honourable Joe Hockey at On Red

## Commercial Operations and Sustainability

Lifeline Canberra received incredible support from the community throughout the 2014-15 financial year and for this we are truly thankful to everyone involved. This was a period of considerable revenue growth across our events, fundraising and corporate partnerships contributing significantly to the overall success of the organisation.

The year commenced recognising incredible women at the annual Clear Complexions Women of Spirit Awards with Penny Leemhuis recognised as the Woman of Spirit and Niki Van Buuren recognised as the inaugural Rising Woman of Spirit. These two women are leaders in our community, demonstrating that while adversity can strike at any time, it is what you do in your journey to recovery that defines you as a person.

Our Bookfairs are renowned across the country and have been running for 43 years, they continue to see increases in both revenue and attendance. This is a credit to our incredible warehouse and bookfair volunteers who operate 365 days a year ensuring the flow of donations is continuous and only the best possible stock is made available for purchase.

In February we were privileged to have the five Cross of Valour recipients and our Patron Dr Brendan Nelson officially open the Bookfair, together with on-air support from Philip Clarke and the 666 ABC Canberra breakfast crew. This bookfair saw revenue surpass \$500,000 for the first time with over 13,500 people visiting over the 3 days.

The inaugural Lifeline Canberra Fun Run and Half Marathon was held on Sunday, 23 November 2014 on the new Majura Parkway. Over 1,400 participants braved scorching conditions to be amongst the first to use the newly built road, providing the organisation with a new source of revenue and a platform from which to communicate with the community on a different level. This event was made possible by the incredible corporate support of ACTEW Water (now Icon Water), Audi Centre Canberra, Club Lime, Prime7 and the Canberra Outlet Centre. Further, the contribution of Mr Shane Rattenbury MLA, Mr Tony Gill and the staff at TAMS was imperative to the overall success of this event. We look forward to seeing this event become a mainstay on the ACT Community Events calendar.

'A Night of Inspiration' was the theme for our annual Gala dinner held on Friday, 22 May at the Australian War Memorial, presented by RSM Bird Cameron.

**This was an incredible evening with an inspiring address from Mr Allan Sparkes CV VA, and entertainment by none other than country music legend Mr Lee Kernaghan.**

Thanks must go to our Patron Dr Brendan Nelson for his support with securing the venue and entertainment for the night. Again, this event raised the bar in terms of quality and financial support from the corporate community and those who contributed to keeping our costs for this event to a minimum.

Our fundraising efforts were incredibly well supported through a variety of campaigns, events and projects including the Black Dog Ride, Lock Up Your Boss with SERVICE ONE, UC Vikings, Stress Down Day, the Tax Time and Christmas appeals and ongoing support from Charity Cars (The Green Shed initiative). On November 13 we saw the culmination of our Once in a Lifetime Campaign which provided an injection of \$230,000 to the organisation. This campaign was widely supported by the community with donations large and small coming in throughout the year. We were very fortunate to host a dinner with the treasurer, the Honourable Joe Hockey at On Red (Red Hill) where together with board members we hosted a number of key influential businessmen and women. Again, our thanks to Mr Hockey, Dr Nelson and event partners PwC for making this event possible.

Lifeline Canberra fundraising, events, marketing and corporate partnerships activities exist to generate vital funds required to train volunteers who answer the 13 11 14 Telephone Crisis Support service.



Allan Sparkes CV VA with Carrie Leeson at the Bookfair opening

The support from volunteers, staff and the corporate community in this financial year was nothing short of incredible. The 12 month schedule of activity ensured our brand was front of mind and our purpose reinforced at every opportunity.

**The Lifeline Canberra Commercial Operations team would like to acknowledge the outstanding achievements of the 13 11 14 service delivery team and the selfless Telephone Crisis Support volunteers. They are an inspiration to us all.**

I would like to recognise Sarah Kentwell, Noni Robertson and Zoran Janjic for their support of me, they have each worked incredibly hard throughout the year. Their dedication and willingness to do whatever it takes to get the job done ensures our activities are of value to the community and in turn, a huge success.

**Matt Heffernan**  
**DIRECTOR, COMMERCIAL**  
**OPERATIONS AND SUSTAINABILITY**

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Carrie Leeson with Tracey McMahon, Penny Leemhuis and Susie Hoitink at the Women of Spirit Awards

## CORE Solutions

As with the last few years, the past 12 months has continued to be a time of growth, learning and increased opportunity for CORE Solutions. Lifeline Canberra is determined to play a vital role in building community resilience via the delivery of our CORE Solutions training, and the last 12 months have continued to bring this vision into fruition.

The growth that CORE Solutions has experienced would not be possible if it weren't for the dedication of the Canberra community, who we are continuously inspired and motivated by. This dedication enables the CORE Solutions vision of 'Building Community Resilience' to become more of a reality with each individual that attends one of our courses - thank you to all that have helped work towards making our community a more resilient and safe place.

The CORE Solutions team continues to be ever grateful for the support of the Much More Than Money team, as our major sponsor. This sponsorship has meant so much for the CORE Solutions team, namely appointing an additional Training Coordinator enabling us to continue to expand and train more people in the community moving in to the next 12 months. Thank you to the Much team, your support is truly valued.

Although each course within the CORE Solutions portfolio provides different skills and knowledge base, there is a consistent theme - through education, awareness and self-reflection, participants are provided with skills to instil confidence, empower and encourage others to handle and manage situations of crisis. The courses also focus on individual resilience through self-reflection and self-care.

**The main, but not exclusive courses facilitated by the CORE Solutions team are:**

### **Accidental Counsellor**

**Crisis intervention, resilience and self-care skills**

- 830 people trained this FY compared to 750 last FY

### **Applied Suicide Intervention Skills (ASIST)**

**Suicide first aid intervention**

- 218 people trained this FY compared to 180 last FY

### **Dealing with People in Difficult Situations**

**De-escalation of crises in workplace and resilience skills**

- 620 people trained this FY compared to 580 last FY

### **Psychological First Aid**

**Natural disaster recovery response training**

- 100 people trained this FY compared to 52 last FY

### **DV-alert**

**Domestic violence response training**

- 50 people trained this FY compared to 90 last FY

I would like to take this opportunity to thank Susana Silva. Susana is the Training Coordinator at Lifeline Canberra and has been an instrumental part of this year's success and future growth. Thank you for all of your hard work and dedication, Susana. Canberra is a better place with you in it and you are an inspiration every day.

Lastly, it is always a privilege to deliver training to various different members of the Canberra community, it is encouraging to see our workshop numbers increase every year and this truly is a tribute to the amazing people that we have here in Canberra. I feel blessed to be a part of this wonderful community. Thank you.

**Tracey McMahon**  
**CORE SOLUTIONS MANAGER**

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**CORE** Communication  
 Opportunity  
 Resilience  
 Empowerment  
**SOLUTIONS**

“

**A life-changing experience for me on a personal and professional level.**

**I absorbed everything in this course - it was easy to follow, fun, reinforced good habits, gave me new tools and inspired me to practice skills.**

**I learnt a lot of new skills and I feel that I now have the confidence to put them into practice.**

**As soon as I walk out of the room I feel like I can put these new skills into practice.**

**Best workshop I have been to in a long time!**

*CORE Solutions course attendees*

”

## Telephone Crisis Support • 13 11 14

The 2014-15 financial year has been one of great growth and development for the telephone crisis support (TCS) team. We have increased the crisis supporter numbers as well as answering almost 30,000 callers in crisis. The tireless work by the team this year has resulted in the crisis support area excelling as a centre in the national 13 11 14 network. This result is through the dedication and commitment of our 300 volunteers.

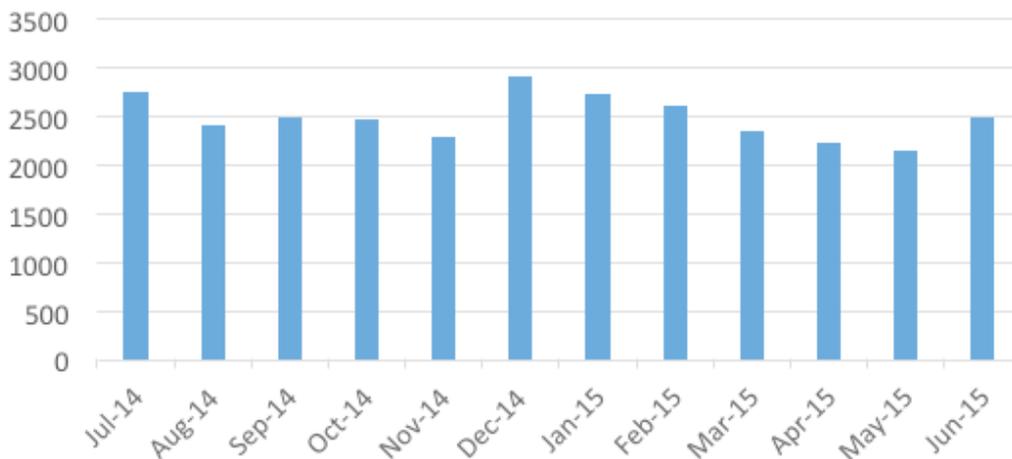
We have had several highlights this year one of which is definitely the 'Thank You' dinner organised through the Telephone Crisis Support Advisory Committee (TCSAC). The concept of a thank you dinner was raised in 2014 by Kim Novak, a committee member, who then proceeded to work incredibly hard to make this event happen. Lifeline Canberra would like to thank Kim for all her time, energy (which seems never ending) and commitment to make this night a success. As well as the TCSAC for their efforts in raising money and gifts for the venture. I think everyone would agree that it was such a wonderful night and it was great to see everyone having fun and being spoilt.

### During this financial year our Telephone Crisis Supporters answered 29,898 calls.

Of these an increasing number of callers contacting the crisis line continue to focus on the areas of suicide, domestic and family violence, family and relationships, finance, abuse, addictions and mental and physical health. Lifeline acts as a support in the community, especially for those struggling with crisis issues and when clients cannot access their professional help.

Lifeline Canberra crisis supporters completed many safety assessments with callers who were at a high safety risk. Of the callers answered by Lifeline Canberra 465 had imminent safety risk issues and of these 15% had to have emergency service intervention due to the nature of the situation. Of the calls answered 8576 discussed suicide and in 21% of these calls the crisis supporter worked with the caller to establish an immediate safety plan. Other high risk calls included 830 domestic and family violence safety issues, 84 immediate child protection issues and 249 crime related emergencies.

### 2014-15 FY Lifeline Canberra Calls Answered



Our volunteer crisis supporter numbers have remained steady during this financial year with between 280 and 300 volunteers committing to help Lifeline Canberra save lives every day. In addition to this we had 20 dedicated In-shift Support Supervisors committing extra hours to supporting the supporters for every shift in the phone room. Included in this extra support are the support mentors - accredited crisis supporters helping new students on their first calls. This 'chain of support' is what enables Lifeline Canberra to have the highest quality and standard of care for our crisis supporters, and therefore our callers, in Australia.

Beginning in April 2015, in addition to the 13 11 14 service, the TCS staff have also been contracted to deliver the National Feedback Service. Lifeline Canberra TCS staff process all feedback received nationwide in relation to any of Lifeline's services e.g.. Online chat, 13 11 14, retail, training. The staff have established a highly proficient standard of service and have gained the support of Lifeline Australia to continue this program into 2016.

I would like to thank the TCS staff team - Barbara, John, Trish, Alisha, Janet and Felicity - for all their endless hours of support of our volunteers and callers. They are such a wonderful group of individuals and their enthusiasm and commitment to our service continues to inspire me every day.

**I would also like to thank each and every crisis supporter, mentor and in-shift support supervisor, and their families, for supporting the Lifeline Canberra 13 11 14 crisis line service. Without the commitment and dedication of these individuals so many of our callers would still be struggling alone. Our incredible volunteer team change lives every day. We thank you so much for time, energy and belief in our service and our callers. You are the true heroes of our community.**

**Mandy Larsson  
DIRECTOR OF SERVICE DELIVERY**

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**I don't know who you are but I am so grateful that there are people out there in this world that care about others as much as you do.**

*13 11 14 caller*

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Thank you. I never thought I'd need this service but it probably saved me from attempted suicide.

*13 11 14 caller*

”

## Telephone Crisis Support Volunteer Milestones

**Celebrating the following volunteers for their ongoing dedication to Lifeline Canberra:**

### *Celebrating 3 years of service*

Stephen Barnett

Stephanie Kaiser

Dawn Nusa

Anne-Marie Bell

Joanna Kulasingham

Mariette O'Connell

Leslie Betts

Lee Leahy

Patricia Read

Paull English

Nan McFadyen

Sarah Renshaw

Cieca Glenn

Paul McGrath

Elizabeth Royal

Susan Gurr

Tracey McMahon

Hilary Sullivan

Bruce Harley

Jacqualynn Turnbull

### *Celebrating 5 years of service*

Karan Day-Kahl

Maddeline Mooney

Daryl Rigoni

Margaret McGrath

Alisha Tarrant



*No one is more cherished in this world than someone who lightens the burden of another - anonymous*



## Treasurer's Report

On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2014-15 Treasurer's Report.

This has been a very successful year for Lifeline Canberra - largely due to a concerted effort in fundraising and ongoing monitoring of costs. Lifeline Canberra was able to increase our good result from the previous year of \$52k to a great result of \$466k.

The Budget expectations were exceeded in most cost centres. The continued fantastic support from the public and efforts of volunteers and staff helped immensely to achieve the best result in years. We are delighted to see that sponsorships and donations are up.

All three bookfairs again achieved record results exceeding all expectations. The bookfairs remain a cornerstone of our financial strategy.

Our CORE Solutions training team also did very well. Great relationships with government departments and the corporate sector in the ACT and beyond were formed and courses were successfully delivered. Two rounds of training were also completed bringing 95 new volunteers on the phones.

Our new fundraising event 'Lock Up Your Boss' raised nearly \$68k and will continue in the next year with SERVICE ONE Alliance Bank as our partner in this great event.

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This year's Lifeline Canberra Gala, held in May 2015 at the Australian War Memorial, was a huge success with a profit of \$73.5k to go straight to support our phone room, including training for new volunteers on the phones.

The first Lifeline Canberra Fun Run took place in November 2014 with 5km, 10km and half marathon events. It was a great success with over 1,400 registrations, which impressed our major sponsors Icon Water and Audi Centre Canberra. Despite a very hot day everyone had a lot of fun and we will continue to grow this event in the next couple of years to make it a well-known fun run in the Canberra region and beyond - for families and for serious runners. The profit for the inaugural fun run was \$39k.

Bean Talkin' had not met budget expectations in the last couple of years and the decision was made to focus more on our core businesses and to sell the coffee trailer in March 2015.

Our cash-flow position was much more relaxed in the FY 2014-2015, but we continue our saving efforts wherever possible to reach our goal of a sustainable Lifeline Canberra.

Thank you to all donors, big and small, the staff and the hundreds of volunteers that have contributed to the very successful outcomes for Lifeline Canberra this year.

## Additional details on the Financial Statements

- With the application of depreciation of property, plant and equipment, Lifeline Canberra's net assets as of 30 June 2015 were \$2.34m. This is an increase from the \$1.8m reported in 2013-14.
- 'Other Financial Assets' (Investments) increased due to rolling over the dividends from our investments with the Greater Good Foundation.
- 'Provisions' (Annual and Long Service Leave Liabilities) came down by \$16,501 due to employees reducing their overall leave credits.
- 'Financial Liabilities' under Current Liabilities: The loan amount on 30 June 2015 of \$360 shows a reduction of \$263,247 that is owed for the Warehouse in Mitchell, compared to 30 June 2014. Since April 2014 Lifeline Canberra has been actively paying money against this variable loan to reduce interest payments and managed to pay it off completely for the time being.
- Grants were up by \$65,085 thanks to two grants from the Justice & Community Safety Directorate for the 'Natural Disaster Resilience Program' and a grant from Hands Across Canberra for our youth program, LYNX.

**Cade Brown**  
**TREASURER**

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**LIFELINE CANBERRA INCORPORATED**

**ABN 14 207 094 003**

**FINANCIAL REPORT**

**30 JUNE 2015**

**LIFELINE CANBERRA INCORPORATED**

**ABN 14 207 094 003**

**FINANCIAL REPORT 30 JUNE 2015**

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**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

In accordance with the Associations Incorporation Act 1991 (ACT), the Board of Directors submit the financial statements of Lifeline Canberra Incorporated ("Lifeline") for the year ended 30 June 2015.

**Directors**

The name of each Board member of Lifeline during the year ended 30 June 2015, or, if different, at the date of this report, is as follows:

Pauline Thorneloe (President)  
Joanna Houghton (Vice President)  
Athol Opas (Secretary)  
Cade Brown (Treasurer)  
Jeanie Bruce  
Ayesha Razzaq  
Warren Apps  
Arran Curl (joined 11/2014)  
Stephen Moore (joined 11/2014)

**Principal activities**

The principal activity of lifeline during the year ended 30 June 2015 was the provision for 24 hour telephone based counselling and counselling related services with a commitment to client support and service.

**Operating Results**

The result of Lifeline for the year ended 30 June 2015 was a profit of \$466,564 (2014: profit of \$52,892).

**Significant Changes in State of Affairs**

No significant change in the state of affairs of Lifeline occurred during the financial year.

**Incorporation**

Lifeline Canberra Incorporated is an association incorporated under the ACT Associations Incorporation Act. Lifeline is domiciled in Australia and its principal place of business and registered office address is 71 Northbourne Avenue, Canberra City, ACT.

Notes to and forming part of these financial statements are annexed.

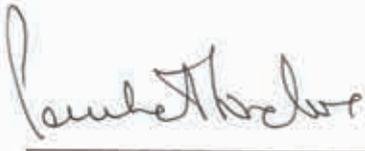
LIFELINE CANBERRA INCORPORATED  
ABN 14 207 094 003  
DIRECTORS' REPORT  
FOR THE YEAR ENDED 30 JUNE 2015

**Events after the Reporting Date**

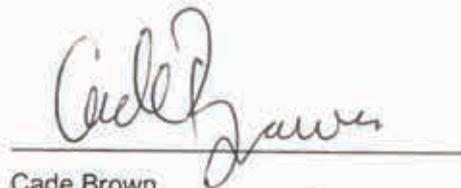
No matter or circumstances has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

- a) The operations of Lifeline;
- b) The results of those operations; or
- c) The state of affairs of Lifeline in subsequent financial years.

Signed in Canberra on 22<sup>nd</sup> of October 2015 in accordance with a resolution of the Board of directors:



Pauline Thorneloe  
President



Cade Brown  
Treasurer

Notes to and forming part of these financial statements are annexed.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	2015 \$	2014 \$
<b>Revenue</b>		
Fundraising income	660,745	252,720
Grants	316,878	257,710
Trading and operating activities	1,736,863	1,834,865
Other income	3,435	14,660
Gain on sale of non-current assets	13,500	-
<b>Total Revenue</b>	<b>2,731,421</b>	<b>2,359,955</b>
<b>Expenses</b>		
Administrative expenses	42,593	40,980
Cost of goods sold	8,071	119,515
Depreciation	99,955	103,204
Employment costs (excluding superannuation)	1,130,601	1,131,857
Management costs	10,000	5,384
Occupancy costs	239,991	307,063
Operating costs	591,884	453,418
Other costs	13,128	30,417
Superannuation	129,141	115,225
<b>Total expenses</b>	<b>2,265,364</b>	<b>2,307,063</b>
<b>Surplus/(deficit) for the year</b>	<b>466,057</b>	<b>52,892</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Gain/(loss) on revaluation of available-for-sale financial assets	507	3,215
<b>Total comprehensive income for the year</b>	<b>466,564</b>	<b>56,107</b>

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED  
 ABN 14 207 094 003  
 STATEMENT OF FINANCIAL POSITION  
 AS AT 30 JUNE 2015

	Notes	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	373,959	305,054
Other current assets	4	21,196	62,492
Trade and other receivables	5	61,795	35,680
<b>TOTAL CURRENT ASSETS</b>		<u>456,950</u>	<u>403,226</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	2,192,342	2,274,628
Other financial assets	7	27,186	26,679
<b>TOTAL NON-CURRENT ASSETS</b>		<u>2,219,528</u>	<u>2,301,307</u>
<b>TOTAL ASSETS</b>		<u>2,676,478</u>	<u>2,704,533</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	68,541	172,513
Provisions	9	207,169	223,670
Unearned revenue	10	29,531	172,209
Financial liabilities	11	360	263,607
Lease incentive liabilities	12	4,144	-
<b>TOTAL CURRENT LIABILITIES</b>		<u>309,745</u>	<u>831,999</u>
<b>NON-CURRENT LIABILITIES</b>			
Lease incentive liabilities	12	27,635	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>-</u>	<u>-</u>
<b>TOTAL LIABILITIES</b>		<u>337,380</u>	<u>831,999</u>
<b>NET ASSETS</b>		<u>2,339,098</u>	<u>1,872,534</u>
<b>EQUITY</b>			
<b>Reserves</b>		2,276	1,769
Accumulated members' funds		2,336,822	1,870,765
<b>TOTAL EQUITY</b>		<u>2,339,098</u>	<u>1,872,534</u>

Notes to and forming part of these financial statements are annexed.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	2015 \$	2014 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Grants received	348,566	283,481
Receipts from other services	1,808,552	1,879,348
Donations	660,745	252,720
Interest received	1,143	5,547
Payments to suppliers & employees	(2,477,534)	(2,057,252)
<b>Net cash flows (used in) operating activities</b>	<b>341,472</b>	<b>363,844</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Purchase of property, plant & equipment	(19,320)	(89,803)
Proceeds on disposal of property, plant & equipment	13,500	-
Receipts from investments	3,305	614
<b>Net cash flows (used in) / from investing activities</b>	<b>(2,515)</b>	<b>(89,189)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>		
Repayment of borrowings	(1,159,035)	(453,991)
Interest paid	(7,024)	(28,590)
Receipts from borrowings	896,007	125,582
<b>Net cash flows (used in)/from financing activities</b>	<b>(270,052)</b>	<b>(356,999)</b>
Net (decrease) / increase in cash held	68,905	(82,344)
Cash & cash equivalents at beginning of the year	305,054	387,398
Cash & cash equivalents at the end of the year	3 <b>373,959</b>	<b>305,054</b>

Notes to and forming part of these financial statements are annexed.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<b>Reserves</b>		2,276	1,769
Accumulated surplus		2,336,822	1,870,765
<b>TOTAL EQUITY</b>		2,339,098	1,872,534

**RESERVES**

Asset Revaluation Reserve:

Balance at the beginning of the year		1,769	(1,446)
Other comprehensive income		507	3,215
<b>Balance at the end of the year</b>		2,276	1,769
<b>TOTAL RESERVES</b>		2,276	1,769

The Asset Revaluation Reserve is for the purposes of recording the increments and decrements in investments in accordance with Accounting Standards

**ACCUMULATED SURPLUS**

Balance at the beginning of the year		1,870,765	1,817,873
Surplus/(deficit) for the year		466,057	52,892
<b>Balance at the end of the year</b>		2,336,822	1,870,765

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2015

1. SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board) and the requirements of the Associations Incorporation Act (1991).

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the Associations Incorporation Act (1991). The financial statements cover the Association as an individual entity.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis for accounting has been applied. Unless otherwise stated, the accounting policies adopted are consistent with those of the previous year.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

(b) Income Tax

The Association is a tax exempt body under relevant provision of the *Income Tax Assessment Act, 1997*.

(c) Inventory

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and include direct costs and appropriate overhead, if any. Costs are assigned on the basis of weighted average costs.

Books donated to the Association are not recognised as inventory as it is impractical to quantify and value the book inventory reliably. The income from the sale of the books is brought to account in the period it is received.

(d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Where a revaluation has been performed, any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

The carrying amount of property, plant and equipment is reviewed at the end of the reporting period to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

An assets' carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probably that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other costs (e.g. repairs and maintenance) are charged to the statement of comprehensive income during the financial period in which they are incurred.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2015

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the profit or loss. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

**(e) Depreciation**

The depreciable amount of all fixed assets including building and capitalised lease assets is depreciated on a straight-line basis over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Depreciation is calculated on a straight line basis over the estimated useful life of the specific assets as follows:

- |                                   |           |
|-----------------------------------|-----------|
| • Building                        | 40 years  |
| • Fitout                          | 4-5 years |
| • Furniture, Fittings & Equipment | 3-5 years |

**(f) Leases**

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the lease property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated over their estimated useful lives where it is likely that the Association will obtain ownership of the asset or otherwise over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

Lease incentives under operating lease are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

**(g) Financial Instruments**

*Recognition*

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

*Financial assets are fair value through profit and loss*

A financial asset is classified in this category if acquired principally for the purpose of selling in the short term or if so designated by management and within the requirement of AASB 139: Financial Instruments: Recognition and Measurement. Gains and losses arising from changes in the fair value of these assets are included in the profit or loss in the period in which they arise.

*Loans and receivables*

Loans and receivables are financial asset with fixed or determinable payments and are started at amortised cost using the effect interest rate method.

*Held-to-maturity investments*

These investments have fixed maturities, and it is the intention to hold these investments to maturity. Any held-to-maturity investments are stated at amortised cost using the effect interest rate method.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

*Available-for-sale financial assets*

These assets include any financial assets not included in the above categories. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are recognised in other comprehensive income and accumulated in the investment revaluation reserve.

*Financial liabilities*

Financial liabilities are generally recognised at amortised cost, comprising original debt less principal prepayments and amortisation.

*Fair value*

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

*Impairment*

At the end of the reporting period, an assessment is made whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the profit or loss.

**(h) Impairment of Assets**

At the end of the reporting period, the carrying values of tangible and intangible asset are reviewed to determine whether there is any indication that those asset have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the assets' carrying value over its recoverable amount is expensed to the profit or loss.

Where it is not possible to estimate the recoverable amount of an individual asset, the recoverable amount of the cash generating unit to which the asset belongs is estimated.

**(i) Employee Benefits**

Provision is made for the liability for employee benefits arising from service rendered by employees to reporting date. The benefits expected to be settled within one year to employees for their entitlements have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year are measured at the present value of estimated future cash outflows to be made in respect of those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data.

**(j) Provisions**

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

**(k) Cash and cash equivalents**

Cash and cash equivalents include cash on hand, deposits held at-call with banks other short-term highly liquid investments with original maturities of three months or less, and bank overdraft. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

**(l) Revenue**

Revenue from the rendering of a service is recognized upon the delivery of the service to the customers.

Revenue from the sale of goods is recognized upon the delivery of goods to customers.

**LIFELINE CANBERRA INCORPORATED**  
**ABN 14 207 094 003**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

Interest revenue is recognized on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from donations and fundraising is recognised upon receipt.

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue is deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered, otherwise the grant is recognised as income on receipt.

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

**(m) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation 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 payable in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

**(n) Comparative Figures**

Comparative figures have been adjusted, where necessary to conform to changes in presentation for the current financial year.

**Critical Accounting Estimates and Judgments**

The Board evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

The Board does not believe that there were any key estimates or key judgment use thin the development of the financial statements that give rise to a significant risk of material adjustment in the future.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(o) New standards and interpretations issued but not yet effective

At the date of this financial report the following standards and interpretations, which may impact the entity in the period of initial application, have been issued but are not yet effective:

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 2015-3	<i>Amendments to Australian Accounting Standards arising from the Withdrawal of AASB 1031 Materiality</i>	The Standard completes the AASB's project to remove Australian guidance on materiality from Australian Accounting Standards.	1 July 2015	No expected impact
AASB 2014-4	<i>Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation</i>	This Standard amends AASB 116 and AASB 138 to establish the principle for the basis of depreciation and amortisation as being the expected pattern of consumption of the future economic benefits of an asset, and to clarify that revenue is generally presumed to be an inappropriate basis for that purpose.	1 January 2016	Minimal impact
AASB 2015-1	<i>Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012-2014 Cycle</i>	The Standard makes amendments to various Australian Accounting Standards arising from the IASB's Annual Improvements process, and editorial corrections.	1 January 2016	Minimal impact
AASB 2015-2	<i>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101</i>	The Standard makes amendments to AASB 101 <i>Presentation of Financial Statements</i> arising from the IASB's Disclosure Initiative project.	1 January 2016	Disclosures Only
AASB 2015-6	<i>Amendments to Australian Accounting Standards – Extending Related Party Disclosures to Not-for-Profit</i>	The amendments specify consistent related party disclosure requirements for the Australian Government, State Governments, local councils and other not-for-profit public sector entities.	1 July 2016	Minimal impact

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2015

	<i>Public Sector Entities</i>			
AASB 15	<i>Revenue from Contracts with Customers</i>	This Standard establishes principles (including disclosure requirements) for reporting useful information about the nature, amount, timing and uncertainty of revenue and cash flows arising from an entity's contracts with customers.	1 January 2017	Minimal impact
AASB 2014-5	<i>Amendments to Australian Accounting Standards arising from AASB 15</i>	Consequential amendments arising from the issuance of AASB 15.	1 January 2017	Minimal impact
AASB 9	<i>Financial Instruments</i>	This Standard supersedes both AASB 9 (December 2010) and AASB 9 (December 2009) when applied. It introduces a "fair value through other comprehensive income" category for debt instruments, contains requirements for impairment of financial assets, etc.	1 January 2018	Minimal impact
AASB 2014-7	<i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)</i>	Consequential amendments arising from the issuance of AASB 9	1 January 2018	Minimal impact
2011-7 (Not-for-Profits Only)	<i>Amendments to Australian Accounting Standards arising from AASB 10,11,12,127,128</i>	Amends AASB 1,2,3,5,7,9,2009-11,101,107,112,118,121,124,132,133,136,138,139,1023 & 1038 and Interpretations 5,9,16 & 17 as a result of the issuance of AASB 10, 11, 12, 127 and 128	1 January 2014	Minimal impact
2014-4	<i>Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation</i>	This Standard amends AASB 116 and AASB 138 to establish the principle for the basis of depreciation and amortisation as being the expected pattern of consumption of the future economic benefits of an asset, and to clarify that revenue is generally presumed to be an inappropriate basis for that purpose.	1 January 2016	Minimal impact

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

**SEGMENTAL REPORTING**

The Association's principal objectives include the provision of counselling services, the core of which is a 24 hour telephone counselling service which forms a part of a national telephone counselling service while the remainder of the services are provided to residents of the Australian Capital Territory and surrounding region.

	2015 \$	2014 \$
<b>3. CASH AND CASH EQUIVALENTS</b>		
Cash on hand	166	837
Cash at bank- at call	373,793	304,217
	<u>373,959</u>	<u>305,054</u>
<b>4. OTHER CURRENT ASSETS</b>		
Deposits	1,625	43,754
Prepayments	14,674	6,545
GST receivable	4,897	12,193
	<u>21,196</u>	<u>62,492</u>
<b>5. TRADE AND OTHER RECEIVABLES</b>		
Trade debtors	<u>61,795</u>	<u>35,680</u>
<i>Ageing of trade receivables</i>		
Current	16,270	30,758
Less than 30 days overdue	40,995	515
30 to 60 days overdue	4,435	
61 to 90 days overdue	-	
More than 90 days overdue	95	4,407
	<u>61,795</u>	<u>35,680</u>

All receivables are considered recoverable and not impaired.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

6. PROPERTY, PLANT AND EQUIPMENT	2015 \$	2014 \$
Furniture & fittings and equipment at cost	453,255	471,400
Accumulated depreciation	(410,835)	(410,427)
<b>Total furniture &amp; fittings and equipment</b>	<b>42,420</b>	<b>60,973</b>
Land at cost	689,000	689,000
Accumulated Depreciation	-	-
<b>Total Land</b>	<b>689,000</b>	<b>689,000</b>
Buildings at cost	1,703,649	1,703,649
Accumulated depreciation	(280,392)	(237,801)
<b>Total Buildings</b>	<b>1,423,257</b>	<b>1,465,848</b>
Fit out at cost	134,162	133,066
Accumulated depreciation	(96,497)	(74,259)
<b>Total Fit out</b>	<b>37,665</b>	<b>58,807</b>
<b>Total Property, Plant and Equipment</b>	<b>2,192,342</b>	<b>2,274,628</b>

The land was granted to the Association for nil consideration by the Land and Planning Authority during the year ended 30 June 2008 and has been brought to account in accordance with AASB 116 at deemed cost, being the fair value at acquisition.

**a. Movements in carrying amounts**

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

*Furniture & Fittings and equipment*

Balance at the beginning of year	60,973	51,268
Additions	11,178	43,862
Depreciation expense	(29,731)	(34,157)
<b>Carrying amount at the end of year</b>	<b>42,420</b>	<b>60,973</b>

*Land*

Balance at the beginning of year	689,000	689,000
<b>Carrying amount at end of year</b>	<b>689,000</b>	<b>689,000</b>

*Buildings*

Balance at the beginning of year	1,465,848	1,508,439
Additions	-	-
Depreciation expense	(42,591)	(42,591)
<b>Carrying amount at the end of year</b>	<b>1,423,257</b>	<b>1,465,848</b>

*Fit out*

Balance at the beginning of year	58,807	39,322
Additions	6,490	45,941
Depreciation expense	(27,632)	(26,456)
<b>Carrying amount at the end of year</b>	<b>37,665</b>	<b>58,807</b>

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

<b>7. OTHER FINANCIAL ASSETS</b>		
Available for sale financial assets at fair value:		
	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
Greater Good Foundation	27,186	26,679
	<u>27,186</u>	<u>26,679</u>
<b>8. TRADE AND OTHER PAYABLES</b>		
Creditors and accruals	<u>68,541</u>	<u>172,513</u>
<b>9. PROVISIONS</b>		
<b>CURRENT</b>		
Annual leave entitlements	177,817	194,397
Long-service leave entitlements	29,352	29,273
	<u>201,169</u>	<u>223,670</u>
<b>10. UNEARNED REVENUE</b>		
Income in advance	<u>29,531</u>	<u>172,209</u>
<b>11. FINANCIAL LIABILITIES</b>		
<b>CURRENT</b>		
Secured borrowing	360	256,364
Lease liability	-	7,243
	<u>360</u>	<u>263,607</u>
<b>12. CURRENT</b>		
Lease incentive liability	<u>4,144</u>	<u>-</u>
<b>NON-CURRENT</b>		
Lease incentive liability	<u>27,635</u>	<u>-</u>

The Association has provided a mortgage over the land at 36-46 Brookes Street, Mitchell ACT in favour of the Westpac Bank as security for the loan. The balance of this facility drawn down as at 30 June 2015 was \$360 (2014: \$256,364). The loan facility is due to expire on 14 November 2015. The repayment term of the facility is variable with only interest and fees being payable on a monthly basis in the first year, and interest, principal and fees payable on a monthly basis after the first year, but is payable on demand if required by Westpac.

**13. FINANCIAL RISK MANAGEMENT**

The Associations financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable, and loans.

The totals of each category of financial instruments measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015

<b>13 FINANCIAL RISK MANAGEMENT (CON'T)</b>	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b>Financial Assets</b>		
Cash and cash equivalents	373,959	305,054
Other current assets	21,196	62,492
Trade and other receivables	61,795	35,680
Available for sale financial assets	27,186	26,679
<b>Total Financial Assets</b>	<b><u>484,136</u></b>	<b><u>429,905</u></b>
<b>Financial Liabilities</b>		
Trade and other payables	68,541	172,513
Secured borrowings	360	256,364
Lease liability	-	7,243
<b>Total Financial Liabilities</b>	<b><u>68,901</u></b>	<b><u>436,120</u></b>

**Net Fair Values**

Financials assets and financial liabilities are carried at their net fair value at the end of the reporting period. The varying value of financial assets and financial liabilities approximate their net fair value due to their short term maturity or market interest rate. Apart from the available for sale financial instrument, no other financial assets or financial liabilities are traded on organised markets in standardised form.

**14 CONTINGENT LIABILITIES AND CONTINGENT ASSETS**

The Association has no contingent liabilities or contingent assets at the end of the financial year.

**15 EVENTS AFTER THE REPORTING DATE**

The financial statements were authorised for issue by the board of directors on the date of signing the attached Statement by the Board of Directors. The directors have the power to amend the financial statements after they are issued.

There are no events after the reporting date that require amendment of, or further disclosure in the financial statements.

**16 KEY MANAGEMENT PERSONNEL COMPENSATION**

Key management personnel are defined by AASB 125 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director of the entity.

The aggregate remuneration paid to key management personnel during the financial year is as follows:

Total key management personnel compensation	<u>143,542</u>	<u>169,308</u>
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**17 RELATED PARTY TRANSACTIONS**

Other than compensation of key management personnel, which is separately disclosed in these statements, there were no other related party transactions during the year.

## LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2015

## DIRECTORS' DECLARATION

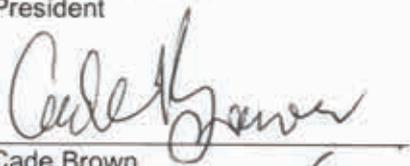
In the opinion of the Board of Lifeline Canberra Incorporate (the Association), the accompanying financial statements comprising of the statement of comprehensive income, statement of financial position, statement of changes in equity, statement of cash flows and notes to the financial statements:

- (1) present fair the financial position of Lifeline Canberra Incorporated as at 30 June 2015 and its performance for the year ended on that date in accordance with the Australian Accounting Standards- Reduced Disclosure Requirements, and other authoritative pronouncements of the Australian Accounting Standards Board.
- (2) at the date of this statements, there are reasonable grounds to believe that Lifeline Canberra Incorporated 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:



Pauline Thorneloe  
President



Cade Brown  
Treasurer

Dated on this day 22<sup>nd</sup> of October 2015



**RSM Australia Pty Ltd**

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**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
LIFELINE CANBERRA INCORPORATED**

We have audited the accompanying financial report of Lifeline Canberra Incorporated ("the association"), which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and directors' declaration.

*Directors' Responsibility for the Financial Report*

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and *Associations Incorporation Act (ACT) 1991*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about 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 judgement, 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 directors, as well as evaluating the overall presentation of the financial report.

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

*Independence*

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

**THE POWER OF BEING UNDERSTOOD.  
AUDIT | TAX | CONSULTING**

RSM Australia Pty Ltd is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

RSM Australia Pty Ltd ACN 009 321 377 and Business Practices Trust ABN 65 319 382 479 trading as RSM

Liability limited by a scheme approved under Professional Standards Legislation

*Basis for Qualified Opinion*

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

*Qualified Opinion*

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report presents fairly, in all material respects, the financial position of Lifeline Canberra Incorporated as at 30 June 2015 and its financial performance and its cash flows for the year then ended in accordance with the *Associations Incorporation Act (ACT) 1991* and Australian Accounting Standards – Reduced Disclosure Requirements.

RSM

**RSM Australia Pty Ltd**



**G M STENHOUSE**  
Director

Canberra, Australian Capital Territory  
Dated: 30 October 2015

**THANKS TO THE FOLLOWING  
PARTNERS FOR THEIR SUPPORT**





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