

Lifeline Canberra Annual Report 2020/ 2021



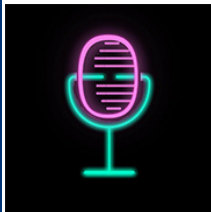
Lifeline

Canberra

Lifeline Canberra
Lifeline Canberra Incorporated
ABN 14 207 094 003
<https://www.lifelinecanberra.org.au/>
02 6171 6300
GPO Box 583
Level 1, 71 Northbourne Avenue
Canberra ACT 2601

For 24-hour support, call Lifeline on 13 11 14.
Seek help and find hope.

With many thanks to our sponsors



Contents

Our Story	5
Our Vision	6
What Drives Us	7
At A Glance	8
Our Board Of Directors	09
President's Message	11
CEO's Message	13
Strategic Plan	15
Our Outlook For 2021 / 22	17
Meet Our Ambassadors	18
A Message From Our Crisis Support Team	20
A Message From Our Training Team	25
A Message From Our Engagement Team	28
A Message From Our Treasurer	35
Financial Report	37

Our Story

Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide.

For over 49 years, Lifeline Canberra has provided the Canberra community with 24/7 crisis support via our local 13 11 14 service. Lifeline Canberra Telephone Crisis Supporters are passionate and highly-skilled volunteers who listen with care and acceptance, whatever the circumstance. They provide support and information to people in need.

Through our community events and our engagement with the local and federal governments, as well as corporate and community organisations, we also raise awareness for mental health support and suicide prevention. Through our efforts, we provide a voice in community and government discussions on crisis support and suicide prevention, including utilising international research and experience to influence policy and programs.

Changing lives for the better

Our Vision

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

Our mission

Our mission is to proactively build resilience within our community and provide crisis support to individuals.

We do this through an increased focus on early intervention to build resilience. We work with the community but specifically with those who are most at risk, in relation to mental health. We seek to build life skills and educate people to help themselves. We support those in crisis and provide care and support to their family and friends.

Our tagline

Lifeline—changing lives for the better.

Our values

Integrity: We will be genuine in everything we do. We will be honest, transparent and do what we say.

Leadership: We will be a leader in the mental health sector by showing the courage to care through best practice delivery of services.

Connection: Through connecting with the community, individuals, business and government we will create a robust network of support for our community. We connect people to people, to support and build community resilience.

Innovation: We will challenge the status quo through leadership and develop new ways and initiatives to address mental health and suicidal behaviour.

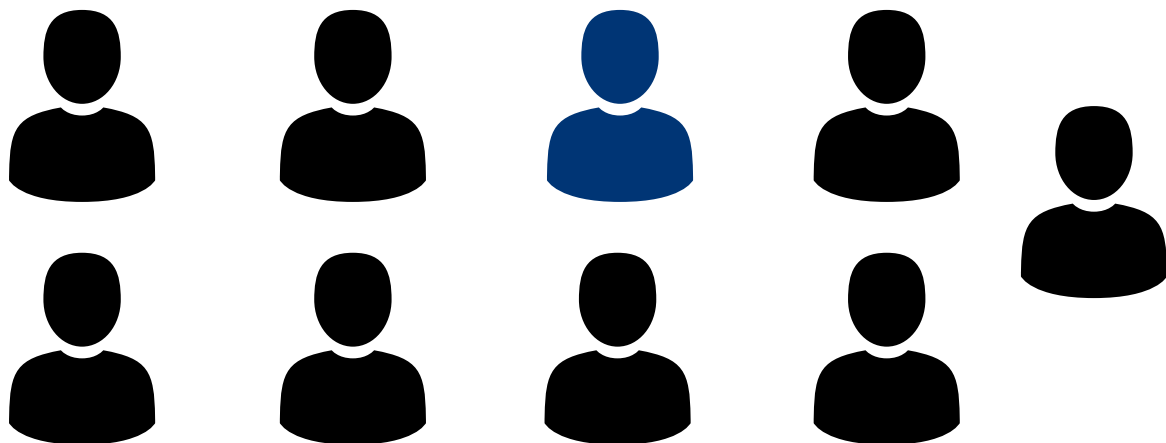
What drives us

Our number one priority and vision at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support. We have 280 volunteers working on our crisis support phone service. These incredible human beings give up their nights, weekends and family time to help those in need.

Our volunteers are the true heroes of the community giving unconditionally, and achieving the extraordinary. We thank you; and our callers thank you.

We want to change lives for the better

Suicide is the leading cause of death for people aged between 15-44 and the second leading cause of death for those aged between 45-54.



9 people die by suicide each day in Australia.

In Canberra, we lose one person to suicide each week.

For every death by suicide, it is estimated that as many as 30 people attempt to end their lives.

(Source: the Australian Bureau of Statistics)

At a glance



13 11 14

Lifeline Canberra Crisis
Supporters answered 36 516
callers in crisis

3876 callers were experiencing
suicidal thoughts and had to
work with the crisis supporter to
keep safe



19 324 hours of crisis
support

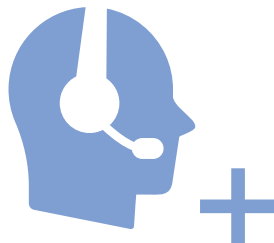


3028 safety plans created with
callers at risk



1143 callers were experiencing
present domestic violence
situations which put them and
their families at immediate risk

101 New crisis supporters
trained

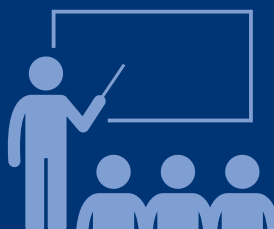


6570 Hours of in-shift
support



In July 2020 – 4440 calls were
taken, this is highest month
call answer rate ever for
Lifeline Canberra

Our training team delivered a
total of 210 courses, with 2984
Participants



198 callers were at immediate
safety risk and Lifeline Canberra
worked to get immediate
assistance to these individuals.

Board of Directors



“It’s about human connection. We all need it, and the moments that Lifeline provide that to people are the ones that don’t just change their lives but often save it.” - **Arran Curll, President**



- **Todd Wills, Vice-President**



“If you want to touch the past, touch a rock. If you want to touch the present, touch a flower. If you want to touch the future, touch a life.” I can’t imagine more important work than helping people in crisis find a connection with their future, and I’m in awe of the way our volunteers achieve that each and every day.” - **Jessica Mellor - Secretary**



“The selfless efforts of our amazing volunteers are a constant source of inspiration” - **Warren Apps, Director**



“Like most organisations, Lifeline Canberra is only as good as its people. The people at Lifeline Canberra are the volunteers, the staff, the ambassadors, and the Board of Directors who give their all to make it what it is today. Lifeline Canberra is exceptional, not just because of the invaluable service it provides, but because its people are exceptional, and I am humbled and proud to be counted amongst them. .” - **Archie Tsirimokos, Director**



- **Bruce Armstrong, Treasurer**



“Knowing that Lifeline is always available for those feeling at their most vulnerable, is the inspiration for wanting to contribute to the Board of this wonderful organisation.” - **Richard Rolfe, Director**



“The depth of commitment from all the Lifeline staff and board is immense and ripples throughout our community, who in return are committed to Lifeline. The past 18 months have shown us how important this shared sense of community and wellbeing is; Lifeline is integral to this in Canberra.” - **Meegan Fitzharris, Director**

Message from the Board President



Last year's annual report was delivered as we were coming out of Canberra's first lockdown and in the aftermath of our black summer. Though we are now getting closer to some normality, or at least discovering what the new normal is going to be, 2020–21 was a year of continued uncertainty across our community. That uncertainty has been reflected in the strain Lifeline has felt on its resources over that time and will continue to be felt into the future.

On behalf of the Lifeline Canberra board, in our 50th year, I would like to pass on a huge expression of appreciation to everyone who has been involved in serving our community over that time. Our community and Lifeline Canberra has faced many challenges over the past 50 years, however, if the number of people reaching out for help is any guide, the current challenges are more acute than ever. In recent months, Lifeline recorded the four busiest days it has had throughout its history. Lifeline Canberra's Crisis Supporters answered 36,515 life-changing calls in the year to 30 June 2021, and these numbers continue unabated. Thank you to all our incredible Crisis Supporters for continuing to be there to help people in their moment of need. Thank you also to our many volunteers who are not on the phones, but work so hard to keep our doors open. Among these are the dedicated individuals in our warehouse and our many bookfair volunteers who continue to be such an important part of allowing those calls to be answered.

Amidst so much uncertainty, thank you.

Continuing to operate throughout this time has demanded extremely high levels of agility, patience and resilience. Our Lifeline Canberra team have consistently demonstrated all these strengths and more. An organisation like Lifeline can't afford to take a break, a pressure that the Canberra team are acutely aware of but take in their stride.

Across our corporate trainers, events and communications teams, administration, programs, logistics, and warehouse coordinators, centre supervisors and our CEO, thank you to each and every one of you for adapting to keep this critical organisation on track through such a difficult time.

To the board, it continues to be an absolute pleasure working with you all.

Working alongside our incredible volunteers and the Lifeline Canberra team we can be proud that the organisation is in a strong position to continue to contend with whatever our future holds. It is a joy to work with such a committed, hard-working, and open-minded group of people.

Finally, a big thank you to everyone that has given their time and resources to support Lifeline Canberra. So many amazing people and organisations have assisted Lifeline Canberra to rise to the challenge presented to our community. Although we may be moving toward greater clarity in respect of what lies ahead regarding the pandemic, we know the mental health impacts of this experience, and of many other causes of crisis will continue. We are grateful that the wonderful Lifeline Canberra volunteers and team will continue to turn up every day to make sure our callers have the opportunity to be heard, and our community possesses the tools to face the future with courage, hope, and resilience.

ARRAN CURLL

Board President, Lifeline Canberra



Message from the Chief Executive Officer

As I write this report, 2020 seems so long ago, like another time. It has been a difficult year on many levels, and yet Lifeline Canberra produced incredible outcomes. This is all in the face of unprecedented challenges over the past 24 months, our treasured organisation maintained its composure and was able to scale activities on the crisis support front to meet the ever-increasing demand on the service.

In this report, I want to focus not on our work and achievements in 2020, which are set out in the annual report, but on what makes us effective. I want to talk about the people involved and the values we enact.

Seven years ago, one of the deciding factors in my decision to accept this role was that I would get to work with people I deeply admire, people I knew were driven by much more than ambition for themselves. It is a particular person who gives their time to work here at Lifeline Canberra as a staff member and/or a volunteer, and I would like to acknowledge these exceptional individuals.

I am privileged to be able to work with such passionate people who give so generously to support people in their time of need and to provide all the support necessary to operate and fund our crisis support service. Lifeline Canberra is a not-for-profit organisation largely funded by the community and established for the community.

That is why we continue to strive for excellence in our operations, to build the financial sustainability of Lifeline Canberra to invest in new and existing services that our community can benefit from and be proud of.

The increasing need for crisis support, as a result of complex ongoing issues, in the face of short-term funding is something we have worked hard to understand and solve. You can't grow long-term if you can't make the short-term a major consideration at all times. This is reflected in the strong financial result for the year under review.

We have long promoted our vision to be the first organisation people turn to when they need crisis support and to build resilience within our community. With increasing calls to our crisis support line, we know that our message is getting through and that people are picking up the phone. As we enter another year, we remind ourselves of our drive to ensure every caller to our 13 11 14 crisis support line is answered.

We thank every new crisis supporter who put themselves forward this year to train to answer our phones and to support people in need. You are truly incredible.

Lifeline Canberra's financial performance this past year is continuing on the trend set over the past five years, precipitated by the unwavering community, volunteer, employee, and business support. We have been able to innovate and pivot our revenue streams relatively seamlessly. As we enter another year, I look forward to facing each challenge with a fantastic team by my side. This includes our staff who give tirelessly every day to our cause; our Board, who dedicate their time, guidance, and skills to helping us deliver the best support for Canberra; and our volunteers who work across crisis support, our book warehouse, and our fundraising events— without you, we could not do what we do for our community.

I also thank our sponsors and supporters for your generosity and your commitment to supporting our cause. Moving into the 2021-2022 financial year, we remain determined to do everything we can to change lives for the better.

Thank you for being with us.

CARRIE LEESON

CEO, Lifeline Canberra

Strategic Plan 2020/2021

Lifeline Canberra continues to be on track to achieve our Key Indicators of Success, as set out in our strategic plan to 2020. Our progress in the 2020-2021 financial year is outlined below.

Crisis support services

In the 2020/2021 financial year, we operated at capacity to answer life-saving calls. We also remained within the top 5% of the most efficient Lifeline call centres in Australia.

Relationships

Each year Lifeline Canberra strengthens its relationships locally, nationally and internationally for the benefit of the Canberra community. We maintain a strong partnership with Lifeline Australia so that we are considered a preferred supplier of crisis support services within the national Lifeline brand. We have also continued to strengthen our relationships with the ACT and Federal governments to ensure a consistent share of government funding and a meaningful voice in policy debate that impacts crisis support and mental health awareness and supports suicide prevention. This includes being a key community organisation voice present in government round-tables and other discussions relating to gambling harm minimisation. Our government engagement efforts continue to help us grow ACT Legislative Assembly awareness of what we do and of our mission to proactively build resilience within our community and provide crisis support to individuals. We continue to be humbled by the support of our Canberra community. In the last financial year, we were grateful to welcome a number of new supporters to the Lifeline Canberra family. We have built strong relationships within the community which allow us to continue to raise awareness of our services and mental health across the Canberra region. Our social media presence, which continues to grow at a steady rate and engage in our community helps us achieve this awareness. We welcomed one new ambassador into our family and continue to work with local sporting teams to engage the Canberra community and advocate for self-care, community, conversations, compassion, and tolerance.

People

We continue to attract increasing numbers of volunteers who support all aspects of our organisation. We currently have 800 volunteers across our crisis support centre, book warehouse, and events team. Volunteers are the lifeblood of Lifeline Canberra and we are pleased to have excellent staff retention rates, with individuals being professional and recognised as experts in their field. With a strong team of staff and volunteers, Lifeline Canberra is achieving the goals set out in our Strategic Plan for our people. This strong team is helping Lifeline Canberra to deliver exceptional services to the Canberra community through our 13 11 14 crisis support line, community awareness activities, events, and advocacy efforts. We are grateful for their support.

Support systems

Following on from our commitment to recruit and retain crisis support staff and supporters across all our activities, Lifeline Canberra continues to deliver on the objectives in our Strategic Plan, to provide support systems that benefit all our volunteers and our paid staff. This includes:

- continuing to review and improve our systems annually
- providing ongoing training to staff and volunteers
- ensuring we stay aware of international best practices, and incorporate new developments and practices into our training
- continuing a strong program of genuine rewards and recognition, and
- encouraging and applying innovative thinking on a daily basis.

Find us on Social Media

Instagram @Lifeline_ACT

Twitter @Lifeline_ACT

Facebook Lifeline Canberra

Our outlook for 2021-22

As we come to the end of our Strategic Plan for 2020/2021, we remain focused on furthering our ability to build resilience in regards to mental health within our community and to support people in crisis. We are guided by our goals and our unwavering commitment to keep offering high-quality services to the Canberra community.

We are proud of our efforts to continue to build the sustainability of Lifeline Canberra to deliver our current services and invest in new opportunities for the future.

As we do so, we remain focused on our strategies to:

- separate growth funds from operating expenditure to allow investment for the future
- secure an increase in government funding
- build revenue from regular donors
- explore and develop additional revenue streams
- expand our CORE Solutions training, and
- seek secondments from industry and government to build capability and foster broader awareness of Lifeline Canberra.

Goal 1

Build the financial sustainability of Lifeline Canberra to invest in new and existing services.

Goal 2

Change the conversation around suicide and mental health..

Goal 3

Increase our ability to provide proactive early intervention and meet our current crisis support services.

Goal 4

Demonstrate the value of Lifeline Canberra to our stakeholders.

Meet Our Ambassadors



"I am so incredibly proud to be an ambassador for Lifeline Canberra and be a part of the Lifeline Family. To see first hand the incredible work they have done and continue to do for our community is so special."

- Sarah Walsh



"The First and Greatest Victory is to conquer yourself - Plato".

-Ben Farinazzo



"We all create subconscious barriers so this is about breaking down those barriers by saying, 'I need to step outside the box and just enjoy myself, maybe just a little bit.'"

"The whole 'we only live once' effect is going to something really positive."

- Josh Illusions



"Having the privilege of hosting the Gala is a memorable moment for us, Lifeline Canberra is an incredible cause we have the honour of highlighting."

- Ned and Josh 104.7



“The words that come to mind when I think about Lifeline..... You are not alone. I love being a Lifeline ambassador and they are so important to our community. At one of this year's 50th birthday celebrations, I looked around at all the amazing humans involved, and thought, how lucky to be a part of such a kind community.”

- Ange Reakes



“Lifeline Canberra helps us rise above, when we don't feel like rising alone .”

- Jack Whiten



“I will often be seen at the Lifeline Canberra Bookfair, where a handful of books really can help change a life. I love being a part of Lifeline Canberra family ”. - **Marianna Tolo**



“Being an ambassador since 2016, I hope to continue to encourage people to seek help when they need it. To help break down the stigma in relation to mental illness, especially for young men, and bringing communities together”. - **Cameron Hill**

Message from our Crisis Support Team

The Crisis Support Team saw a lot of change in the 2020-2021 financial year, and we have continued to see our volunteer Crisis Supporters and In-Shift Support Supervisors rise to the challenges faced.

For the first time ever, we are living in our own crisis call with each of us relating to our help seekers in a way never before experienced. As a team we have felt the isolation, uncertainty and anxiety that Australians have been feeling for the last 18 months. Despite these challenges, the restrictions and limitations placed on us by COVID-19, the Crisis Support Team have continued to meet the increase in demand. Whilst many volunteers were unable to attend the phone room for their own health reasons, so many did more than we would ever ask. Many of our volunteer Crisis Supporters came in for extra shifts each week, helping us fill the more desperate times where our callers out numbered our Crisis Supporters.

The community built with our volunteers has changed but not diminished. Whilst we are missing each other in a physical sense, the team has continued to bring about small events where possible and moved to the virtual world where necessary, to continue the meaningful and supportive connection we have built between us all.

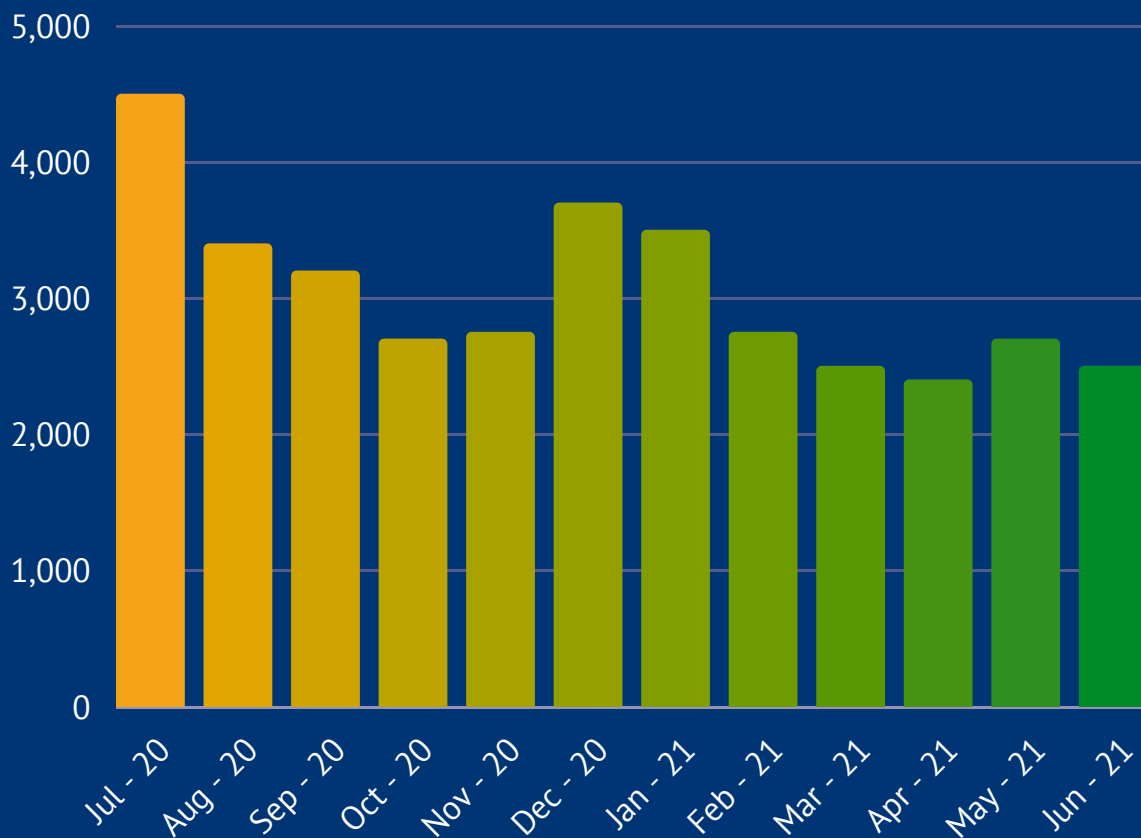
Without our volunteer Crisis Supporters and In-Shift Support Supervisors we would achieve nothing. Thank you for being there for our callers. Thank you for the empathy and compassion you continue to give. Thank you for giving time and energy you could spend elsewhere. Thank you for your support to us and each other during these exceptional times. We are truly blessed to have you as part of the Lifeline Canberra Family.



FELICITY WHEELER

Centre Supervisor, Lifeline Canberra

Lifeline Canberra Answer Call Rate FY 20-21



Crisis Support Phone Room Stats

- 6570 Hours of in-shift support
- Approx. 19324 hours of crisis support
- 101 New crisis supporters trained
- Staff provided approx. 5172 hours of supervision and professional development
- 290 volunteer crisis supporters working on the crisis line

Meet The Crisis Support Team



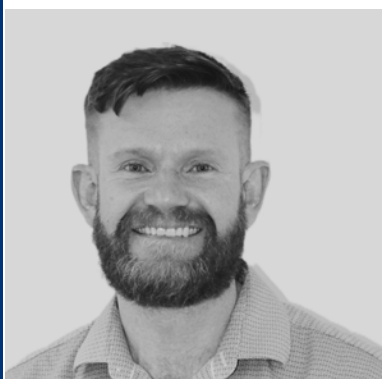
“Listening is healing.”
- **Alisha Tarrant , Lifeline Programs
Manager**



“Carry out a random act of kindness,
with no expectation of reward, safe in
the knowledge that one day someone
might do the same for you.” –
Princess Diana
- **Felicity Wheeler, Centre Supervisor**



“I can’t control what is happening but
I can choose how I react,” and “All
things change and this too shall pass.”
- **Josh Bishop , Centre Supervisor**



“The strength, resilience and
perseverance of the community blows
me away. It’s an honour to work at
Lifeline every day.”
- **Brendan Dean , Centre Supervisor**

Meet The Crisis Support Team



"I feel fortunate to work with Lifeline Canberra's volunteers, and get inspired by them every day."

- **Rosie Phelan, Centre Supervisor**



"Be the change that you want to see happen in the world."

- **Linda Shillington , Centre Supervisor**



"I truly feel privileged and honoured to be able to support people in their times of need. The Lifeline family members are real life super heroes."

- **Dion Tsarpalias , Centre Supervisor**



"I feel fortunate to work with Lifeline Canberra's volunteers, and get inspired by them every day."

- **Rebecca Greenwood, Centre Supervisor**

Meet The Crisis Support Team



" I love working for Lifeline because of our volunteers. They are such a generous, selfless, caring bunch of people who turn up, set aside their own issues and beliefs, and devote themselves to our callers' world. They listen to the anonymous equal on the other end of the line and encourage them to share and explore their innermost feelings. For many of our callers this can be so enlightening, and empowering in a crisis situation. Our volunteers are truly inspirational."

- **Trish White , Workforce Management
System Administrator**

Message from our Training Team

LAURA CLUGSTON

Client & Team Project Coordinator, Lifeline Canberra



We believe that with a little education, we can make a massive difference – a life-changing difference. Our goal is to ‘Build Community Resilience’ and we strive to do this each and every day through the delivery of our prevention based training on mental health, suicide awareness, crisis intervention.

Through our training, we aim to acknowledge and teach the importance of mental health, create a safe dialogue of conversation, encouraging shared understanding and access to appropriate early intervention care pathways.

Like the previous year, throughout 2020-21 we continued to grapple with state and workplace imposed restrictions that limited our ability to get into workplaces and deliver courses in our usual face-to-face delivery method. As a team, we have been agile – delivering courses outside, on multiple days, on weekends, on weeknights, to very large groups and to very small groups. We have adapted our courses to suit an ever-changing landscape.

Following those state and workplace imposed restrictions, we experienced a demand for virtual delivery that we hadn’t quite seen before. Our trainers embraced our new virtual world – spending time adapting our courses to suit virtual delivery, researching, learning new platforms and at the end of the day; delivering engaging and life-changing training to workplaces all over Australia that we cannot physically connect with.

Throughout 2020-2021, our team delivered a total of 210 courses (a 17.9% increase on the previous year) to 2984 participants (an 18.5% increase on the previous year).

We want to extend a heartfelt thank you to the 2984 individuals who attended our workshops. To those organisations, agencies and local businesses that trust us and continue to come to us to provide education, advice and guidance. Thank you! Because of you all, we are able to change conversations, workplace cultures, lives – we inch closer to making our community a safer and more resilient place.

Finally, to the Trainers – none of this could be done without you! Thank you for your dedication, your commitment, your resilience, your passion, your agility and your professionalism. You are always working with the utmost passion and pride, uniting in our goal to better prepare the community for challenges that are still to come.

“I particularly enjoyed and valued the diversity of workplaces and variety of experiences in the session I attended - that was powerful! Thank you for the opportunity to share this course and be with people from different industries and sectors in Canberra ... I felt we all learnt more because of that. I've already used some of your strategies and I look forward to any follow up resources. I just wish it could have been the longer course! It was a great day thanks Lifeline.”

“The training was terrific, both in content and delivery. There was plenty of opportunity to ask questions and seek clarification. The real world examples we worked through highlighted the practical value of what we learned. This course is a powerful change to culture and attitudes. A day very well spent.”

“I had several 'ah ha' moments as I connected dots in my personal and work life. I walk away with strategies and a greater understanding of mental health. I will also take the skills to use on and teach to my kids. It was just brilliant. Thank you.”

LAURA CLUGSTON

Client & Team Project Coordinator, Lifeline Canberra

Meet The Training Team



"Never lost hope. Storms make us stronger and never last forever by Roy T. Bennett."

- **Alicia Flack-Kone, Corporate Trainer**



"Be the reason someone believes in the goodness of people."

- **Kate Brown, Corporate Trainer**



"Lifeline Canberra is an extraordinary organisation. I feel so lucky to be working here alongside some extraordinary, skilled, and committed team members. Of course, what we are all about, in all our roles really, is in various ways ensuring that someone is at the end of the line for anyone in crisis. That matters."

- **Sue Anne Muggleton, Corporate Trainer**



"We rise by lifting others."

- **Laura Clugston, Client & Team Project Coordinator**

Message from our Events Team



Firstly, I would like to thank each one of our sponsors, supporters, volunteers, friends, and family of Lifeline Canberra. I have the great pleasure to oversee the operational side of LLC, and I am continually taken aback by the commitment and dedication from all those who support us.

We continued to receive incredible support from the Canberra community we are incredibly grateful. Lifeline Canberra could not do what we do without you all, THANK YOU.

Fundraising and delivering events over the last 12 months have been very challenging; we have had to adapt to change at very short notice. I am thrilled to say that in July 2021, we celebrated our first birthday at Book Lovers Lane. We were able to juggle between COVID, two book fairs, one on the Southside in December and one in March at Thoroughbred Park, our Gala in April, a Push-up Challenge, The Nude Winter Solstice Swim, and numerous third-party fundraising. The end of June saw the birthday celebrations begin for our 50th year in the Canberra Community. Looking into the second part of 2021, we are currently in lockdown; we have seen our events and fundraising for the next four months placed in limbo. We have rescheduled several events hoping to have them in the latter part of the year COVID depending. We will ride this wave of uncertainty, and do what we can to support each other, our community, and Lifeline Canberra.

The Warehouse and Book Lovers Lane

Our volunteers at the warehouse, our eBay store, and at Book Lovers Lane are “truly earth angels,” they continue to quietly work away, accepting donations, sorting, pricing, and packing not only for our book fair but also for our weekly supply of stock to Book Lovers lane.

In the last twelve months, we have had to change the way we deliver our bookfair and allocate stock weekly to Book Lovers Lane, all while navigating COVID restrictions and keeping our volunteers safe and well. Thank you to the staff at the warehouse, Laura, Lisa and Tarah, who work tirelessly away, making sure the warehouse continues to run smoothly.

Thank you to Jenelle Lawson, who worked for LLC as a staff member, for her wealth of knowledge and guidance, especially when COVID impacted our warehouse operations.

Book Lovers Lane

Our store opened 12 months ago; this was a new venture for LLC. Brought about by COVID and not being able to hold our regular bookfairs, the bookstore has turned into a life-changing fundraising initiative for us. Our many thanks go out to those volunteers who work a shift over the four days and the wonderful support we have received from shoppers and the owner of the markets. If you are ever at the markets, do pop in and see our proud bookstore. Winnie, Rachel, and Terina thank you for all your effort in getting our bookstore up and running from the LLC side. You all go beyond to support BLL.

My thanks and deep appreciation to the team who work incredibly hard, their willingness and dedication to jump in and deliver successful outcomes, sometimes at only a moment notice, ensures our events/ fundraising, warehouse, collection of donations, eBay, Book Lovers Lane, as well as the administration side of our office all runs smoothly. Each and everyone one of my team members ensures we can generate the vital funds required to train our crisis supporters who answer our 13 11 14 crisis support service.

Take care, and thank you for all you do for us.

JENINE WOODMAN

*Director Strategic Engagement & Communications
Lifeline Canberra*

A year of Events

July

Open of Book Lovers Lane

August

COVID SHUT DOWN EVENTS

September

Out of the Shadows and into the Light.

Government house book collection

October

World Mental Health Month

Meet and welcome to the Ambassador from the UAE Embassy

Lifeline Canberra Calvary Corporate Bowling Day Kingpin

November

Icon Water photo Competition launch.

Audi Australia presented us with funds to answer over 3,500 calls

December

Launch the Morris Legal Group giving tree at Book Lovers Lane

Bookfair

Launch of the smart badges check in for our bookfair.

Lifeline Canberra Calvary Summer Series, Baseball

January

Sarge's 10k Walk

The Dock – Australia day fundraising

February

ACT Meteors Cricket Family and Friends Lifeline Canberra Round.

Canberra Calvary Awards Night

March

Book fair

Australian Federal Police Association cheque presentation.

Hands Up Giving Day Appeal

April

2021 Gala

Anzac day reflections at Book Lovers Lane

AFP Baseball Day

May

National Volunteer Week and Expo.

Volunteers Week Morning Tea.

Launch of Ian Linderman Winter Solstice Nude Swim

The Iconics fundraised at Royal Hotel Queanbeyan

June

Push-up Challenge

Ian Linderman Winter Solstice Nude Swim

50th Birthday Flag morning Tea

Jones Lang Lasalle Community volunteering week at the warehouse



Meet The Events Team



"To be able to make a difference to those who seek support or raise funds, for this small Canberra charity is an absolute privilege. No two days are ever the same, and I deeply appreciate the support and love that comes from within the Lifeline Canberra Family, Sponsors, Supporters and Volunteers."

- Jenine Woodman, Director Strategic Engagement & Communication



"I've worked at Lifeline Canberra for nearly eight years. Still to this day, I love coming to work, knowing that what we do contributes to answering more calls and saving people's lives. As a bonus, we are privileged to be surrounded by so many amazing people, including our team members, volunteers, and supporters." - **Winnie Dennis, Events and Volunteer Coordinator**



"A work place where friends have become family. The passion and commitment from each and every team member is admirable."

- Melissa Waring, Communications Officer



"I love that there are so many parts of Lifeline Canberra, that all come together to support the community."

- Melissa Breen, Communications Officer & Ambassador

Meet The Office Team



"It has been an incredible experience to be able to witness Lifeline Canberra's contribution to the community and to be a part of it for almost four years now. I have had great learnings during the process of streamlining and digitalizing accounting & people processes."

- Kunal Sharma, Human Resource Lead



"Humbled and grateful to work with such an incredible team in support of our Canberra community".

- Rachel Theodorakis, EA to the CEO & Office Manager



"It's an absolute pleasure to get to speak to those who ring our office, those who donate with kindness, and whose conversations warm my heart".

- Terina Atkins, Administration Officer

Meet The Warehouse Team



"I love keeping busy in the Logistics role, whether at the warehouse or out and about in the community keeping things moving."

- **Lisa Padzensky, Logistics Coordinator**



"It's a delight to spend time at the warehouse with my amazing co-workers and volunteers - and the many books of course!"

- **Laura Eash, Coordinator**



"An incredibly smooth transition into my role as donations courier role has made work at Lifeline Canberra not work at all."

- **Tarah Dempsey, Donations Courier**

Message from the Board Treasurer



On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2020-21 Treasurer's Report.

It's hard to believe that 18 months have passed since the World Health Organization (WHO) declared a pandemic on 11 March 2020. Since that time, the Lifeline Team has worked tirelessly in a challenging environment, in providing critical lifesaving support to our local and national communities through the provision of 24 hour telephone-based counselling and Crisis Support services. At the same time, we have ensured that our organisation remains in a strong financial position to both continue to help more people in their time of need, and ensure that we are able to withstand unexpected events, such as the ongoing impacts of the pandemic.

In dealing with the impact of the COVID-19 pandemic, we experienced an increasing incidence of mental health trauma within our community. It might then seem that concerning ourselves with financial matters should be secondary; however, we know that to provide the level of critical support our community needs requires adequate funding. Without that funding we cannot provide the seats necessary to answer the phone calls of people who have reached out in their hour of need.

Despite the challenging conditions, I am pleased to report that for Financial Year 2020-2021 the Lifeline Canberra team returned a surplus in excess of \$800,000. The balance sheet has also strengthened as a result, with total cash holdings at 30 June 2021 in excess of \$3,000,000. We consider that this level of surplus and holdings is very important insurance to ensure the Team can deal with future shocks that may yet still occur.

Getting to that position in the pandemic environment has required a sustained and tireless effort by the Lifeline Canberra team and our amazing volunteers. Over the Financial Year 2021 we have continued to work hard on adapting and where possible delivering fundraising events and programs while responding to the need for change as dictated in this COVID-19 environment.

Whilst the restrictions caused by this pandemic will lessen and pass as vaccinations and protocols are implemented, we also recognise that the demand for Lifeline services is only increasing, and the ways we will need to seek funding are less certain. It is on that basis the Lifeline Canberra team continue to look for new opportunities and carefully manage what we have available to us now.

In summary, through hard work and good management Lifeline Canberra is in good financial shape.

I want to conclude by thanking all of our incredible sponsors and donors, in particular the important support by the ACT Government through their ongoing recognition and financial support. I also want to thank all our staff and the hundreds of volunteers that have contributed to Lifeline Canberra this year. All your contributions are incredibly important in providing this critical service for our local community.

BRUCE ARMSTRONG

Treasurer, Lifeline Canberra

17 September 2021

Mr Ged Stenhouse
Director
RSM Australia Pty Ltd
GPO Box 200
Canberra ACT 2601

Dear Mr Stenhouse

This representation letter is provided in connection with your audit of the financial report of Lifeline Canberra Incorporated for the year ended 30 June 2021, for the purpose of expressing an opinion as to whether the financial report is presented fairly, in all material respects, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (ACT) 1991*.

We confirm that to the best of our knowledge and belief, having made such enquiries as we considered necessary for the purpose of appropriately informing ourselves:

Financial Report

1. We have fulfilled our responsibilities, as set out in the terms of the audit engagement dated 21 September 2018, for the preparation of the financial report in accordance with Australian Accounting and the *Associations Incorporation Act (ACT) 1991*; in particular the financial report is fairly presented in accordance therewith.
2. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
3. Related party relationships and transactions have been appropriately accounted for and disclosed in accordance with the requirements of Australian Accounting Standards.
4. All events subsequent to the date of the financial report and for which Australian Accounting Standards require adjustment or disclosure have been adjusted or disclosed.
5. There are no uncorrected misstatements in the financial report.

Information Provided

1. We have provided you with:
 - Access to all information of which we are aware that is relevant to the preparation of the financial report such as records, documentation and other matters;
 - Additional information that you have requested from us for the purpose of the audit; and
 - Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.

connect with someone who cares

PO Box 583
Canberra City ACT 2601
T 02 6247 0655
F 02 6257 4290
office@act.lifeline.org.au
www.act.lifeline.org.au

2. All transactions have been recorded in the accounting records and are reflected in the financial report.
3. We have disclosed to you the results of our assessment of the risk that the financial report may be materially misstated as a result of fraud.
4. We have disclosed to you all information in relation to fraud or suspected fraud that we are aware of and that affects the entity and involves:
 - o Management;
 - o Employees who have significant roles in internal control; or
 - o Others where the fraud could have a material effect on the financial report.
5. We have disclosed to you all information in relation to allegations of fraud, or suspected fraud, affecting the entity's financial report communicated by employees, former employees, analysts, regulators or others.
6. We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial report.
7. We have disclosed to you the identity of the entity's related parties and all the related party relationships and transactions of which we are aware.
8. We have provided you with all requested information, explanations and assistance for the purposes of the audit.

Yours faithfully



Carrie Leeson
CEO Lifeline Canberra Incorporated

connect with someone who cares

PO Box 583
Canberra City ACT 2601
T 02 6247 0655
F 02 6257 4290
E office@act.lifeline.org.au
W www.act.lifeline.org.au

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT

30 JUNE 2021

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2021

CONTENTS

DIRECTORS' REPORT	3
STATEMENT OF COMPREHENSIVE INCOME	5
STATEMENT OF FINANCIAL POSITION	6
STATEMENT OF CASH FLOWS	7
STATEMENT OF CHANGES IN EQUITY	8
NOTES TO THE FINANCIAL STATEMENTS	9
DIRECTORS' DECLARATION	17
AUDITORS INDEPENDENCE DECLARATION	18
INDEPENDENT AUDIT REPORT	19

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

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 2021.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2021, or, if different, at the date of this report, is as follows:

Todd Wills (Vice President)

Jessica Mellor (Secretary)

Arran Curll (President)

Warren Apps

Archie Tsirimokos

Bruce Armstrong (Treasurer)

Richard Rolfe

Meegan Fitzharris

Principal Activities

The principal activity of lifeline during the year ended 30 June 2021 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 2021 was a surplus of \$818,566 (2020: surplus of \$435,151).

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.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

Events after the Reporting Date

No matter or circumstance 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

2021 in accordance with a resolution of the Board of directors:



Arran Curll
President



Bruce Armstrong
Treasurer

Dated on this day 17 September 2021

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Revenue		
Donations income	661,798	335,566
Grants	269,586	248,279
Trading and operating activities	2,533,169	2,717,040
Other income	64,400	144,904
Government stimulus	753,696	331,604
Total revenue	4,282,649	3,777,393
Expenses		
Administrative expenses	102,542	111,322
Depreciation and amortisation	157,776	148,314
Doubtful debt expense	12,032	-
Lease interest	12,417	16,378
Employment costs (excluding superannuation)	2,135,846	2,028,440
Management costs	15,253	18,923
Occupancy costs	156,073	148,077
Operating costs	598,221	597,466
Other costs	36,541	46,431
Superannuation	237,382	226,891
Total expenses	3,464,083	3,342,242
Surplus for the year	818,566	435,151
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of financial assets at fair value through other comprehensive income	-	1,078
Total comprehensive income for the year	818,566	436,229

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 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	2	3,264,293	2,640,106
Other current assets	3	41,153	34,115
Trade and other receivables	4	93,688	82,513
TOTAL CURRENT ASSETS		3,399,134	2,756,734
NON-CURRENT ASSETS			
Property, plant and equipment	5	715,131	722,475
Right-of-use asset	6	377,600	480,582
Other financial assets	7	32,506	32,506
TOTAL NON-CURRENT ASSETS		1,125,237	1,235,563
TOTAL ASSETS		4,524,371	3,992,297
CURRENT LIABILITIES			
Trade and other payables	8	139,483	165,851
Provisions	9	211,297	279,854
Contract liabilities	10	243,500	336,796
Lease liabilities	11	401,874	83,623
TOTAL CURRENT LIABILITIES		996,154	866,124
NON-CURRENT LIABILITIES			
Lease liabilities	11	-	415,444
TOTAL NON-CURRENT LIABILITIES		-	415,444
TOTAL LIABILITIES		996,154	1,281,568
NET ASSETS		3,528,217	2,710,729
EQUITY			
Reserves		3,354	4,432
Accumulated members' funds		3,524,863	2,706,297
TOTAL EQUITY		3,528,217	2,710,729

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 2021

	Note	2021 \$	2020 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		269,586	248,279
Receipts from other services		3,199,013	3,727,199
Donations		661,798	335,566
Interest received		46,703	1,263
Lease interest paid		(12,417)	(16,378)
Payments to suppliers & employees		(3,395,856)	(3,262,372)
Net cash flows from operating activities		<u>768,827</u>	<u>1,033,557</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		(47,447)	(84,474)
Net cash flows (used in) / from investing activities		<u>(47,447)</u>	<u>(84,474)</u>
CASH FLOW FROM FINANCING ACTIVITIES			
Lease liabilities paid		(97,193)	(95,313)
Net cash flows (used in) / from financing activities		<u>(97,193)</u>	<u>(95,313)</u>
Net increase in cash held		624,187	853,770
Cash & cash equivalents at beginning of the year		2,640,106	1,786,336
Cash & cash equivalents at the end of the year	2	<u>3,264,293</u>	<u>2,640,106</u>

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 2021

	2021	2020
	\$	\$
Reserves	3,354	4,432
Accumulated surplus	<u>3,524,863</u>	<u>2,706,297</u>
TOTAL EQUITY	<u>3,528,217</u>	<u>2,710,729</u>

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year

4,432 3,354

Other comprehensive income

- 1,078

Balance at the end of the year

4,432 4,432

TOTAL RESERVES

4,432 **4,432**

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

2,706,297 2,271,146

Surplus for the year

818,566 435,151

Balance at the end of the year

3,524,863 **2,706,297**

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 2021

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

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 Australian Charities and Not-for-profits Commission Act 2012. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the Associations Incorporation Act 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.

Revenue recognition

The company recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Note 1. Significant accounting policies (continued)

Grants

Grant funding that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the grant agreements. A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the entity are recognised as income when the entity obtains control of those funds, which is usually on receipt.

Sponsorships

Funding for special purpose projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the funding.

Donations and bequests

Donations and bequests that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the donation agreements. Otherwise, revenue from donations and bequests is recognised when the income is received.

Sales revenue

Sales revenue is recognised when the related merchandise or services have been provided.

Interest

Interest income from a financial asset is recognised when it is probable that the economic benefit will flow to the company and the amount of revenue can be reliably measured. Interest income is accrued on a time basis by reference to the principal and the effective interest rate applicable.

Income Tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

Note 1. Significant accounting policies (continued)

Current and non-current classification (continued)

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. Judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

NOTE 2. CASH AND CASH EQUIVALENTS

	2021 \$	2020 \$
Cash on hand	1,593	1,211
Cash at bank - at call	3,262,700	2,638,895
	<u>3,264,293</u>	<u>2,640,106</u>

Accounting policy

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.

	2021 \$	2020 \$
Deposits	400	250
Prepayments	40,753	33,865
	<u>41,153</u>	<u>34,115</u>

NOTE 3. OTHER CURRENT ASSETS

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
NOTE 4. TRADE AND OTHER RECEIVABLES		
Trade debtors	100,838	32,513
Accrued income	4,882	50,000
Less: Provision for doubtful debts	<u>(12,032)</u>	<u>-</u>
	<u>93,688</u>	<u>82,513</u>
<i>Ageing of trade receivables</i>		
Current	74,221	3,850
Less than 30 days overdue	3,190	400
30 to 60 days overdue	900	-
61 to 90 days overdue	51	-
More than 90 days overdue	<u>22,476</u>	<u>28,263</u>
	<u>100,838</u>	<u>32,513</u>
	2021	2020
	\$	\$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	650,000	650,000
Accumulated depreciation	<u>(48,750)</u>	<u>(32,500)</u>
Total Buildings	<u>601,250</u>	<u>617,500</u>
Furniture & fittings and equipment at cost	551,364	544,123
Accumulated depreciation	<u>(517,776)</u>	<u>(496,803)</u>
Total furniture & fittings and equipment	<u>33,588</u>	<u>47,320</u>
Motor vehicle at cost	80,457	40,249
Accumulated depreciation	<u>(10,330)</u>	<u>(1,526)</u>
Total motor vehicle	<u>70,127</u>	<u>38,723</u>
Fit out at cost	186,311	186,311
Accumulated depreciation	<u>(176,145)</u>	<u>(167,379)</u>
Total Fit out	<u>10,166</u>	<u>18,932</u>
Total Property, Plant and Equipment	<u>715,131</u>	<u>722,475</u>

The building consists of Block 7 section 36 Mitchell which has a Crown Leasehold interest. The land and buildings were revalued at 25 May 2018 at \$1,200,000 before adjustments. The adjustments make allowance for a deconcessionalised interest to be paid out, which equates to the current land value at market value, resulting in a net value of \$650,000 which relates to buildings only.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
NOTE 5. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)		
Movement 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.		
<i>Furniture & Fittings and equipment</i>		
Balance at the beginning of year	47,320	21,883
Additions	7,240	44,225
Depreciation expense	(20,974)	(18,788)
Carrying amount at the end of year	33,586	47,320
<i>Motor vehicles</i>		
Balance at the beginning of year	38,723	-
Additions	40,207	40,249
Depreciation expense	(8,804)	(1,526)
Carrying amount at the end of year	70,126	38,723
<i>Buildings</i>		
Balance at the beginning of year	617,500	633,750
Depreciation expense	(16,250)	(16,250)
Carrying amount at the end of year	601,250	617,500
<i>Fit out</i>		
Balance at the beginning of year	18,932	27,698
Depreciation expense	(8,766)	(8,766)
Carrying amount at the end of year	10,166	18,932

Accounting policy

Property, plant and equipment

Land and buildings are shown at fair value, based on periodic, at least every 4 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. Plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses.

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 asset's 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 probable 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.

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.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Accounting policy (Continued)

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:

Class of fixed asset	Useful life
Building	40 years
Fitout	4 - 5 years
Furniture, fittings and equipment	3 - 5 years

	2021 \$	2020 \$
NOTE 6. RIGHT-OF-USE ASSET		
Right of use asset	583,564	583,564
Accumulated depreciation	(205,964)	(102,982)
Total right-of-use asset	377,600	480,582

Accounting Policy

At inception of a contract, the entity assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the entity the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the entity recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of the future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations. Lease assets are depreciated using the straight line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

	2021 \$	2020 \$
NOTE 7. OTHER FINANCIAL ASSETS		
Greater Good Foundation	32,506	32,506
	32,506	32,506

	2021 \$	2020 \$
NOTE 8. TRADE AND OTHER PAYABLES		
Accounts payable	19,990	42,695
Accrued expenses	104,524	86,958
GST payables	14,969	36,198
	139,483	165,851

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
NOTE 9. PROVISIONS		
Annual leave entitlements	206,692	254,456
Long-service leave entitlements	4,605	25,398
	<u>211,297</u>	<u>279,854</u>

Accounting policy

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.

	2021	2020
	\$	\$
NOTE 10. CONTRACT LIABILITIES		
Contractual obligations	243,500	336,796
	<u>243,500</u>	<u>336,796</u>

	2021	2020
	\$	\$
NOTE 11. LEASE LIABILITIES		
Lease liability - current	401,874	83,623
Lease liability - non current	-	415,444
	<u>401,874</u>	<u>499,067</u>

Accounting policy

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.

NOTE 12. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

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

NOTE 13. 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:

	2021	2020
	\$	\$
Key management personnel compensation	<u>363,487</u>	<u>340,550</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

NOTE 14. 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.

NOTE 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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

DIRECTORS' DECLARATION

The directors of the Association declare that:

- (1) The financial statements and notes are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012*:
 - a. Comply with Australian Accounting Standards – Reduced Disclosure Requirements; and
 - b. Give a true and fair view of the financial position as at 30 June 2021 and of the performance for the financial year ended on that date of the Association.
- (2) In the directors' opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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



Arran Curll
President



Bruce Armstrong
Treasurer

Dated on this 17th day of September 2021

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
FOR THE YEAR ENDED 30 JUNE 2020

PAGE LEFT BLANK FOR AUDITOR INDEPENDENCE DECLARATION

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
FOR THE YEAR ENDED 30 JUNE 2020

PAGE LEFT BLANK FOR AUDIT REPORT

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
FOR THE YEAR ENDED 30 JUNE 2020

PAGE LEFT BLANK FOR AUDIT REPORT