

LIFELINE MID COAST

AGM Report

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Lifeline Mid Coast is proud to acknowledge that we are on Birpai land and pay our respects and give thanks to the Birpai community.

How We Were Established

Lifeline Mid Coast (ABN 25 524 080 705) was established in 1988 as an unincorporated Centre of the Uniting Church in Australia NSW. ACT Synod through the Port Macquarie Uniting Church and Mid North Coast Presbytery.

The Board of Lifeline Mid Coast is appointed by the Uniting Church Mid North Coast Presbytery to govern its financial health and community service activities.

CHARITABLE STATUS, TAX CONCESSIONS AND FUNDRAISING

Lifeline Mid Coast is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution (PBI). The Australian Taxation Office (ATO) has endorsed the organisation as an Income Tax Exempt Charity. As a result, it receives income and certain other tax concessions, along with exemptions consistent with its status as a PBI which relate to Goods and Services and Fringe Benefits taxes. Lifeline Mid Coast is also endorsed by the ATO as a Deductible Gift Recipient (DGR).



Our Story

Lifeline Mid Coast's focus on crisis support and suicide prevention allows us to concentrate on the vision of our founder, Rev. Dr, Sir Alan Walker OBE. Lifeline was built on a commitment to reach out to those in crisis, using technology to overcome barriers and to help bridge the gaps of time and distance.

Established in 1988, as part of the Lifeline Australia network, Lifeline Mid Coast remains committed to saving lives through crisis support and suicide intervention services.

Lifeline's vision is an Australia free of suicide. Our purpose is to support Australians in times of crisis and equip individuals and communities to be resilient and suicide safe. Working closely with Lifeline Australia and our sister Lifeline Centres, using researched and best practice standards, we are building capacity and resilience in individuals and communities through a variety of innovative programs.

Our services include:

- Lifeline's 13 11 14 Telephone Crisis Support Service.
- Support After Suicide; a support group for those bereaved by suicide.
- Eclipse; a support group for those who have survived a suicide attempt.
- Hospital to Recovery (to commence early in FY2019-2020).

We are able to deliver these core services at no cost to those in crisis because of the success of our Lifeline Mid Coast retail shops located in Forster, Taree, Wauchope, Port Macquarie and Kempsey; government funding through the NSW Department of Health, donations from our community, corporate grants and business partnerships.

Building awareness through forums, events and providing education to our communities and local businesses are additional vital links in crisis support and suicide prevention. These activities help to break down the stigma associated with suicide and help the community to develop ways to better engage with those in crisis.

For a reasonable fee, we provide training and workshops in:

- LivingWorks Applied Suicide Intervention Skills Training (ASIST)
- Living Works SafeTALK
- Lifeline's DV-alert
- Lifeline's DV-aware
- Mental Health First Aid
- Accidental Counsellor

Lifeline Mid Coast is governed by a Board of Directors and is managed by a small team of competent and committed staff who oversee and support over 370 volunteers in our services and retail sectors.

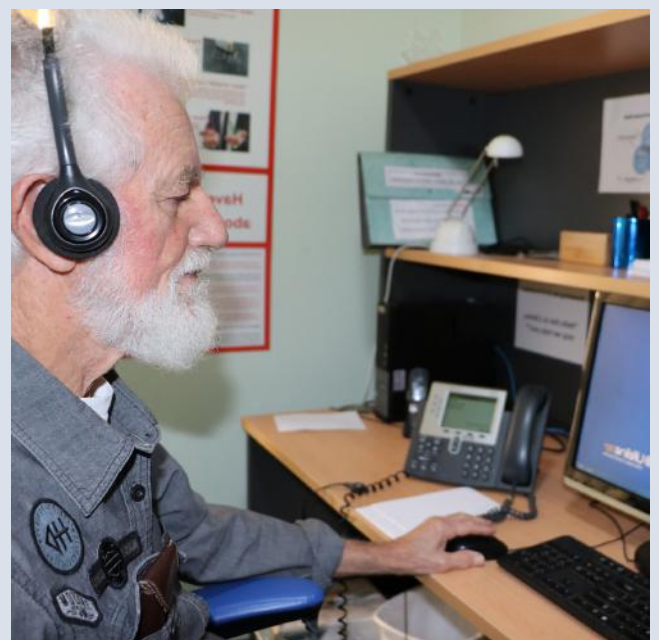
Relying on the work and commitment of our volunteers, donations to our shops, patronage to our shops and community events, means, we are truly a community based organisation. We are very proud of our achievements in working to support the communities of the Mid North Coast.

Our History

Lifeline was founded on 16 March 1968 by the late Rev. Dr. Sir Alan Walker OBE after he took a call from a distressed young man who later took his own life. Determined not to let isolation and lack of support be the cause of more deaths, Rev. Walker launched a 24-hour crisis support telephone service, now known as Lifeline. Lifeline is a national charity that provides access to crisis support, suicide prevention and mental health support services to Australians in crisis.

Lifeline Mid Coast commenced operation in October 1988 as a mission service of the Port Macquarie Uniting Church achieving full Lifeline accreditation in 1990. We remain an unincorporated entity of the Uniting Church in Australia (NSW.ACT) and the Mid North Coast Presbytery.

Our region supports a growing population, currently around 190,000 living on or near the Mid North Coast of NSW. Our area runs from Bulahdelah in the south to Nambucca Heads in the north.



Board Chair

From the Chairman

The simple definition of volunteering from Volunteering Australia is – “Volunteering is the time willingly given for the common good without financial gain”.

The term covers a wide diversity of activities.

Consideration of the term “volunteering” needs also to note willingness to work to best practice.

Lifeline Mid Coast volunteers include Telephone Crisis Supporters (TCSs), In-Shift Supervisors (ISSs), suicide prevention support and retail.

Our focus to develop and support our crisis teams has translated in our ability to provide a high level of professional service confirmed by innovated programs and consistently reaching and/or exceeding Lifeline Australia’s Key Performance Indicators (KPIs).

For our retail volunteers we have continued to update facilities and training. The outcome has been improved sales over the period which of course provides the financial lifeblood for Lifeline Mid Coast to operate.

Thank you to our Retail Coordinator and Managers and the 300 shop volunteers for your sacrifice and hard work over the year. Your contribution makes a difference.

The Board continues to focus on our Strategic Directions framework to achieve best practice and outcomes with the major thrust being increased community engagement.

Initiatives introduced by Catherine over the period are progressing:

- Hospital to Recovery – meetings with Area Health are ongoing and hopefully the program will start later this year. Kelly, our Suicide Prevention Manager is already in contact with stakeholders to ensure engagement in the program.
- Eclipse – this model is still being trialed with the object of having it included as one of Lifeline Australia’s national core services.

Catherine is not one to rest on her laurels and consistently looks to research and development to improve Lifeline Mid Coast services. To achieve better outcomes for those who are struggling with mental illness or at risk of death by suicide.

We acknowledge the continued generosity of our supporters and donors who provide us with the resources for our services to operate.

Heartfelt thanks to Catherine for your leadership as you continue to strive for ways and means to improve our service to the community.

Likewise, to Kurt, our Business Manager whose expertise has assured our income base. He has also willingly helped other Lifeline Centres to improve their retail operations, strengthening Centre ability to provide crisis support services.

Many thanks to our office staff. You have managed the challenges as well as the continued changes, to keep the office running efficiently.

In closing, I offer my thanks to my fellow Board Members for their support throughout the year.



Tony Fleming BOARD CHAIR

CEO

Chief Executive Officer's Report

This year has been one of steering our strategic directions for 2018-2020, which have been aligned with those of our community and Lifeline Australia. The Lifeline Mid Coast team and I are highly motivated and committed to the Vision and Purpose of this organisation. Our attention has been on ensuring we maintain high standards of service delivery, whether in our retail or crisis support services and is matched by active participation within the Lifeline network's strategic direction. The work we do in achieving our Board's strategic directions and vision for this Centre is very much linked to our community and Lifeline Australia.



Recognising the relationship between the Centre's ability to provide strong crisis support and suicide prevention services with its commitment to a vibrant and reliable retail is the foundation of this Centre's success. As a result, we are now being sought by sister Centres to provide support and expertise in Centre development.

Lifeline Mid Coast continues to inspire and to achieve. We have been leaders in innovation from our reflective supervision training to Eclipse and now with the planning of the Hospital to Recovery program, a partnership between Lifeline Mid Coast, the Mid North Coast Area Health Service and the Port Macquarie Endeavour Club House.

We have demonstrated best practice when supporting communities after crisis. Our participation in suicide prevention and postvention forums with emphasis on lived experience, the presence of trained crisis support workers and demonstrating how one might approach someone at risk of suicide, has resulted in collaboration between our Centre, local schools, police, the Mid North Coast Area Health Service and local community groups such as Baylin's Gift.

Our belief in the value of our staff and volunteers is demonstrated in many ways. We are passionate about providing meaningful and relevant training and professional development to staff and volunteers alike. Recognition of the extraordinary work of our staff and volunteers is multifaceted and carefully thought through by our managers and Board. Sometimes it's the small demonstrations that Lifeline Mid Coast is appreciative, that seems to get the most smiles and this to me, shows we are adding real meaning and satisfaction to the lives of our staff and volunteers.

This year, our journey and our achievements have led to more partnerships, an increased ability to provide short, medium and long term projects and programs to our community and the provision of strong leadership in the fields of crisis support and suicide prevention.

I cannot express how much I want to thank Lifeline Mid Coast's Board for their vision, governance work and support; the staff for their humour, courage to lead and willingness to always strive towards our goals; and our volunteers for their compassion, their large hearts and their input. Together we are a powerhouse for change – from saving lives one day at a time to influencing government policy.

Catherine Vaara CEO

Strategic Plan 2018 - 2021

Vision

A community where crisis support is freely available for all

Who we are and what we do?
Our Vision

Where are we going?

Purpose

Stakeholders

Strategic Direction

Strategic Direction

Purpose

To provide individuals and community with support and the means to be resilient and suicide safe

Values

Integrity
Compassion
Respect
Excellent

Core Competencies

Crisis Support
Community Education
Resilience Building
Effective Management
Responsive Culture
Professional Excellence
Retail Development and Management

Crisis Support

People in crisis and distress
High Risk Individuals/Groups
Those impacted by disaster
Those impacted by suicide
Those impacted by domestic violence
Community care networks

Training

Lifeline CTWS Training
LivingWorks
Support Group Facilitator
Training for:
- Lifeline
- Community
- Corporate / Business

Business

Customers
Volunteers
Donors
Sponsorships
Government
Corporate Bodies
Educational Institutions
Community and Area Health Services
Bequests

Leadership

We embrace a leadership culture that cultivates respect, integrity and the desire to be part of a team that demonstrates innovation and excellence in all endeavors.

Governance

To clarify relationships between us and UCA so to develop best practice in corporate governance, risk management and policies. These goals will drive our organisation to add value to our community by delivering crisis intervention and support that is with in a level of expenditure that is sustainable.

Volunteers

Our organisation supports and is supported by our volunteers. We believe volunteers are important in connecting with our community and are vital to the success of Lifeline Mid Coast. We have over 360 volunteers supporting our retail and crisis and suicide support services.

Retail

We deliver a retail experience that is diverse using only the best quality donated goods with a mix of new items that gives our customers variety, supported by helpful customer service. Our retail will remain the foundation of our finance health and centre sustainability.

Services

We deliver crisis support and suicide intervention and prevention services that are compassionate in delivery, informed by those with experience and maintained in best practice standards.

Community

Our organisation supports and is supported by our community. We will continue to build strong relationships that will enhance our reach and ability to provide services, contribute to education and research and expand corporate sponsorship.

Leadership, Workforce and Culture

- Create opportunities for staff to articulate & demonstrate their alignment to the values of LLMC.
- Support the contribution of staff from all levels of the organisation.
- Encourage networking & collaboration.
- Inspire people to work to their potential & institute recognition strategies.
- Provide appropriate support & models of continuous improvement.
- Maximise skills, time & resources with staff operating at the highest level of their professional/employment scope.

Governance, Value and Accountability

- Organise meetings between Lifeline Mid Coast & UCA.
- Resolve issue pertaining to our legal identity.
- Create a constitution that meets all legislative and legal requirements.

Volunteers

- Creation of opportunities for volunteers to be involved in Lifeline Mid Coast retail, functional crisis support and suicide prevention services.
- Invitations to be involved in Lifeline Mid coast strategic directions.
- Creation of supportive working environments.
- Creation of opportunities for training and professional development.
- Ensure volunteers and their contributions are appreciated and recognised

Retail

- Develop a new income stream through a business model that partners with other Lifeline Centres in the creation of new shops.
- Scope potential partners and their sites to develop a shop or suite of shops.
- Roll out the business model and measure outcomes against expectations.
- Develop staff and volunteer customer service skills.

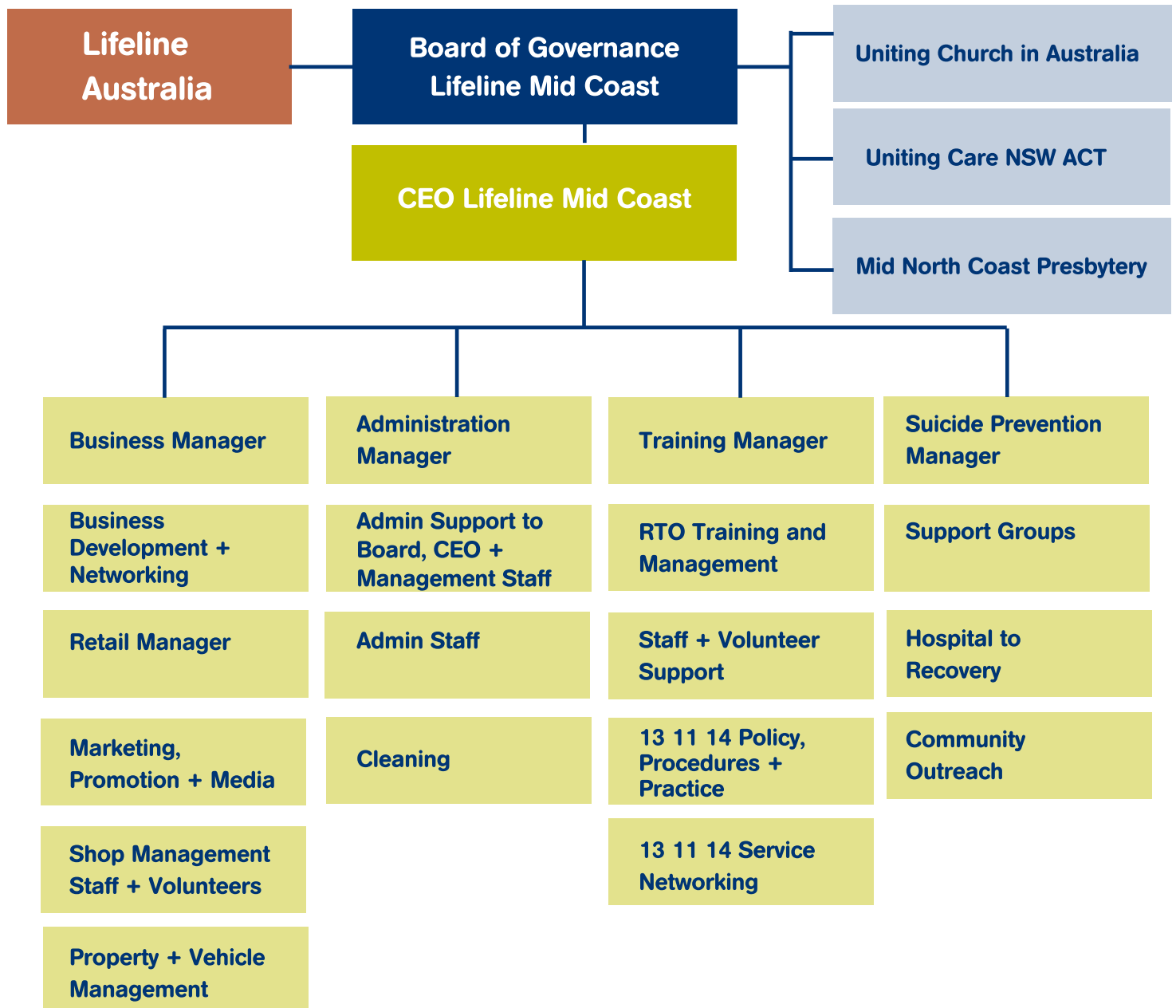
Services

- Support Lifeline Australia's 13 11 14 Service.
- Review our Suicide Prevention program and establish program goals including improved outreach and contact to people in crisis and at risk of suicide.
- Establish professional relationships breaking down the barrier between clinical and non-clinical services.
- Increase our engagement with universities.
- Evaluate practice and services.
- Explore opportunities to develop culturally relevant support and resources for our indigenous communities.

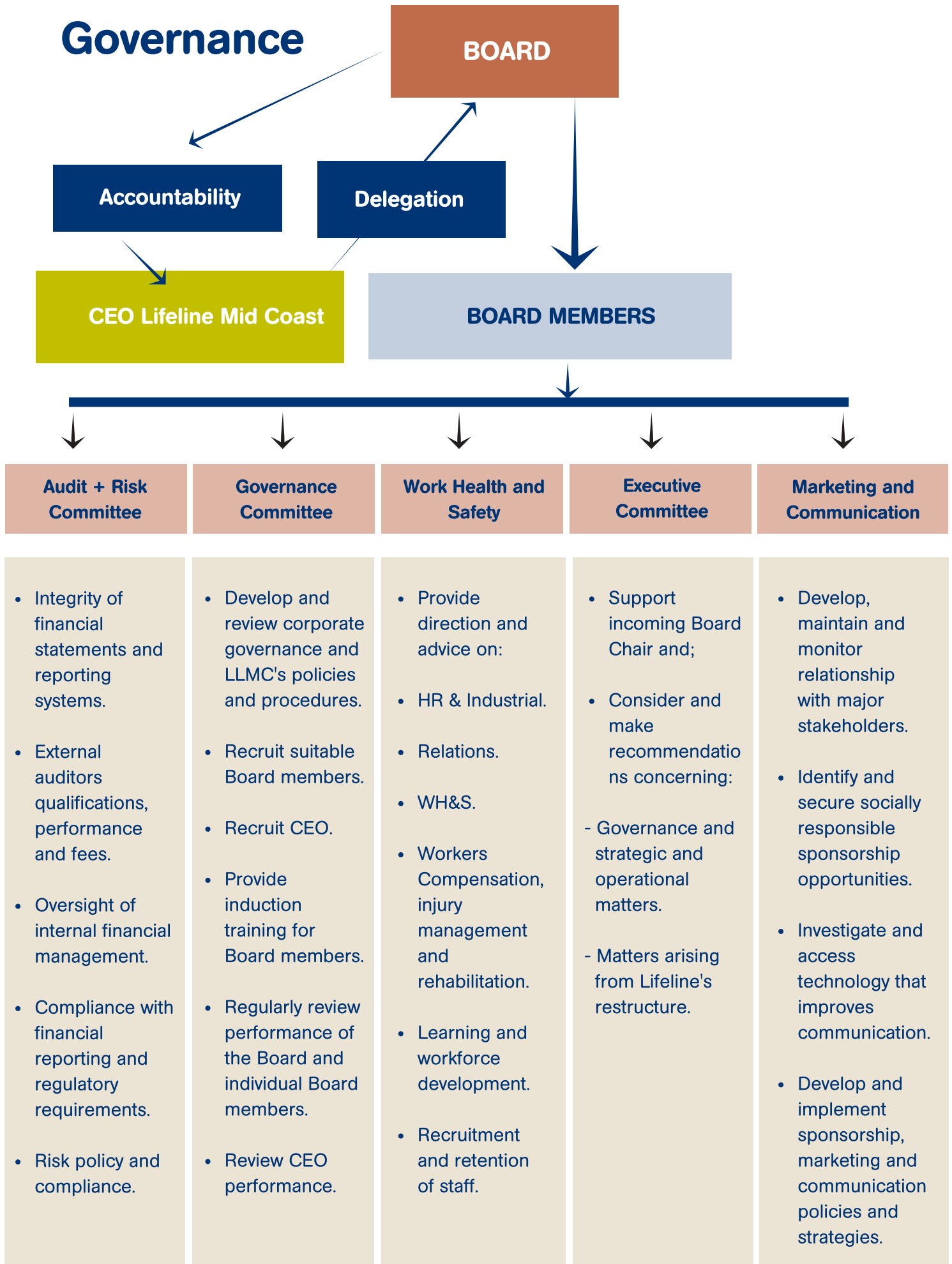
Community

- Develop Friends of Lifeline Mid Coast that creates relationships with the corporate world that spans our region.
- Attract 60 corporate members over 3 years.
- Collaborate with tertiary sector to provide resources and encourage student research.
- Develop student sponsorship program funded by Friends of Lifeline Mid Coast.

Organisational Structure



Governance



Introducing the Board

**Tony Fleming - Trevor Gilson - Alastair Moss - Gwen Wilcox - Neil Porter
Andrew Bailey - Eric Drury - Sue Macri - Stephen Mitchell**



Tony Fleming
Chair & Treasurer
Director since Sept 2012
Director Qualifications: Tertiary studies in finance

Experience: 34 years in the finance industry and currently employed by the Uniting Church in Port Macquarie in a financial role and maintains building and grounds.



Trevor Gilson
Director since November 2010
Director Qualifications: BA of Engineering, Diploma of Business Studies, Graduate Certificate in OH&S

Experience: Trevor brings skills in strategic planning and project management to the Lifeline Mid Coast Board. He is experienced in quality management and environmental safety. He spent a career in the electrical supply industry, engineer management and budgeting at Essential Energy. Trevor is a Board member of the PMQ West Rotary, Combined Probus Club and Uniting Church of Australia



Alastair Moss
Director since Nov 2010
Direct Qualifications: Retail management: Promotion and marketing: Management in community services

Experience: Former owner/manager of a chain of five retail photographic shops and a foundation member of Camera Houses of Australia Pty Ltd. Alastair is a former Councillor and Deputy Mayor of a metropolitan Municipal Council and the past Chairman of several not-for profit community organisations. He was a board member of an aged care retirement village complex and former Chairman of the Uniting Church Mid North Coast Presbytery, Property and Finance Committee. Alastair has been on the Lifeline Mid Coast Board for seven years.



Gwen Wilcox
Director since Nov 2010
Direct Qualifications: Bachelor of Social Sciences: Business Management: and Human Resources

Experience: Gwen spent 30 years as a dedicated professional in school administration. She is experienced in administration and policy development as well as analysis of quality customer service and safety. Gwen brings communication and administrative skills to the Lifeline Mid Coast Board.



Neil Porter
Director since June 2013
Direct Qualifications: B Com: MAMI

Experience: Neil has extensive experience in public finance, administration and governance. He has held positions with the Port Macquarie Hastings Council, Lake Macquarie City Council, University of Newcastle and the Mid North Coast Regional Organisation of Councils and was the Company Secretary for the Holiday Coast Credit Union. Neil is a board member of the Mid North Coast Local Health District and a member of the Charles Sturt University Regional Advisory Committee.



Andrew Bailey
Director since April 2016
Direct Qualifications: BA. Psych University of Newcastle: PhD Psych (Clinical) UNE

Experience: Andrew brings analytical and operational expertise to the Board of Lifeline Mid Coast. He has analysed and operationalised Commonwealth and State policy frameworks and Mid North Coast Local Health District MNCLHD Strategic, Operation and Clinical Service plans related to integration of Aboriginal health services. Andrew has extensive skills knowledge and experience in Paediatric and Family Health (paediatrics, perinatal, child and family health, adolescent health, OOH and child protection, family relationships and family therapy, disability, mental health and drug and alcohol).

Andrew brings skills, knowledge and expertise as a senior clinician in Paediatric and Family health; including in Aboriginal child and family services and professional and clinical experience operating within and across multidisciplinary contexts.



Eric Drury
Director since April 2016
Direct Qualifications: Ordained Minister of the Uniting Church: Administration: Pastoral Care: Strategic Planning

Experience: Eric brings skill learned as an Ordained Minister of 40 years' experience. With his roles within Presbytery and Uniting he was actively involved in pastoral care, administration, social justice, strategic planning and "big picture" thinking. Eric was accountable to councils of the church and to the Uniting Board and as such has an appreciation of the role of governance.



Sue Macri AM

Director since April 2016

Direct Qualifications: D. Hon (ACU): RN: FM: FACN: MAICD

Experience: Sue has been in a variety of senior management positions in the private and not for profit sectors of health and aged care. She received an Honorary Doctorate from the Australian Catholic University for her services to nursing, nursing education and aged care. She participated at a national level as the Research & Policy Advisor for the then ANHECA, now LASA.

Sue has presented papers nationally and internationally as well as having been invited to work in India for one month with a consortium looking at aged care issues in Mumbai, Bangalore and Delhi. Sue also spent a week working in China with the Royal District Nursing Service, meeting with various high level agencies and government officials. Sue is on the Board of Garden Village; a member of Zonta, Port Macquarie and continues to have a strong interest in Health, Aged Care and Mental Health.



Stephen Mitchell

Director since April 2016

Direct Qualifications: Chartered Accountant, B Com – Accounting, Finance Leadership Academy Program (Corporate Executive Board)

Experience: Stephen has substantial experience in strategic business planning, financial management, senior stakeholder management, corporate governance and contract management. He has a broad financial background and significant commercial experience gained from a variety of senior leadership roles in both the private and public sectors.

He is currently the Director Corporate & Commercial at Kempsey Shire Council where he is responsible for financial services, human resources, information technology, governance, procurement, fleet management, internal audit, corporate communications, community engagement, customer and library services, economic development and tourism, as well as Council's various commercial businesses.

Stephen has previous experience within NSW Health as the Commercial Manager Strategy, and Contracts & Procurement for the Mid North Coast Local Health District and has also held a number of senior finance roles.

Board Matrix

Lifeline Mid Coast is governed in accordance with the relevant legislation, Lifeline Mid Coast's Constitution and the Lifeline Mid Coast Board Charter.

Our approach is based on a set of values and behaviours that are the foundation of our daily activities, provide transparency and protect our stakeholders. This includes a commitment to governance excellence, which Lifeline Mid Coast sees as the basis for our sustainability and performance.

Lifeline Mid Coast has based its governance protocols on the Governance For Good, the ACNC guide for charity Board members.

Lifeline Mid Coast is accredited by Lifeline Australia through the Lifeline Accreditation Standards Program (LASP).

Lifeline Mid Coast Board Skills Matrix

| Board Members | Accounting/Finance | Business/Retail | Community Services Directory | Government | Human Resources | Information Technology Research | Legal | Marketing | Mental Health | Project Management | Quality Management | Governance | Uniting Church Member |
|-----------------|--------------------|-----------------|---------------------------------|------------|-----------------|------------------------------------|-------|-----------|---------------|--------------------|--------------------|------------|-----------------------|
| Tony Fleming | ● | | ● | | | | | | | | | ● | ● |
| Andrew Bailey | | | ● | ● | | ● | | | ● | ● | ● | ● | |
| Alastair Moss | | ● | ● | ● | | | | ● | | | | ● | ● |
| Eric Drury | | | ● | | | | | | | | | ● | ● |
| Gwen Wilcox | | | ● | | ● | | | | | | ● | | ● |
| Neil Porter | ● | | ● | ● | | | | | | | | ● | |
| Trevor Gilson | | | ● | | | | | | | ● | ● | | ● |
| Stephen Maxwell | ● | | ● | ● | ● | ● | | | | ● | | ● | |
| Sue Macri | | | ● | ● | ● | | | | ● | ● | ● | ● | |

Business Managers Report

The 2018-19 financial year has been a year of feast or famine in our shops. Total shops sales were 1.46 % above budget and an increase of .032 % increase over last year. Total income was 5.3% above budget; net surplus was 9% less than last year's results, which reflects both general cost increases and more investment into services.

Whilst the years total income increases were low single digit, we are still in a healthy state financially. We continue to grow our assets and are responsible with our liabilities. The quality of our staff is exceptional and continuing to develop; volunteers and paid staff morale is buoyant due to our Centres direction, leadership, unity and professional approach.



Volunteer numbers are steady, and we are learning different approaches to recruitment. Shop managers despite having more asked of them every year, due to the very competitive nature of the retail environment, are happy in their work and developing more skills that benefits them and the system.

As part of the strategic plan I have been working with other centres such as Lifeline Broken Hill Coast to Coast delivering them a three-year business plan with one year being completed with some great results. We have also been an adviser's to Lifeline Gippsland creating a report for their retail shops and services future.

We have also identified the need for an additional shop to keep pace with our increasing cost base and after much investigation, we opened in Wingham late-September. Whilst it will be a lower volume shop we will make sure it looks and feels unique and inviting.

With 300 wonderful retail volunteers with great retail staff supporting the cause of an Australia free of suicide, I feel very privileged to be a part of the journey with Lifeline Mid Coast. Thank you from all my team for the hard work and sacrifice during the year, you truly make a difference to Aussie lives every day.

Thank you once again to all our volunteer board members for their support in making this centre one of the best in the Lifeline system.

The Eclipse program has been an outstanding success and the Hospital to Recovery looks likely to start early in the new financial year and our 13 11 14 team have been achieving quality results throughout the year. Congratulations to all frontline staff and volunteers for helping to achieve our strategic plan. With the need growing in our communities, its innovation, caring, professionalism, teamwork and money [thank you retail] that will see us rise to the future.

Kurt Russell Business Manager

Crisis Team

Trainers Report

The training and support team at Lifeline Mid Coast has a focus to provide a high standard of training and support to our volunteers. In order to accomplish these goals, the team seeks quality professional development for themselves and strive to deliver exceptional training and meaningful support to the organisation's volunteers and staff.



This year, we were privileged to have secured a Michelle Bowden workshop. Michelle Bowden, is an international public speaker of renown and presented a 2 day Persuasive Presentation Masterclass. The 2 day workshop was an amazing experience for the entire Crisis Support Team. We were given many tools to use when presenting information to students and the general public. Sharing the training with Kelly Saidey, our Suicide Prevention Manager and local community people working in our fields, was a worthwhile experience to deepen our community connections while learning advanced presenting skills.

Training

Lifeline Mid Coast Training and Crisis Support Team has had a busy year with 2 training cohorts – commencing in October 2018 and May 2019. The emphasis was placed on maintaining and enhancing our contribution to the 13 11 14 Service and community support. We have provided reflective practice supervision for our team on a regular basis and promoted self awareness around our own mental health.

Some highlights of the past year in training:

- Completion of Semester 2 (2017) Crisis Supporter Workplace Training (CSWT), with 12 students achieving full Crisis Supporter (CS) accreditation.
- Continuation of Semester 1 (2018) CSWT. Of 19 students 13 remain active on the 13 11 14 phones.
- Commencement of Semester 2 (2019) CSWT. Of 18 students, 12 have progressed into Phase 3 (i.e. on phones).
- Processed 14 Statements of Attainment from the above CSWT training cohorts.
- A major (full-day) Professional Development Workshop on the topics of Chronic Grief and Loss and Grief. This was held at Bonny Hill and was attended by 61 volunteers and staff.
- Professional Development Training (face-to-face and eLearning) were conducted for staff and volunteers This included Master Classes - covering a range of diverse topics.

Other activities included: Mental Health First Aid (MHFA), DV alert, Student Mentor, Call Coaching and Centre Supervisor training.

- Training of four new In-Shift Support Supervisors (ISS) continuing to enable provision of an on-site ISS for all the paid shifts.

This year we said goodbye to John Fulton in his paid position, though he remains part of the Lifeline Mid Coast Team as a 13 11 14 volunteer. We have welcomed the following new staff members, Alexis Williams, who has taken over the role of Roster Clerk and WFM and Veronica Godfrey joins us as a Crisis Team Support Officer, providing call coaching and various CSWT tasks.

Another change to the team was the resignation of Kelly Saidey as a Crisis Team Support Officer. Kelly has stepped up to manage Lifeline Mid Coast's suicide prevention programs.

Crisis Support (13 11 14)

We continue to value the contribution of our Crisis Supporters (CS) and ISS volunteers and paid staff. Some highlights from another solid year providing Crisis Support:

- Total of 17,477 calls to the 13 11 14 service, a slight increase from the previous year. Note that this Centre has only two phones and still averages over 23 (23.94) calls/seat/day (double the old KPI).
- Our CSs asked about suicide in 83% of these calls, and in 18%, suicide was the issue. In most of these suicide calls, the ASIST model was used to find a safe plan with the help seeker. Emergency intervention was required in only 5% of suicide calls.
- The Centre retains 68 active CSs and 21 ISSs (some people perform both roles).
- Paid CS shifts now account for about 18% of this Centre's calls, and importantly, shifting CS resources to the times when they are most needed (the high-demand, late-night period of 10.30pm – 2.30am).
- Maintenance of Centre KPIs within the target range for the year, with Mid Coast continuing to be a leading Centre in this regard.
- Total of 24 separate Group Supervisions using the Reflective Practice model.
- Maintaining a very pro-active approach to Call Coaching (monitoring), with 286 calls coached for accredited CSs; and 264 calls coached during student placement shifts (Phase 3 CSWT). These calls represent about one in 32 of all calls received in this Centre.

Community

Our Training and Crisis Support Team also contributes to this Centre's strong presence in our community. This year, Kempsey was a community in crisis with many deaths by suicide impacting schools and colleges. Together with Kelly Saidey, members of the Crisis Team worked with the Kempsey community to host a forum on suicide prevention.

The forum had representatives of Baylin's Gift, people with lived experience, Lifeline, local health services and related support services. The forum was very well attended and feedback was positive. Some of the outcomes from the forum included stronger connections between Lifeline Mid Coast and the Kempsey community.

Other avenues of community engagement included:

- Mental Health First Aid courses (two workshops)
- DV alert workshops (six workshops)
- Participation in ASIST workshops
- Meetings of local groups and networks
- Collaboration with Charles Stuart University around Domestic and Family Violence training – presented a DV Aware course on campus in May 2019.
- Participation in community forums on suicide prevention and intervention

Suicide Prevention and Postvention Services

It has been a privilege to represent Lifeline Mid Coast in my role as Suicide Prevention Manager over the past 12 months. I am deeply motivated by members of our community that are affected by suicide and its complexities who have been brave enough to access our services. This year has been a huge learning and networking opportunity for me whilst responding to many needs within the Mid Coast community. I look forward to continuing my growth in suicide prevention/postvention services as this role evolves into the future.



I completed the LivingWorks advanced suicide prevention/intervention skills training “Suicide to Hope” in February this year. The training has enabled me greater confidence when working alongside people that have attempted suicide. I have just completed my Bachelor of Social Science/ Psychology and am currently researching the masters in suicidology study pathway at Griffith University for next year.

Eclipse Group

In the past 12 months we have successfully completed 2 Eclipse Groups. Five participants completed group 5 with seven participants completing group 6. Three participants from group 6 went on to do mental health first aid and family and domestic violence training. One participant went on to do the telephone crisis support training and still currently booked on probation shifts.

Eclipse was one of 9 innovative suicide prevention programs recognised by the NSW Mental Health Commission in 2018 to present at State Parliament for Mental Health Month in October. Eclipse was also officially recognised in writing by our local member for Port Macquarie Leslie Williams, thanking me for “your commitment to supporting the most vulnerable members of our community”.

Support after Suicide Groups

The Support After Suicide support group continues the last Wednesday of each month. We have some couples that have been very regular. In the past 12 months we have had 48 participants attend the bereavement group. I have been thankful for Jan Donaldson, Karen Roods and Tracy Barnes for helping me facilitate with the groups with their lived experience.

Walk out of the Shadows

We hosted a successful walk for World Suicide Awareness Day with over 50 people attending. It was with great honour that I received a copy of the Parliamentary Hansard record of the speech by our local member for Port Macquarie, Parliamentary Secretary for Regional and Rural Health recognising the “Out of the Shadows Walk” to acknowledge the people who have lost their lives to the tragedy of suicide and mental illness.

Christmas Memorial Services

We provided memorial services in Tinonee and Port Macquarie in December 2018. The Tinonee memorial had to be postponed on the evening due to a severe weather event. The memorial was provided in January this year. Many of the people that attended these memorials for the first time continue to reach out and currently attend the bereavement group. We had 13 people attend the Tinonee Memorial and 12 people attend the Port Macquarie.

Kempsey

I have continued my support to the Kempsey community which has experienced suicide crisis and provided support to the local suicide prevention manager for the local Lifespan trial site position. I have attended and spoken at many community forums, events and schools. Lifeline Mid Coast will continue to offer crisis support, prevention and postvention services to Kempsey to further support this community. We were able to get approval from Lifeline Australia to use the Lifeline text service which is still in the trial stage.

Peer Support

Lea Harvey has continued to be the lived experience peer support worker for the Eclipse Program. Lea continues to bring her wisdom, knowledge and passion for suicide prevention. Lea often volunteers her time to assist me in community events and often finds relevant information that she passes on. I am so thankful to have Lea by my side in the Eclipse groups. Lea provides unconditional support to both me and the participants.

I am hugely proud to announce that Lea was selected by Roses in the Ocean to be on the NSW Ministry of Health Lived Experience Advisory Group. The purpose of the group is to develop best practice guidelines for government, employers and peer workers.

Networks

I am now a member of the following networks: Kempsey Suicide Prevention Network, Taree Suicide Prevention Network, Forster Suicide Prevention Network, Kempsey Schools Connect Network, Mid North Coast Peer Workforce Network, Headspace friends and family advisory group, Kempsey Schools Wellbeing, Intervention, Crisis, Aftercare and Postvention Network

Hospital to Recovery

A new service between Lifeline Mid Coast, Local Area Health District and Endeavour Club House has passed the planning stage and a Peer Support Worker position has been filled. I have begun liaising with PHN and I have joined the PHN peer support network. I look forward to implementing this program next year and breaking down barriers between service providers to support members of our community with who live with suicidal ideations to get the assistance that they need for their personal recovery journey.



Marketing Report

Thank you to our volunteers for "Making A World of Difference" - Every morning, our volunteers wake up and give their time to support the work of Lifeline Mid Coast. In shops, offices and at events along the Mid North Coast, volunteers can be found contributing to an "Australia free from suicide." They are the lifeblood of service. Thank you to all the wonderful volunteers at Lifeline Mid Coast.

Congratulations to the Training Team and Suicide Prevention Teams for taking out both Awards at the Volunteer Awards this year. A testament to our wonderful service teams.

I have been working alongside the service and retail teams to provide best practice advice on how to position Lifeline Mid Coast internally and externally to meet organisational objectives.

This includes providing advice on matters pertaining to marketing, paid advertising placement, retail campaigns, public relations, digital media, design, events, branding, communication strategy and communications.

I strive to ensure Lifeline Mid Coast is continuing to enhance its strong and respected reputation in our local area and the not-for profit sector.



Public Relations

Lifeline Mid Coast achieved in excess of 100 media hits across respected local channels in the 2018/2019 year.

Digital Media

Lifeline Mid Coast's digital audience comprises of 77% women in the age bracket 45-54.



Lifeline Mid Coast has 920 fans

Lifeline Mid Coast Shops combined have 3260 fans



Lifeline Mid Coast has appeared on Television, in local print, online press and radio every single week.



ebay listings 164
ebay selling \$6,578



Lifeline Shops Retail Marketing

This year has seen a number of campaigns launched, encouraging people to engage with our Lifeline Shops.

A new concept of volunteering "pop-in volunteering" was developed and launched, strongly supported by the ABC.

We collaborated with Liberty Domestic & Family Violence Specialist Services, to collect their donated goods in return for vouchers for their women in need of assistance starting new lives.

Our Lifeline Bins have been given a new lease on life thanks to prolific local artist Adam Murray, which has been embraced by the local community.

Our annual winter and summer campaigns have increased awareness and driven sales. Communicated through in-store point of sale; digital and social and a one week print campaign.

Our school holidays campaign continues to be communicated through a local radio and television campaign.

This year our activity has delivered plenty of PR opportunities in our local market.



Audit and Risk Committee

Audited Financial Statements for the year ended 30 June 2019 including a copy of the Auditors Statements are tabled at this meeting.

The major point to note is that our Equity now exceeds \$5.5 million. Further detailed comment is presented in both Catherine and Kurt's individual reports.

Both staff and volunteers are to be congratulated for their dedication to LLMC. The positive financial results enable us to deliver vital crisis support services, which is our primary task .

Lifeline Mid Coast NSW
ABN 25 524 080 705
Financial Report
for the Year Ended 30 June 2019

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Lifeline Mid Coast NSW
ABN 25 524 080 705
Committee's Report

Your committee members submit the financial report of Lifeline Mid Coast NSW for the financial year ended 30 June 2019.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Tony Fleming (Chairperson)
Neil Porter
Andrew Bailey
Susanne Macri
Eric Drury
Stephen Mitchell
Trevor Gilson
Alastair Moss
Gwen Wilcox

Principal Activities

The principal activities of the association during the financial year was a non-profit community service organisation.

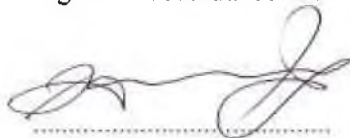
Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The surplus for the year was \$605,851 (2018: \$664,291).

Signed in accordance with a resolution of the Members of the Committee.



Chairperson



Committee Member

Dated this 16th day of September 2019

Independent Auditor's Report To the Members of Lifeline Mid Coast NSW

Report on the Audit of the Financial Report Qualified Auditor's Opinion

We have audited the financial report of Lifeline Mid Coast NSW, which comprises the balance sheet as at 30 June 2019, the income and expenditure statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by the members of the committee and president's declaration.

In our opinion, except for the effects of such adjustments, if any, as might have been determined to be necessary had we been able to satisfy ourselves as to the matter referred to below, the accompanying financial report of Lifeline Mid Coast NSW:

- (i) gives a true and fair view of the association's financial position as at 30 June 2019 and of its financial performance for the year then ended;
- (ii) complies with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Act (NSW); and
- (iii) shows a true and fair view of the financial result of fundraising appeals for the year then ended.

Further in our opinion, in accordance with section 24 of the Charitable Fundraising Act 1991:

- (i) the accounts and records have been properly kept during the year in accordance with this Act and the regulations,
- (ii) money received as a result of fundraising appeals conducted during the year have been properly accounted for and applied in accordance with this Act and the regulations,
- (iii) the association is able to meet its financial commitments as and when they fall due.

Basis for Qualified Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

Cash from donations and fundraising activities are a significant source of revenue for the Lifeline Mid Coast NSW. Although the committee have implemented systems of controls to ensure the monies received are properly recorded in the accounting records, it is impracticable to establish control over the collection of revenue from these sources prior to entry into its financial records.

Our audit procedures with respect to revenue from these sources had to be restricted to the amounts recorded on the bank statements and the financial records. As a result, we are unable to express an opinion as to whether revenue from cash donations and fundraising activities is complete.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the Charitable Fundraising Act 1991 & Associations Incorporation Act (NSW). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Independent Auditor's Report To the Members of Lifeline Mid Coast NSW

Responsibilities of the Committee for the Financial Report

The committee of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Charitable Fundraising Act 1991 & Associations Incorporation Act (NSW). The committee's responsibility also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

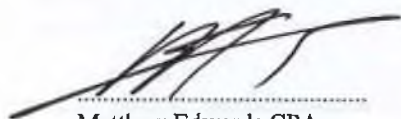
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Matthew Edwards CPA
Registered Company Auditor (461719)
PDD Advisory Group
14 Short Street, Port Macquarie NSW 2444

Dated this 16th day of September 2019


Lifeline Mid Coast NSW
ABN 25 524 080 705
Statement by Members of the Committee

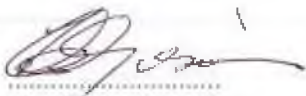
The committee members have determined that the association is not a reporting entity. The committee members have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee, the accompanying financial statements and notes of the association as at 30th June 2019;

- a) present a true and fair view of the association's financial position as at 30th June 2019 and its performance for the year ended on that date.
- b) at the date of this statement, there are reasonable grounds to believe that the association will be able to meet its debts as and when they become payable.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:


Chairperson


Committee Member

Dated this 16th day of September 2019

Lifeline Mid Coast NSW
ABN 25 524 080 705
Chairperson's Declaration
Under the Charitable Fundraising Act

I, Tony Fleming, Chairperson of Lifeline Mid Coast NSW declare that in my opinion:

- (a) the financial statements give a true and fair view of all income and expenditure of the Lifeline Mid Coast NSW with respect to fundraising appeals; and
- (b) the statement of Financial Position gives a true and fair view of the state of affairs with respect to fundraising appeals; and
- (c) the provisions of the Charitable Fundraising Act 1991, the Regulations under the Act and the conditions attached to the authority have been complied with; and
- (d) the internal controls exercised by the Lifeline Mid Coast NSW are appropriate and effective in accounting for all income received and applied by the Lifeline Mid Coast NSW from any of its fundraising appeals.



.....
Tony Fleming
Chairperson

Dated this 12 day of September 2019

Lifeline Mid Coast NSW
ABN 25 524 080 705
Income & Expenditure Statement
For the Year ended 30 June 2019

| | 2019 | 2018 |
|--|------------------|------------------|
| | \$ | \$ |
| INCOME | | |
| Donations and Fundraising | 11,121 | 24,988 |
| Grants Income | | |
| - Recurring Grants (NSW Dept. Health) | <u>185,722</u> | <u>186,217</u> |
| | 185,722 | 186,217 |
| Sales | | |
| - Central Road | 480,078 | 481,895 |
| - Forster | 543,751 | 532,801 |
| - Kempsey | 316,185 | 304,536 |
| - Port Macquarie | 331,115 | 322,055 |
| - Taree | 345,274 | 379,770 |
| - Wauchope | 216,244 | 215,845 |
| - Coffee Sales | - | 6,118 |
| - Ebay Sales | <u>2,633</u> | <u>-</u> |
| | 2,235,280 | 2,243,020 |
| Less: Shop Expenses | <u>(143,423)</u> | <u>(152,132)</u> |
| | 2,091,857 | 2,090,888 |
| Interest Received | 58,104 | 54,825 |
| Sundry Income - Work for the Dole Funding | 6,136 | 4,173 |
| Training and Course Fees | 55,535 | 49,710 |
| Capital Gain(Loss) on Sale of Non-current Assets | (3,540) | (4,321) |
| Rent Received | 19,975 | 21,483 |
| | <u>2,424,910</u> | <u>2,427,963</u> |

The accompanying notes form part of these financial statements.
These financial statements have been subject to audit and should be read in conjunction with the attached Independent Auditor's Report.

Lifeline Mid Coast NSW
ABN 25 524 080 705
Income & Expenditure Statement
For the Year ended 30 June 2019

| | 2019 | 2018 |
|-------------------------------------|------------------|------------------|
| | \$ | \$ |
| EXPENDITURE | | |
| Accounting | 6,985 | 6,473 |
| Advertising | 42,059 | 43,751 |
| Auditor's Remuneration | 8,400 | 7,820 |
| Bad Debts Written Off | 530 | - |
| Bank Charges | 11,730 | 10,220 |
| Building Expenses | 2,036 | 1,785 |
| Cleaning | 7,553 | 8,218 |
| Computer Expenses | 10,354 | 15,508 |
| Consultant Fees | 4,714 | 11,118 |
| Depreciation | 80,981 | 78,839 |
| Electricity | 32,230 | 23,837 |
| Fees and Subscriptions | 20,882 | 17,370 |
| Fundraising & Special Events | 1,199 | 1,127 |
| Insurance | | |
| - General Business | 5,267 | 5,047 |
| - Workers Compensation | 18,665 | 16,935 |
| Lease - Coffee | - | 900 |
| Legal Costs | - | 1,263 |
| Meeting Expenses | 6,536 | 15,862 |
| Minor Asset Purchases | 15,447 | 5,980 |
| Motor Vehicle Expenses | 73,724 | 62,615 |
| Petty Cash Expenditure - Shops | 17,436 | 16,480 |
| Postage, Printing & Stationery | 13,399 | 14,260 |
| Provision for Employee Entitlements | (13,052) | 12,570 |
| Rates & Taxes | 13,857 | 13,643 |
| Rents | 271,976 | 255,986 |
| Repairs & Maintenance | | |
| - General | 12,282 | 12,997 |
| - Shop Renovations | 1,073 | 4,228 |
| Staff Amenities | 139 | 326 |
| Staff Training | 27,899 | 39,845 |
| Strata Fees | 6,322 | 6,107 |
| Superannuation Contributions | 91,097 | 84,446 |
| Telephone | 27,494 | 26,189 |
| Travel & Accommodation | 10,353 | 26,195 |
| Volunteer Expenses | 16,830 | 14,903 |
| Wages and Allowances | 972,662 | 900,829 |
| | <u>1,819,059</u> | <u>1,763,672</u> |
| SURPLUS FOR THE YEAR | <u>605,851</u> | <u>664,291</u> |

*The accompanying notes form part of these financial statements.
These financial statements have been subject to audit and should be read in conjunction with the attached Independent Auditor's Report.*

Lifeline Mid Coast NSW
ABN 25 524 080 705
Statement of Appropriations
For the Year ended 30 June 2019

| | 2019 | 2018 |
|--|-----------|-----------|
| | \$ | \$ |
| RETAINED SURPLUS AT THE BEGINNING OF THE YEAR | 4,904,266 | 4,239,974 |
| SURPLUS FOR THE YEAR | 605,851 | 664,291 |
| RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR | 5,510,117 | 4,904,265 |

*The accompanying notes form part of these financial statements.
These financial statements have not been subject to audit or review and should be read in conjunction with the attached
Compilation Report.*

Lifeline Mid Coast NSW
ABN 25 524 080 705
Balance Sheet
As at 30 June 2019

| | Note | 2019 \$ | 2018 \$ |
|--------------------------------------|------|------------------|------------------|
| CURRENT ASSETS | | | |
| Cash and Cash Equivalents | 2 | 2,381,330 | 1,803,468 |
| Trade and Other Receivables | 3 | 33,490 | 40,717 |
| Investments | 4 | 2,376,021 | 2,356,063 |
| Other | 5 | <u>55,330</u> | <u>41,641</u> |
| TOTAL CURRENT ASSETS | | 4,846,171 | 4,241,889 |
| NON-CURRENT ASSETS | | | |
| Property, Plant and Equipment | 6 | <u>889,791</u> | <u>893,598</u> |
| TOTAL NON-CURRENT ASSETS | | <u>889,791</u> | <u>893,598</u> |
| TOTAL ASSETS | | <u>5,735,962</u> | <u>5,135,487</u> |
| CURRENT LIABILITIES | | | |
| Trade and Other Payables | 7 | 30,116 | 22,360 |
| Provisions | 8 | 120,462 | 116,592 |
| Other | 9 | <u>32,056</u> | <u>32,137</u> |
| TOTAL CURRENT LIABILITIES | | 182,634 | 171,089 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 8 | <u>43,211</u> | <u>60,133</u> |
| TOTAL NON-CURRENT LIABILITIES | | <u>43,211</u> | <u>60,133</u> |
| TOTAL LIABILITIES | | <u>225,845</u> | <u>231,222</u> |
| NET ASSETS | | <u>5,510,117</u> | <u>4,904,265</u> |
| EQUITY | | | |
| Retained profits | | <u>5,510,117</u> | <u>4,904,265</u> |
| TOTAL EQUITY | | <u>5,510,117</u> | <u>4,904,265</u> |

*The accompanying notes form part of these financial statements.
These Financial Statements have been subject to audit and should be read in conjunction with the attached Independent Auditor's Report.*

Lifeline Mid Coast NSW
ABN 25 524 080 705
Statement of Cash Flows
For the Year ended 30 June 2019

| | Note | 2019 \$ | 2018 \$ |
|---|------|-------------------------|-------------------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Fundraising Receipts | | 11,121 | 24,988 |
| Grants Received | | 185,722 | 186,217 |
| Store Sales | | 2,235,280 | 2,243,020 |
| Rent Received | | 19,975 | 21,483 |
| Interest Income | | 58,104 | 54,825 |
| Other Income | | 61,671 | 53,883 |
| Fundraising Payments | | (1,199) | (1,127) |
| Other Payments | | (1,892,140) | (1,837,821) |
| Net cash provided by/(used in) operating activities | 10 | <u>678,534</u> | <u>745,468</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Purchase Plant & Equipment | | (103,441) | (99,042) |
| Proceeds from Sale of Plant & Equipment | | 22,727 | 10,000 |
| Investments | | (19,958) | (542,580) |
| Net cash provided by/(used in) financing activities | | <u>(100,672)</u> | <u>(631,622)</u> |
| NET INCREASE/(DECREASE) IN CASH HELD | | 577,862 | 113,845 |
| Cash at beginning of financial year | | <u>1,803,468</u> | <u>1,689,623</u> |
| Cash at end of financial year | 2 | <u><u>2,381,330</u></u> | <u><u>1,803,468</u></u> |

*The accompanying notes form part of these financial statements.
These financial statements have been subject to audit and should be read in conjunction
with the attached Independent Auditor's Report.*

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

The financial statements cover Lifeline Mid Coast NSW as an individual entity, unincorporated and domiciled in Australia.

1. Summary of Significant Accounting Policies

The Committee have prepared the financial statements on the basis that the entity is a non-reporting entity because there are no users dependent on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies disclosed below, which the Committee have determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

(a) Cash and Cash Equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(b) Employee Benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the end of the reporting date. Employee provisions have been measured at the amounts expected to be paid when the liability is settled. This includes leave loading and superannuation on-costs. Long Service Leave has been provided for all employees with service periods exceeding 5 years.

(c) Income Tax

The entity is a charity, exempt from income tax.

(d) Property, Plant & Equipment

Property, plant and equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the entity commencing from the time the asset is held ready for use.

Buildings and Motor Vehicles are held by Uniting Church in Australia.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

(e) Impairment of Assets

At the end of each reporting date, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets 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 asset's carrying value over its recoverable amount is expensed to the Income and Expenditure Statement.

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

(f) Revenue and Other Income

Revenue is recognised when the business is entitled to it.

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

Sale of Goods

Revenue from the sale of goods is recognised at the point of delivery as this corresponds to the transfer of significant risks and rewards of ownership of the goods and the cessation of all involvement in those goods.

Interest Revenue

Interest is recognised using the effective interest method.

Rendering of Services

Revenue in relation to rendering of services is recognised depends on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably measured then revenue is recognised to the extent of expenses recognised that are recoverable.

Rental Income

Investment property revenue is recognised on a straight line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

(g) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the balance sheet.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(h) Fundraising Activities

Fundraising, donations and bequests are recognised as revenue when the Company obtains control of the contributions, it is probable that the economic benefits comprising the contribution will flow to the Company and the amount of the contribution can be measured reliably.

The Charitable Fundraising Act 1991 and supporting Charitable Fundraising Regulation prescribe the manner in which fundraising appeals are conducted, controlled and reported in NSW. The amounts shown in Note 11 are in accordance with Authority Condition 7, which is issued to the Company under section 19 of the Act.

Donations and bequests are recognised as income as and only when received by the company or deposited to the company's bank account.

Costs of fundraising as per Note 11 include all direct fundraising costs in accordance with the Act. The inclusion of indirect costs is discretionary. Indirect costs excluded, include overheads such as the time spent by accounting or office staff administering appeals, cost apportionment of rent, light and power, and insurance. Exclusion of the indirect costs decreases the cost of fundraising and increases the margins from fundraising shown in Note 11.

(i) Comparative Figures

Where required by accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

| | 2019 | 2018 |
|---------------------------------------|------------------|------------------|
| | \$ | \$ |
| 2. Cash and Cash Equivalents | | |
| Shop Cash Floats | 1,701 | 1,701 |
| Petty Cash Floats | 2,400 | 2,400 |
| NAB Trading Account | 367,882 | 244,672 |
| NAB On-Call Investment Account | 2,007,453 | 1,550,424 |
| NAB Debit Cards | 1,894 | 4,259 |
| HCCU S14.1 Community Support Account | - | 12 |
| | <u>2,381,330</u> | <u>1,803,468</u> |
| 3. Trade and Other Receivables | | |
| Trade Debtors | 5,140 | 5,054 |
| Interest Receivable | 16,591 | 18,093 |
| Provision for GST | 11,759 | 17,570 |
| | <u>33,490</u> | <u>40,717</u> |
| 4. Investments | | |
| Deposits with Financial Institutions | | |
| - HCCU | 1,833,524 | 1,795,718 |
| - NAB | 222,516 | 218,846 |
| - UFS | 319,981 | 341,499 |
| | <u>2,376,021</u> | <u>2,356,063</u> |
| 5. Other Assets | | |
| Accrued Income | 30,000 | - |
| Prepayments | 25,330 | 41,641 |
| | <u>55,330</u> | <u>41,641</u> |

These notes should be read in conjunction with the attached Independent Auditor's Report.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

| | 2019 \$ | 2018 \$ |
|--|-----------------------|-----------------------|
| 6. Property, Plant and Equipment | | |
| Land and Buildings | | |
| Buildings - at Cost | 1,063,505 | 1,063,505 |
| Less Accumulated Depreciation | <u>(509,273)</u> | <u>(484,333)</u> |
| | 554,232 | 579,172 |
| Plant and Equipment | | |
| Plant & Equipment - at Cost | 77,989 | 18,529 |
| Less Accumulated Depreciation | <u>(10,783)</u> | <u>(6,201)</u> |
| | 67,206 | 12,328 |
| Motor Vehicles - at Cost | 408,414 | 404,328 |
| Less Accumulated Depreciation | <u>(167,925)</u> | <u>(136,555)</u> |
| | 240,489 | 267,773 |
| Office Furniture & Equipment | 6,384 | 4,396 |
| Less Accumulated Depreciation | <u>(2,825)</u> | <u>(1,511)</u> |
| | 3,559 | 2,885 |
| Furniture & Fittings - at Cost | 266,512 | 266,512 |
| Less Accumulated Depreciation | <u>(249,345)</u> | <u>(238,847)</u> |
| | 17,167 | 27,665 |
| Computers | 25,463 | 19,946 |
| Less Accumulated Depreciation | <u>(18,325)</u> | <u>(16,171)</u> |
| | 7,138 | 3,775 |
| Total Plant and Equipment | <u>335,559</u> | <u>314,426</u> |
| Total Property, Plant and Equipment | <u><u>889,791</u></u> | <u><u>893,598</u></u> |
| 7. Trade and other Payables | | |
| Other Creditors | | |
| - PAYG Payable | 10,156 | 8,532 |
| - Salary Sacrifice Payable | 750 | - |
| Trade Creditors | <u>19,210</u> | <u>13,828</u> |
| | <u><u>30,116</u></u> | <u><u>22,360</u></u> |

These notes should be read in conjunction with the attached Independent Auditor's Report.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

| | 2019 \$ | 2018 \$ |
|--|-----------------------|-----------------------|
| 8. Provisions | | |
| Current | | |
| Provision for Employee Entitlements | <u>120,462</u> | <u>116,592</u> |
| Non-Current | | |
| Provision for Long Service Leave | <u>43,211</u> | <u>60,133</u> |
| (a) Aggregate Employee Benefits Liability | <u><u>163,673</u></u> | <u><u>176,725</u></u> |
| 9. Other Liabilities | | |
| Accrued Expenses | | |
| - Audit Fees | 5,900 | 5,320 |
| - Salaries | 19,537 | 19,902 |
| - Electricity | 5,019 | 6,915 |
| - Other | <u>1,600</u> | <u>-</u> |
| | 32,056 | 32,137 |
| | <u><u>32,056</u></u> | <u><u>32,137</u></u> |
| 10. Cash Flow Information | | |
| (a) Reconciliation of Cash Flow from Operations with Profit after Income Tax | | |
| Net Surplus/(deficit) | 605,851 | 664,291 |
| Non Cash Flows in Profit: | | |
| - Depreciation | 80,981 | 78,839 |
| - Loss on Sale of Investments | 3,540 | 4,321 |
| Changes in Assets and Liabilities: | | |
| - Decrease/(increase) in trade receivables | 7,227 | (16,005) |
| - Decrease/(increase) in other receivables | (13,688) | (5,299) |
| - Increase/(decrease) in trade payables | 7,756 | 5,469 |
| - Increase/(decrease) in other payables | (81) | 1,281 |
| - Increase/(decrease) in provisions | (13,052) | 12,571 |
| Cash flow from operations | <u><u>678,534</u></u> | <u><u>745,468</u></u> |

These notes should be read in conjunction with the attached Independent Auditor's Report.

Lifeline Mid Coast NSW
Notes to the Financial Statements
For the Year ended 30th June 2019

| | 2019 | 2018 |
|---|----------------|----------------|
| | \$ | \$ |
| 11. Fundraising | | |
| Fundraising appeals conducted during the financial period included donations from corporate and community groups, donations from individuals in shops as well as fundraising events. All income is applied towards charitable purposes. | | |
| Gross Proceeds from Fundraising Appeals | 11,121 | 24,988 |
| Less: costs of fundraising | <u>(1,199)</u> | <u>(1,127)</u> |
| Net surplus from fundraising | (511,408) | (557,270) |

12. Contingent Liabilities and Contingent Assets

The Committee are not aware of any contingent liabilities or contingent assets.

13. Events After Balance Sheet Date

There are no other material subsequent events that have arisen since the end of the financial year which would significantly affect the entity's operations.

14. Related Party Transactions

The Committee are not aware of any related party transactions during the year.