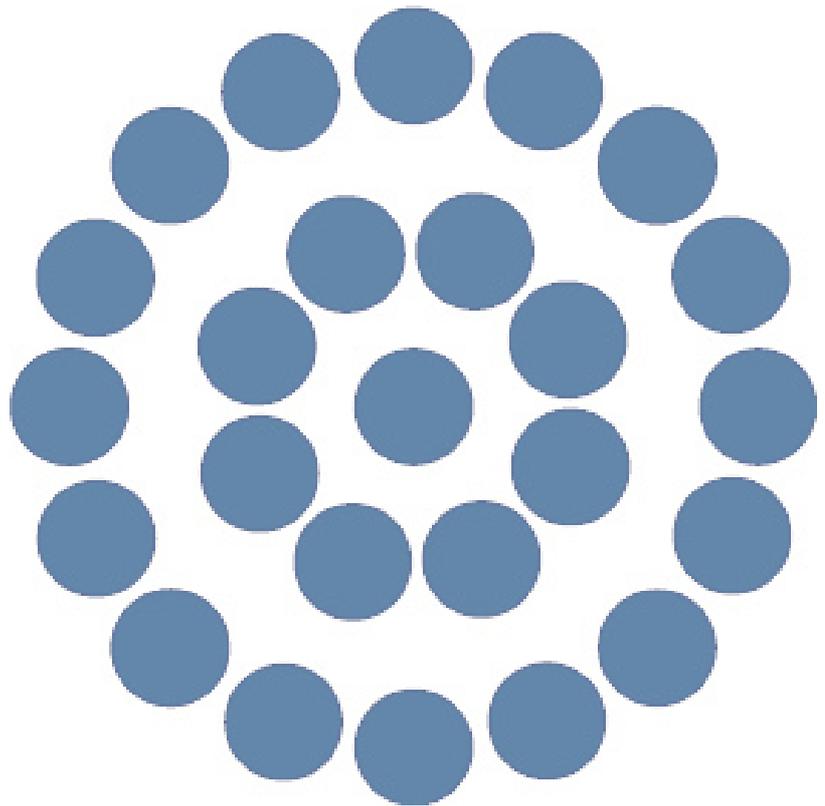




Annual Report 2021-2022

Lifeline Mid Coast



Lifeline
Mid Coast NSW



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Lifeline Mid Coast acknowledges the Birpai people whose land we are on. We pay our respects to elders past, present and emerging.

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 and maintaining full Lifeline Australia accreditation through the Lifeline Accreditation and Standards Program (LASP) since 1990.

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.



"Lifeline saved me tonight. Thank you to that person who was there for me".



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. 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

Lifeline's 13 11 14 Telephone Crisis Support Service

Support After Suicide
an open support group for those bereaved by suicide

Eclipse
a support group for those who have survived a suicide attempt

Community Events
Walk Out of the Shadows and Christmas Memorials

Hospital to Recovery

a peer based after care service for those who have attempted suicide, incorporating partnerships with the Local Area Health District and the Port Macquarie Endeavour Clubhouse

Disaster Recovery Program
our response to natural disasters

Community Training
Crisis Support training, Psychological First Aid, Accidental counsellor, Mental Health First Aid DV-aware and DV-alert

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 op shops located in Forster, Taree, Wingham, Wauchope, Port Macquarie and Kempsey; government funding through the NSW Department of Health, donations from our community, corporate grants through Lifeline Australia 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.

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 400 volunteers in our services and retail sectors.

Board Chair

Resilience and commitment under exceptional circumstances

Over the last twelve months Lifeline Mid Coast has demonstrated resilience and commitment performing well under exceptional circumstances.

We have met or exceeded the KPI's set by Lifeline Australia and attained full accreditation for our three stand-alone suicide prevention services through Suicide Prevention Australia and QIP. Underpinning the success of our services has been the extraordinary results of our seven retail centres.

The Board's focus over the last twelve months has been buoyed by the Centre's performance. It has given the Board the courage and faith to continue to be steadfast in providing strong guidance and strategic leadership despite the challenges and barriers created by the bureaucracy that we are required to work within.

Over the past 18 months, the Board has lost 5 members, three of those due to work commitments. The Lifeline Board now meets in an evening to avoid clashing with work hours.



In October 2021, The Uniting Church removed our Board Chair and advised the remaining three Board members that they were required to step down at the 2022 AGM. These actions directed at individual Board members occurred in denial of natural justice.

Recruitment of new Board members recommenced in earnest in November 2021 with the Church's Constitutional requirement of at least 51 % to be Uniting Church members. To date, the Church has only been able to find two Uniting Church members willing to become Lifeline Mid Coast Board members. We are continuing our discussion with the Church to have this requirement overturned.

Board Chair

The actions of the Uniting Church continue to frustrate the governance activities of a strong Board and Centre.

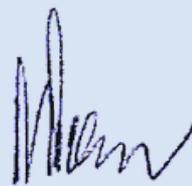
Over the last twelve months we have conducted Governance, Risk Management and Business Continuity Planning reviews. We have undertaken an external review of our senior staff and the staffing structure. Our auditors have commended us for the excellent results year on year this Lifeline Centre has achieved both financially and within its crisis support and suicide prevention services.

At the AGM I will be stepping down as Chair with the knowledge the Board of Lifeline Mid Coast has performed and continues to perform well. I want to sincerely thank Tony Fleming, Eric Drury and Trevor Gilson for their skills and steadfast commitment to the Board and staff of Lifeline Mid Coast. I want to sincerely thank Danny Green, Paul Poleweski, Lauren Weller, Hans von Chrismar and Ian Sharp for their skills, courage and desire to remain on the Board as they become the new governing body of Lifeline Mid Coast.

I want to acknowledge the expertise of Catherine Vaara, our CEO for her skilled leadership over turbulent times and Kurt Russell, our Business Manager whose business acumen and wisdom has created a retail business envied by many.

Finally, on behalf of all Board members, I say thank you to all Lifeline Mid Coast employees and volunteers. You are a very special group of people who make yourselves available to others and provide caring support when the challenges we face affect us all in different ways.

I am leaving Lifeline Mid Coast in the knowledge that it is in strong and capable hands.



Neil Porter

Lifeline Mid Coast Board Chair

Board Members



Neil Porter - Board Chair

Director since July 2013

Director Qualifications: Public Finance, Administration and Governance

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



Eric Drury - Director since April 2016

Director Qualifications: Ordained Minister of the Uniting Church: Administration: Pastoral Care: Strategic Planning

Eric brings skills 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.



Tony Fleming - Chair & Treasurer 2012 Oct-2021

Director Qualification: Finance & Audits

Tony brings over 35 years of experience and leadership in the finance industry. Since retiring he has provided financial assistance to the Port Macquarie Uniting Church and has overseen Lifeline Mid Coast's finances for nearly 10 years.



Trevor Gilson

Finance, Audit & Risk Committee Chair

Appointed to Lifeline Mid Coast Board February 2010 - Aug 2022

Trevor has a Bachelor of Electrical Engineering, Diploma of Business Studies, Graduate Certificate in Occupational Health and Safety.

Trevor brings skills in strategic planning and project management to the Lifeline Board. He is experienced in Quality Management and Environmental Safety. He spent a career in the electrical supply industry, engineering management and budgeting at Essential Energy. Trevor is a member of Port Macquarie West Rotary, Port Macquarie Combined Probus Club, Uniting Church Council and Port Macquarie Sailability.

Board Members

Danny Green

**Finance, Audit & Risk Committee Member
Appointed to Lifeline Mid Coast Board February 2022**

Extensive experience in the Government and Commercial sectors as General Manager. Commitment to the community in many not for profit organisations. Qualifications and experience in governance, finance, risk, project management and quality. Dany has strong practical board experience.



Lauren Weller

**Finance, Audit and Risk Committee Member
Appointed to Lifeline Mid Coast Board February 2022**

Lauren is an experienced health professional who has dedicated her career to improving the health of rural communities. Lauren completed a in Master Public Health and worked within the Mid North Coast Local Health District and Queensland Health as Director of Nursing. Lauren is a published researcher and member of Australian Evaluation Society and Australian College of Nursing among others.



Paul Poleweski

**Finance, Audit & Risk Committee Member
Appointed to Lifeline Mid Coast Board February 2022**

Paul had 31 years in the banking industry, with experience in finance, marketing and administration. In 2004 he began a 15 year career in the Aged Care sector, managing two Retirement Villages. He has a Master of Management from Macquarie University. Paul has enjoyed taking on voluntary committee roles as President and Treasurer in his local school, soccer club, and Body Corporates. He is currently the Treasurer of the Bonny Hills Progress Association.



Board Matrix

Lifeline Mid Coast is governed in accordance with the ACNC's Five Governance Standards, legislative requirements, Lifeline Mid Coast's Constitution and Board Charter.

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

Professional Skills / Experience																		
Board Member Name	Qualifications	Risk Management	Governance / Strategic Development	Quality Management / Evaluation	Financial Accounting / Audit	Government / Government Relations & Advocacy	Suicide Prevention	Clinical: Mental Health / Health	Communications / IT/Technology	Business Operations /HR Service Delivery	Research	Entrepreneurship & Project Management	Legal	Non-clinical community services	Fundraising/ Sponsorship	Marketing/ Promotion	Uniting Member	Other
Neil Porter	Business Com; MAMI		X		X	X								X				
Eric Drury	Ordained Minister of the Uniting Church Admin; Pastoral Care; Strategic Planning		X														X	
Trevor Gilson	BE (Electrical); Dip of Business Studies; Graduate Cert OH&S	X	X	X								X					X	
Anthony Fleming	Finance, Banking		X		X												X	
Danny Green	MBA; CPA; Business Com	X	X	X	X	X			X						X			
Lauren Weller	Master in Public Health	X	X	X		X		X	X		X	X						
Paul Poleweski	Master in Management (Macquarie)				X		X			X		X			X	X		
Hans von Chrismar	NOIB Economics & Marketing Breukelen, Netherlands				X					X		X				X	X	
Ian Sharp	On the job learning & various certificates	X		X		X				X		X					X	

Strategic Plan 2021-2025

Vision

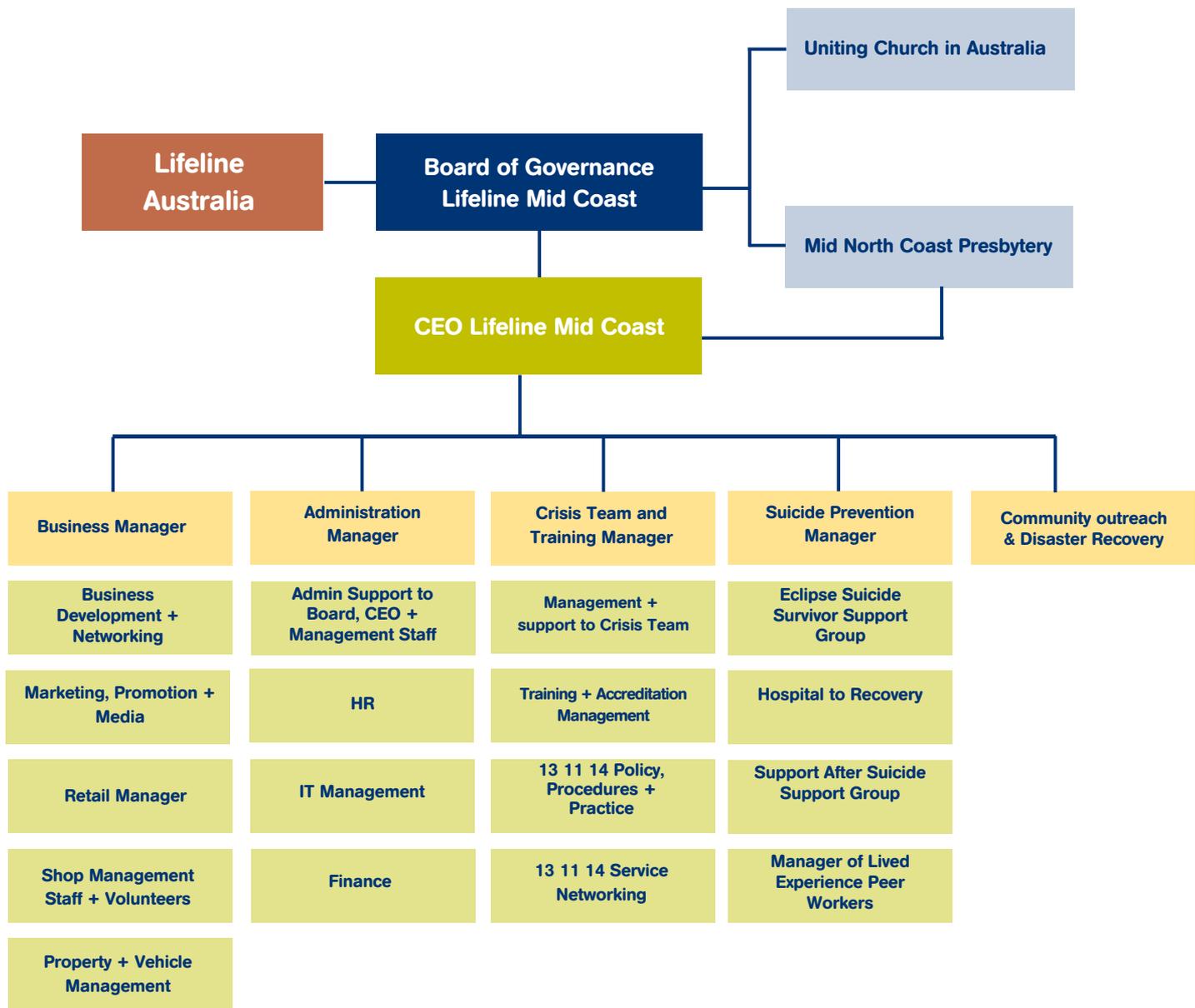
To provide individuals and the community with crisis support to feel safe and supported, to build strength to create a suicide safe society.

Who we are & what do we do		Where we are going in 2021-2025	
<p>Our Purpose</p> <p>To provide individuals and community with support and the means to be resilient and suicide safe.</p> <p>Our Values</p> <p>Integrity Compassion Respect Excellence Flexibility Innovation</p> <p>Our Team</p> <p>Board of Governance Professional Staff Lived Experience Peer Workers Volunteers</p> <p>Our Services</p> <p>13 11 14 Crisis Line Suicide Prevention and Postvention Services:</p> <ul style="list-style-type: none"> Hospital to Recovery Eclipse Support After Suicide <p>Community Leadership and Engagement:</p> <ul style="list-style-type: none"> Disaster Recovery Community Events Community Training 	<p>Our Retail Business</p> <p>Lifeline Shops located at:</p> <ul style="list-style-type: none"> Gordon St: Port Macquarie Central Rd: Port Macquarie Breese Parade: Forster Isabella St: Wingham Albert St: Taree Cameron St: Wauchope Forth St: Kempsey <p>Our Stakeholders</p> <p>Volunteers Contribute time, skills, expertise and support our vision.</p> <p>Crisis Support Clients People in crisis & distress Those impacted by suicide Those impacted by disaster High risk individuals/groups Community care networks</p> <p>Supporters Customers Donors Sponsors Government Corporate Bodies Educational Institutions Community & LHD Services</p>	<p>Strategic Direction</p> <p>1. Leadership & Culture</p> <p>2. Governance, Value & Accountability</p> <p>3. Income</p> <p>4. Services</p> <p>5. Community</p> <p>6. Volunteers</p>	<p>Strategic Statements</p> <p>1. Leadership: We embrace a leadership culture that cultivates respect & integrity. We will exercise community leadership in the fields of crisis support and suicide intervention & prevention.</p> <p>2. Governance: We will continue to develop & maintain best practice in corporate governance & risk management. This will drive our organisation to add value to our local communities.</p> <p>3. Income: Our mature retail business will remain the major income source for LLMC. External funding opportunities will be sought through bringing greater awareness of our service abilities. We will continue to build upon our partnership model that will establish links with possible funding bodies.</p> <p>4. Services: We will continue to deliver crisis support and suicide intervention & prevention services that are compassionate in delivery, informed by those with experience & will add to best practice standards.</p> <p>5. Community: Our organisation supports & is supported by our community. We will continue to build strong relationships that will enhance our reach & ability to provide services.</p> <p>6. 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 400 volunteers supporting our retail and crisis and suicide support services. We aim to increase this number to 500.</p>

Operational Goals

<p>Leadership & Culture</p> <ul style="list-style-type: none"> Continue our innovative work & advocate for services & funding that supports informed & well planned services. Ensure our working environment remains inclusive, supportive & professional. Create a LLMC prospectus showcasing our organisation's services, highlighting our achievements. Accept invitations to present our innovative services. <p>Governance & Accountability</p> <ul style="list-style-type: none"> Aim for diversity, gender balance & skills based on our Board Skills Matrix. Ensure governance duties are executed to the levels expected by the ACNC & other governing/legislative bodies. Provide Board training & professional development. Ensure delivery of our services are relevant and within the level of expenditure & sustainability. <p>Income</p> <ul style="list-style-type: none"> Train retail staff & volunteers in customer service ensuring all feel valued (donors, customers, volunteers & community). Identify local, state & federal decision makers and introduce them to LLMC & the services we offer. (e.g. PHN, LHD, State & Federal members). Build upon our collaborative partnership with the LHD 	<p>Services</p> <ul style="list-style-type: none"> Maintain 13 11 14 accreditation. Build capacity of our Suicide Prevention Services. Advocate for social prescribing as a means of enhancing funding & acceptance of the value of non-clinical services. Ensure lived experience informs all service improvements. Continue to evaluate services as part of continuous improvement. Continue consultative work & sharing of knowledge in the fields of crisis support & suicide intervention & prevention. Ensure staff are trained in their fields and are well supported. <p>Community</p> <ul style="list-style-type: none"> Continue to develop LLMC's disaster recovery response. Recognise and respond to undefined crisis in our communities. Continue to liaise with local and State disaster recovery departments. Continue community outreach activities, community training & attendance at community events. <p>Volunteers</p> <ul style="list-style-type: none"> Recruit those who share our values & vision. Ensure volunteers & their contributions are appreciated & recognised. Ensure our volunteers are trained & well supported. Ensure working environments will be welcoming, inclusive, clean & safe.
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Organisation Structure



CEO

Connecting communities in crisis

Another turbulent year has passed leaving Lifeline Mid Coast staff and volunteers wondering what the future is going to hold. The continuing impacts of COVID and natural disasters are leaving a toll on the communities of the Mid North Coast.

This Centre has not been immune to the effects of prolonged crisis. As a team, we have come together in the face of the challenges to support one another, ensuring we remain well connected and safe. It is only with a strong Centre that we are able to provide the many hours of compassionate and professional service that Lifeline Mid Coast is known for.

In the 2021-2022 year our Crisis Team exceeded the KPIs set by Lifeline Australia, except for two months when technical issues linked to Lifeline Australia's transition to a platform optimisation caused disruptions that were out of our control. Even with the disruptions, our Crisis Team answered 25,972 callers in crisis, which is exceptional given we are only a two seat Centre.



Our Suicide Prevention Services again proved their calibre of standards with all three services; Hospital to Recovery, Eclipse and Support After Suicide gaining full accreditation through Suicide Prevention Australia and QIP. We are only one of a few Lifeline Centres to have been awarded full QIP accreditation for suicide prevention services.

Our Suicide Prevention Manager and staff presented on our services and research outcomes at the International Association of Suicide Prevention Congress and the Lifeline Australia May Congress. The team was invited to participate at the NSW Mental Health Commission's National Suicide Prevention advisory forum and our lived experience Peer Workers and group participants have shared their knowledge and experience on a number of advisory groups including the NSW Mental Health Commission's Suicide Prevention Advisory Group, Western Sydney Elders Experience of Suicide Advisory Group and our local Lived Experience of Suicide (LEOS) advisory group.

We were invited by Lifeline Broken Hill Country to Coast to present the Eclipse program to allied health and interested community members in Clare, South Australia. The presentations were so well received, Lifeline Broken Hill Country to Coast is now looking to establish Eclipse in their Lifeline Community Connect Centres.

I cannot overstate how important the role of our Op Shops are to this organisation. Lifeline Mid Coast could not operate or achieve the scale of service that we do without the hard work and dedication of our 7 Op Shops with their army of around 350 volunteers.

It has not been an easy year for the shops. Shop Managers and their volunteers have worked tirelessly and beyond expectations of normal retail activities. They have cleaned up after floods, managed enforced COVID shutdowns and ongoing NSW Health COVID protocols that have kept our customers, staff and volunteers safe.

While their efforts were significantly impacted by constant disruptions, our retail arm still managed to achieve 90.5% of their budget, a remarkable outcome.



It is thanks to the income from our Op Shops, donations and contributions from the NSW Dept of Health and Lifeline Australia that we have the capacity and motivation to deliver services that are first class.

Underpinning Lifeline Mid Coast is our volunteer Board of Directors. They have governed with grace and wisdom, overcoming challenges and frustrations created by bureaucracy and rigidity under Uniting. I would like to say a special Thank you to Tony Fleming, a staunch supporter of Lifeline Mid Coast who was ordered to step down as Board Chair and from the Board by Uniting. An action that has shocked this Centre for its lack of due process and natural justice. I thank Tony, Trevor Gilson and the remaining Board members for their governance and support over a year of substantial change.

It has been an honour to work beside the Board and it is with sadness that we will be farewelling two Board members, Neil Porter our Chair and Eric Drury at the conclusion of the AGM. This Board had been at the helm of another very successful year.

Following our strategic directions, operational work this year has been both testing and rewarding. We have seen staff and volunteers retire after many years of services and welcomed new staff and volunteers to the Lifeline family. The professionalism and teamwork that has been the hall mark of Lifeline Mid Coast continues to shine and demonstrates what is achievable when an organisation invests in its people.

I wish to sincerely thank everyone at Lifeline Mid Coast for their invaluable time and work. For their compassion and humour. It is our people who have created Lifeline Mid Coast's reputation as a Centre of excellence. I look forward to leading us into a new year with all its expectations.

Catherine Vaara

Lifeline Mid Coast CEO



Business Manager

It has been another year of change. We have seen the changing of the guard in 5 of our shops. New Shop Managers are now settling in: Sammantha Russell, in Kempsey, Emma Prijic in Central Rd, Rodney Preston in Wauchope, Samantha Ferris in Taree and Jane Kennewell in Forster. We have also welcomed Erinn Hartshorne as our Marketing Manager. As you can see, we have been busy with recruitment and training!

Whilst retail was doing its best to provide income to the Centre, we were also supported by federal and state grants, the purpose being to create more paid 131114 shifts in hard to fill overnight times and for the provision of supervision for the Crisis Team which is vital for their continued mental health. It's very satisfying to know we will be there for all Australians in these very difficult times.

There will be Board retirements early in the 2022-23 year, all long serving much valued members, all have been very supportive of business and all willing to take calculated risks, which has set the Centre up for the future. Thank you for your much appreciated service to LLMC, you will be missed. I would also like to mention Anthony Fleming, Board long term Chair until recently. Tony has been through the thick and thin of life as Chair and Board member for LLMC. A more loyal servant of our cause you could not find. Thank you Tony from all of us. Congratulations to all board members for sticking with us and for those joining anew. Let's hope that LLMC can reach its potential unencumbered by artificial restrictions currently being placed upon us.



Again, the retail volunteers despite some very difficult situations, have continued to support our organisation, we are very lucky to have so many wonderful volunteers.

Participation has declined slightly due to no work for the dole candidates, but the stalwart volunteers have taken up the workload, we have close to 350 volunteers.

All staff have performed well in exceptionally difficult circumstances this year. We were constantly juggling our priorities under changing conditions and staff have gone above and beyond. Congratulations to all of you and many thanks.

Our finances despite the difficult conditions are in a very healthy state and the services are stronger than ever. We could hardly ask for more. I don't think that the new financial year will relent on crisis or changes to trading conditions, but what I have found is, we are more accepting than we were. We roll with what comes before us, as opposed to trying to fit unexpected conditions into our usual operational expectations. We are adapting.

Kurt Russell

Lifeline Mid Coast Business Manager

Business Manager

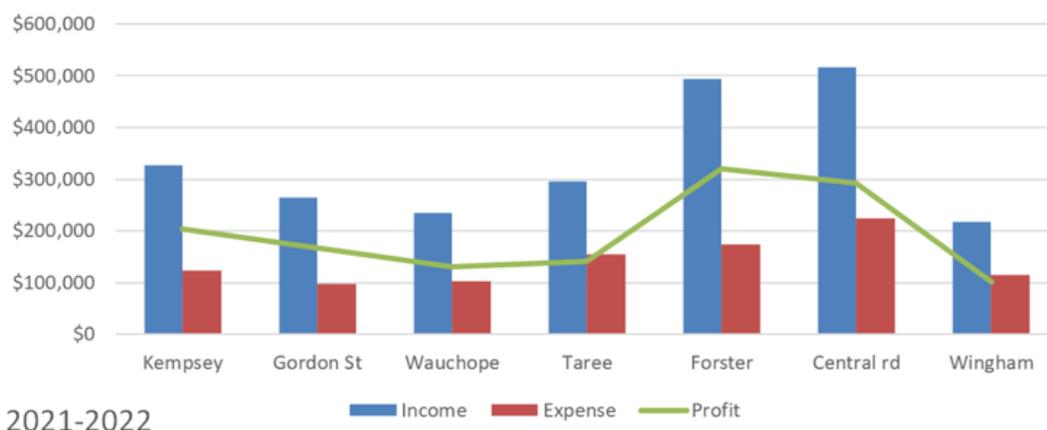


Total Income
114.7%
of budget

Shop Income
90.5%
of budget

Shop Income – This year sales were severely affected by Covid closures/interruptions and heavy weather impacts. By the end of the first quarter of 2021-22 year we were running at 65.5% of budget. Considering the harsh times we traded in, the shops made up ground on our losses to finish very well at 90.5% of budget.

Again, Jemma our Retail Manager has performed an outstanding job throughout the year, holding her team together and calming fears over Covid and exaggerated scenarios being painted by the media. Her steady, calming influence has helped the confidence of all our Shop Managers and their volunteers.



2021-2022

Crisis Team Manager



The Crisis Support Team has managed a difficult time for volunteers with ongoing natural disasters along with the progression of COVID within our communities. As a team we have placed emphasis on the retention and well-being of our volunteer crisis supporters and paid staff. Our reflective supervision has played a huge part in ensuring the health of our volunteers, along with offering meaningful professional development for personal growth and self-awareness. We are very proud of our team and believe they are an amazing example of what professional crisis support work is all about.

Lifeline Mid Coast Training and Crisis Support team completed the training for a large group of volunteers - 24 initially with 20 progressing onto the phones. This group started training early in 2021. Due to the size, we offered training for 2 cohorts simultaneously. The first on Tuesday and Thursday evenings for 3 and 1/2hrs each and the second for 7hrs on a Saturday. This enabled the two groups to progress at the same time. COVID did teach us some valuable learnings.

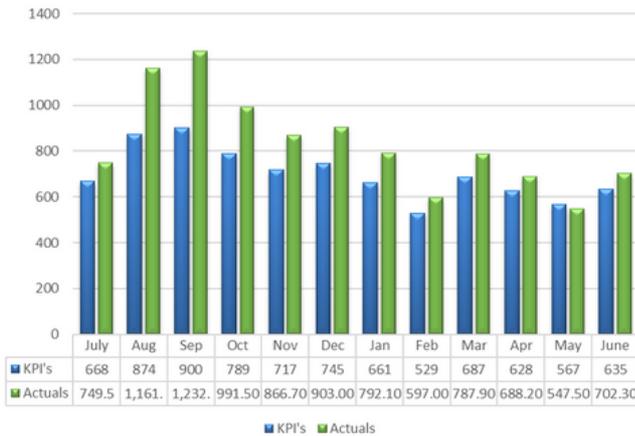
Training as a professional crisis supporter entails many facets of learning which embed a framework for managing one off crisis calls. The training is of a high standard driven by Lifeline Australia's research arm and utilizing the highest of world standards in current crisis support. The students engage with an e-learning provided by Lifeline Australia as the RTO. I as the trainer, and the rest of the support team then deliver face to face training over 12 sessions to reinforce the learning within the framework. We provide practical experience through role plays with experienced crisis supporters and students participate in observation shifts. It is intensive and time consuming as students observe a CS on the phones, complete training and assessments before they can advance to the 16hr monitored student placement. This process ensures they are ready to commence their work-place training as a probationary supporter. When they complete the required hours, professional development courses and supervision they achieve accredited Crisis Supporter status. Challenging volunteering which offers a purposeful role in the community.

Even with the challenges of COVID, Lifeline Mid Coast established a record in answering the calls of those in crisis, answering a total of 25,972 calls. For a 2 phone centre this is exemplary.

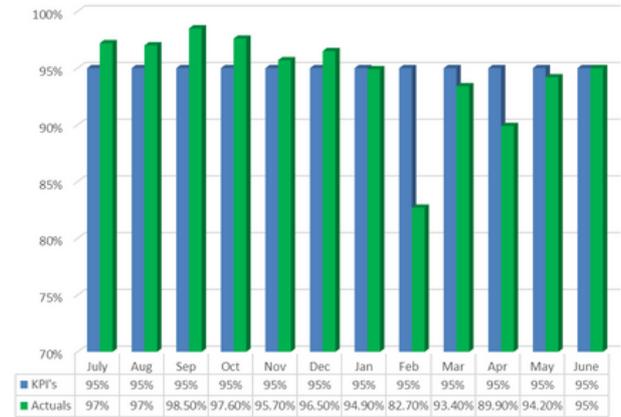
Below are some graphs that demonstrate our 13 11 14 service during 2021-2022. Number of calls answered by our volunteers and paid staff.



Delivery Commitment 2021-2022 in hours



Adherence - 2021-2022



Lifeline Australia's KPI's report:

- 1. Delivery to commitment - Met**
- 2. Period delivery – Met**
- 3. Adherence average - Met**
- 4. 223 calls were call coached during this period – this excludes all monitored shifts which are extensive for all students**

Our CS' asked about suicide in 87% of all calls – the requirement is 75% or above.

Lifeline Mid Coast had 83 active Crisis Supporters and 25 active In-Shift Supervisors

No service like ours manages without an amazing group of people working behind the scenes. For Lifeline Mid Coast there are two scenes. We have the Training and Crisis Support team and the volunteer and paid crisis supporter's team. The team I work with in managing and training the crisis supporters go above and beyond in many ways to ensure all volunteers are trained well, managed for peak performance and always with the goal of ensuring each person feels valued and safe while providing the valuable service of 13 11 14. Thank you to each member of the Crisis Support Team - exceptional in many ways.

Our volunteer and paid staff deliver our crisis line service with passion and care. They are highly dedicated to ensuring the roster is manned 24hrs a day, 7 days a week. This is always a juggling act for volunteers as they often have busy lives outside of Lifeline. The demographic of a volunteer is wide and varied. Ages range from 25 - 81. They have backgrounds from psychology to lecturing at universities to self-employed entrepreneurs, along with teachers, mothers, fathers, workers across a variety of trades and professions as well younger people on the journey of education. With a base of 83 people, we do very well to deliver at the level we do. A huge thank you to each and every one for all their amazing work and dedication.

Our professional development for this year was provided by Dr Ron Frey from the University of Hobart. It was focused on trauma and crisis support. We held a half day training where Ron delivered his research into trauma and the brain as well as case studies. Each participant went away with a better understanding of the impact of trauma for our help seekers and themselves.

During the 2021-2022 year, we were invited to engage with some local services and offer reflective practice supervision as a part of their staff well-being. This was provided by me and with another team member if the numbers warranted 2 people. Lifeline has a well earned respect in the community for providing support at times of crisis and we are now building other facets to our community support. After our community training last year around Accidental Counsellor we have presented more of those workshops in Taree, Wauchope, Wingham and Stuarts Point. These training sessions were delivered to ensure people who had assisted others in difficult times were heard, their hard work recognised and valued and their skills in responding to trauma developed.

Other areas of community engagement included:

- DV Alert workshops around our local area – 8 x 2 day workshops delivered
- Men Who Use Violence Workshops – 1 day workshop – 2 delivered
- Headspace Youth Ambassadors – Accidental Counselling
- Hastings Council - Accidental Counsellor x 3
- Bonny Hills Surf Life Saving Club - Accidental Counsellor
- Laurieton Uniting Services Club - Accidental Counsellor - members and volunteers

Our Crisis Support Team has come together to deliver much needed services and it is a testament to what's at the heart of Lifeline Mid Coast – a commitment to support those in crisis.

Dianne Bannister
Crisis Team and Training Manager



25,972
calls answered
annually by Lifeline
Mid Coast



83
active Crisis
Supporters



25
active In-shift
Supervisors



Suicide Prevention Services Manager



It has been a challenging year in suicide prevention as we are now seeing the effects of COVID disasters on vulnerable members of our community who were already at risk to suicide. We are seeking the most vulnerable more disconnected, stressed, and isolated. I am very thankful to our lived experience of suicide Peer Support Workers; Lea, Tony, Karen, and Luke as they have each been a constant throughout unstable times and remain dedicated to people in mental health and suicide crisis. Through the hard work of our team, and community need, our services have increased through the challenging times of recent years. This year we had 4 on site Eclipse groups with 36 participants. We are noticing an increase in male attendance and themes continue to be family breakdown, housing, finance, mental health and substance abuse.

Our annual Eclipse Christmas gathering was very well attended with 25 attendees. The son and sister of “Elisha” (Eclipse participant who passed away of an accidental overdose) travelled from Sydney for the event as they wanted to meet and thank participants for their support and acceptance of Elisha. Our team supported Elisha’s son in his grief, support him during police statements, and Centrelink appointments, sourced clothing, and job applications.

Our research team from UNE presented another research paper on Eclipse “A psychoeducational Support Group Intervention for People Who Have Attempted Suicide: An Open trial with Promising Preliminary Findings”. The research is providing innovative evidence that psychoeducational support groups can decrease the severity of suicidal thinking by reductions in depressive symptoms, burdensomeness, and thwarted belongingness. Research is also expanding with Kelly working alongside researchers from UNE, Lifeline Australia, and Didi Hirsch on Fidelity measures for the Eclipse as it continues to expand. Eclipse was showcased to the Clare community in South Australia in March, community members and clinicians. Lifeline Australia requested Eclipse to be presented at the 2022 May nationally conference which was widely accepted by the centre CEO’s and senior executive staff.



Suicide Prevention Services Manager

Support After Suicide groups

This year we had 31 participants attend the suicide bereavement support groups. We facilitated focus groups which included bereavement support participants. The feedback from the focus groups was that participants value the groups being a constant, stable support not having “a timeline or specific curriculum” as suicide bereavement is so complex. Participants prefer the “open door” access to groups as their grief is forever evolving.

I was asked to participate in the Toward Zero Initiative “Mid North Coast Self Harm Community Action Group”, here the newly formed group provides a communication process between services to the community in the event of a suicide.

We continue to collaborate with “Standby” Support. Standby refer members of the community that are impacted by suicide to our bereavement support groups. Kelly, at times where appropriate will do a “joint” home visit to families with Standby. Standby funded professional development on Overcoming Depression, Grief in the Community and Lived Experience of Mental Health for Eclipse participants, Peer Workers, staff and Telephone Crisis Supporters.

Lived Experience of Suicide Attempts (LEOS)

Kelly continued to collaborate with MNCLHD Nicholas Kosseris Consumer Partnership Coordinator for Mental Health and Alcohol and Other Drugs. The group of lived experience of suicide attempts and bereavement of suicide meet once a month to discuss options and to advise the MNCLHD on Toward Zero initiatives mostly to do with the Safe Haven. Training opportunities for the group included Roses in the Ocean and Lifeline Mid Coast's Accidental Counsellor workshops. Standby hosted a Lived Experience Presenter from the Black Dog Insitute, who presented on Grief and Lived Experience. There are 7 active LEOS participants, and we are recruiting, seeking more diversity such as those with carers experience.

Hospital to Recovery

We have had 89 Participants go through our Hospital to Recovery Program. The program continues to operate efficiently as Tony has a wonderful rapport with clinicians, Mental Sealth Services and participants. Many of the hospital psychiatrists and psychologists now recommend Eclipse and H2R as part of patient’s recovery plans. An example of Tony’s resourcefulness with services is where a homeless 32-year-old male (couch surfing), was referred to H2R from an Emergency admission. Tony supported this male with appointments, referring into Eclipse, Community Housing, gaining NDIS support and sourcing clothing and other items. This man now has permanent housing and support which allows him to have access to his children. He is continuing to be a participant in Eclipse and joined the Makers Space social group on Fridays.

Hospital to Recovery	89
Eclipse	36
Support after Suicide	31

Walk Out of The Shadows

The Mayor Peita Pinson gave an opening address and our CEO Catherine Vaara provided an explanation of the symbolism of Walk Out of the Shadow and Into the Light. The explanation had a profound effect on representatives of the Ambulance Service. About 50 people attended the event including local community, Ambulance Services, SES, Endeavour Club House, staff from the MNCHD, Self Seen and participants from Eclipse, H2R and Support After Suicide.

I want to thank Mayor Pinson, Salty Crew and the Bonny Hills Nursery for their support.

Christmas Memorial services

Tinonee and Port Macquarie both well attended and very moving.

Many attendees needed this connection and safe space and expressed appreciation of the events. 15 attendees at Tinonee, 20 attendees at Port Macquarie

Out of The Shadows 50

Tinonee Memorial 15

Port Macquarie Memorial 20



TAFE Student Collaboration

Our program has a collaboration with Kempsey and Port Macquarie TAFE campuses and is asked to speak regularly to Mental Health Peer and Community Services Students. 5 Certificate IV in Mental Health Peer Work students participated in work placement at Makers Space and had assessments with our team to complete their course requirements. Other collaborations and networks Kelly, Tony and Karen are active with include the MNCLHD, on many Toward Zero (NSW Health) suicide prevention initiatives such as governance meetings, MNC Self Harm Community Action group and Safe Side training. The “Butterflies’ for Mental Health” was a meaningful and well received mental health activity again this year. We coordinated organisations such as the Local Health District, Neami, Endeavour Clubhouse, Liberty Family & Domestic Violence, Werin Aboriginal Services and New Horizons.

The 9 organisations and 9 artists represented the 9 Australians we lose each day to suicide. The campaign was affected by COVID. However, a successful, well attended media launch supported by the Westport club was held. The artworks are now on display throughout each of the services. The program continues to respond to requests from the Manning, Great Lakes, and Kempsey Suicide Prevention Networks. We were involved in Mental Health Commission’s Strategic Framework for Suicide Prevention NSW 2018- 2023 Focus groups, Suicide Prevention Australia State Forum, and Roses in the Ocean Stakeholder Focus Groups. We reached out and supported Lifeline Northern Rivers staff with regular debriefs post floods. In May 2022 there was a community housing fire that greatly affected other at-risk lower socio-economic tenants. Our program provided follow up visits, clothing and essentials to tenants.

visits **149**
to Makers Space

Makers Space

This social group evolved from the Eclipse Friday check ins. The Friday check-ins provide pre-weekend support and due to attendance numbers, quickly out grew our space. The Port Macquarie Community Collegue agreed to provide a supportive and & confidential space for our team and participants. We moved the Friday catch ups to Makers Space and to date we have had 149 visits. Makers Space is a beneficial collaboration between the Community College and Lifeline Mid Coast, which is evolving into further training and activities.

Kelly Saidey

Lifeline Mid Coast Suicide Prevention Manager



Community Leadership and Engagement Disaster Recovery



1688 kilometres
traveled



19 site visits



16 locations

x6

Psychological First Aid
and Accidental
Counsellor Workshops

During the period, Lifeline Mid Coast continued to engage in the flood recovery efforts being coordinated by local councils, where torrential rain and floods once again impacted the communities of the Kempsey, Mid North Coast and Taree. In some instances, families who lost homes and/or animals in the bushfires were again devastated by such losses during the floods.

By June 30 2022 Lifeline paid and volunteer staff made 19 site visits to 16 separate locations covering 1688 km. COVID-19 restrictions have coincidentally assisted increasing meeting attendance while improving efficiencies (zoom meeting) thus reducing demand on vehicle resources.

This program continues to evolve and is transitioning to consolidating links with agencies and maintaining a list of stakeholder/contacts.

Another year with our community confronted by flood hot on the heels from bushfires and the continuation of COVID.

The program is designed to identify and support natural community leaders who are active in rebuilding their towns and communities. The program (absent disasters) has moved this year into growing/maintaining connections with agencies and other stakeholders.

Whilst the program supports the growth of community resilience and mental health awareness by providing targeted training the general feeling in communities this year has been striving to get back to normal. Training has been negligible reflecting the community need to rebuild internal connections. Agencies/councils have revised their service delivery.

Stephen Prohm

Lifeline Mid Coast Disaster Recovery Coordinator

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Financial Statements

For the Year Ended 30 June 2022

Lifeline Mid Coast NSW

ABN: 25 524 080 705

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For the Year Ended 30 June 2022

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Lifeline Mid Coast NSW

ABN: 25 524 080 705

Committee's Report

30 June 2022

The committee present their report on Lifeline Mid Coast NSW for the financial year ended 30 June 2022.

Principal activities

The principal activity of Lifeline Mid Coast NSW during the financial year was a non-profit community service organisation.

No significant changes in the nature of the Association's activity occurred during the financial year.

Committee members

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

- Anthony Fleming (Chairperson) Resigned
- Neil Porter (Chairperson)
- Trevor Gilson (Treasurer)
- Lauren Weller
- Eric Drury
- Danny Green
- Paul Poleweski

Operating results

The profit of the Association after providing for income tax amounted to \$ 764,411 (2021: \$ 1,561,156).

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

Committee member: .....
 Neil Porter (Chairperson)

Committee member: .....
 Trevor Gilson (Treasurer)

Dated this 8th day of September 2022



Lifeline Mid Coast NSW

ABN: 25 524 080 705

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Lifeline Mid Coast NSW

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

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

Dated this^{16th} day of ^{SEPTEMBER}.....2022

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Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	3	2,816,150	3,416,887
Other income	3	391,402	381,763
Advertising		(39,336)	(47,808)
Depreciation		(80,047)	(77,431)
Employee benefits expense		(1,424,583)	(1,367,800)
Insurance		(40,967)	(33,293)
Investment management fees		(8,817)	(6,044)
Profit/(Loss) on disposal of assets		(2,700)	(751)
Meeting Expenses		(19,967)	(14,709)
Minor asset purchases		(6,263)	(8,705)
Motor vehicle expenses		(61,037)	(66,398)
Occupancy Costs		(394,605)	(337,076)
Other expenses		(156,271)	(133,514)
Peer worker		(63,720)	(63,720)
Repairs & maintenance		(17,692)	(20,735)
Telephone		(20,215)	(20,903)
Volunteer Costs		(20,900)	(28,177)
Profit before income tax		850,432	1,571,586
Income tax expense		-	-
Profit from continuing operations		850,432	1,571,586
Profit for the year		850,432	1,571,586
Other comprehensive income, net of income tax			
Unrealised loss on investments		(86,021)	(10,429)
Other comprehensive income for the year, net of tax		(86,021)	(10,429)
Total comprehensive income for the year		764,411	1,561,157

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Statement of Financial Position

As At 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	7,291,445	6,472,043
Trade and other receivables	5	126,107	34,819
Other financial assets	6	735,940	836,791
Other assets	8	15,718	83,079
TOTAL CURRENT ASSETS		8,169,210	7,426,732
NON-CURRENT ASSETS			
Property, plant and equipment	7	804,253	812,010
TOTAL NON-CURRENT ASSETS		804,253	812,010
TOTAL ASSETS		8,973,463	8,238,742
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	66,171	85,415
Employee benefits	10	180,719	168,693
TOTAL CURRENT LIABILITIES		246,890	254,108
NON-CURRENT LIABILITIES			
Employee benefits	10	6,967	29,439
TOTAL NON-CURRENT LIABILITIES		6,967	29,439
TOTAL LIABILITIES		253,857	283,547
NET ASSETS		8,719,606	7,955,195
EQUITY			
Retained earnings		8,719,606	7,955,195
TOTAL EQUITY		8,719,606	7,955,195

Statement of Changes in Equity

For the Year Ended 30 June 2022

2022

	Retained Earnings
	\$
Balance at 1 July 2021	7,955,195
Surplus for the year	850,432
Total other comprehensive income for the period	<u>(86,021)</u>
Balance at 30 June 2022	<u><u>8,719,606</u></u>

2021

	Retained Earnings
	\$
Balance at 1 July 2020	6,400,868
Surplus for the year	1,564,757
Total other comprehensive income for the period	<u>(10,430)</u>
Balance at 30 June 2021	<u><u>7,955,195</u></u>

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from fundraising	68,990	14,210
Payments to suppliers and employees	(2,327,990)	(2,371,284)
Dividends received	21,446	19,883
Sales received	2,349,712	2,792,823
Interest received	11,056	22,397
Finance costs	-	(239)
Receipt from grants	508,654	647,145
Other receipts	247,694	305,946
Net cash provided by/(used in) operating activities	13 <u>879,562</u>	<u>1,430,881</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	6,363	-
Purchase of property, plant and equipment	(73,683)	(30,966)
Net cash provided by/(used in) investing activities	<u>(67,320)</u>	<u>(30,966)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	812,242	1,399,915
Cash and cash equivalents at beginning of year	<u>6,472,042</u>	<u>5,072,128</u>
Cash and cash equivalents at end of financial year	4 <u><u>7,284,284</u></u>	<u><u>6,472,043</u></u>

Notes to the Financial Statements

For the Year Ended 30 June 2022

The financial report covers Lifeline Mid Coast NSW as an individual entity. Lifeline Mid Coast NSW is a not-for-profit entity, registered and domiciled in Australia.

The functional and presentation currency of Lifeline Mid Coast NSW is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those Charged with Governance, the entity is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports be tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-Profit Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of *AASB 101 Presentation of Financial Statements*, *AASB 107 Statement of Cash Flows*, *AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors* and *AASB 1054 Australian Additional Disclosures*.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers

For current year

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the entity expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the entity have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

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.

(b) Income Tax

The entity is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) 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.

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.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(d) Property, plant and equipment

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

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Buildings and motor vehicles are held by Uniting Church in Australia.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the entity, commencing when the asset is ready for use.

(e) Financial instruments

Financial instruments are recognised initially on the date that the entity becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the entity classifies its financial assets into the following categories, those measured at:

- fair value through other comprehensive income - equity instrument (FVOCI - equity)

Financial assets are not reclassified subsequent to their initial recognition unless the entity changes its business model for managing financial assets.

Fair value through other comprehensive income

Equity instruments

The entity has a number of strategic investments in listed and unlisted entities over which they do not have significant influence nor control. The entity has made an irrevocable election to classify these equity investments as fair value through other comprehensive income as they are not held for trading purposes.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial assets

These investments are carried at fair value with changes in fair value recognised in other comprehensive income (financial asset reserve). On disposal any balance in the financial asset reserve is transferred to retained earnings and is not reclassified to profit or loss.

(f) 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.

(g) 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 period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

(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 Regulations prescribe in the manner in which fundraising appeals are conducted, controlled and reported in NSW. The amounts shown in note 15 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 into the Company's bank account.

Costs of fundraising as per Note 15 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 15.

(i) Adoption of new and revised accounting standards

The entity has adopted all standards which became effective for the first time at 30 June 2022, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the entity.

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Notes to the Financial Statements For the Year Ended 30 June 2022

3 Revenue and Other Income

	2022	2021
	\$	\$
Grant income		
- Recurring grants (NSW Dep. Health)	408,054	376,162
- Lifeline Australia	100,600	270,983
	<u>508,654</u>	<u>647,145</u>
Sales		
- Central Road	509,722	581,894
- Forster	499,157	631,865
- Kempsey	329,879	380,585
- Port Macquarie	258,670	336,258
- Taree	297,587	293,046
- Wauchope	236,550	285,380
- Wingham	218,591	279,494
- Ebay sales	-	4,301
- Less: shop expenses	(119,827)	(129,180)
	<u>2,230,329</u>	<u>2,663,643</u>
Training and course fees	77,169	106,100
	<u>2,816,152</u>	<u>3,416,888</u>

	2022	2021
	\$	\$
Other Income		
- Sundry income - work for the dole funding	3,367	-
- Donations & fundraising	68,990	14,210
- Rent received	13,959	19,883
- Cashflow boost	-	50,000
- COVID Stimulus - Jobsaver/Jobkeeper	112,158	223,500
- Realised investment revenue	21,446	41,559
- Interest received	11,056	22,397
- Insurance Reimbursement	160,425	10,213
	<u>391,401</u>	<u>381,762</u>

4 Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash at bank and in hand	5,028,515	3,910,670
Short-term deposits	2,262,930	2,561,373
	<u>7,291,445</u>	<u>6,472,043</u>

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Notes to the Financial Statements For the Year Ended 30 June 2022

5 Trade and other receivables

	2022	2021
	\$	\$
CURRENT		
Trade receivables	107,968	28,086
Deposits	18,139	-
GST receivable	-	6,733
Total current trade and other receivables	126,107	34,819

6 Other Financial Assets

	2022	2021
	\$	\$
CURRENT		
Listed shares and units at market value	735,940	836,791
Total	735,940	836,791

Notes to the Financial Statements

For the Year Ended 30 June 2022

7 Property, plant and equipment

	2022	2021
	\$	\$
Buildings		
At cost	1,058,639	1,054,748
Accumulated depreciation	<u>(570,475)</u>	<u>(550,065)</u>
Total buildings	<u>488,164</u>	<u>504,683</u>
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	118,171	118,171
Accumulated depreciation	<u>(41,081)</u>	<u>(30,355)</u>
Total plant and equipment	<u>77,090</u>	<u>87,816</u>
Furniture, fixtures and fittings		
At cost	290,152	284,152
Accumulated depreciation	<u>(266,759)</u>	<u>(260,871)</u>
Total furniture, fixtures and fittings	<u>23,393</u>	<u>23,281</u>
Motor vehicles		
At cost	449,399	410,788
Accumulated depreciation	<u>(239,259)</u>	<u>(224,658)</u>
Total motor vehicles	<u>210,140</u>	<u>186,130</u>
Office equipment		
At cost	9,094	9,094
Accumulated depreciation	<u>(6,102)</u>	<u>(5,041)</u>
Total office equipment	<u>2,992</u>	<u>4,053</u>
Computer equipment		
At cost	32,879	32,879
Accumulated depreciation	<u>(30,405)</u>	<u>(26,832)</u>
Total computer equipment	<u>2,474</u>	<u>6,047</u>
Total plant and equipment	<u>316,089</u>	<u>307,327</u>
Total property, plant and equipment	<u><u>804,253</u></u>	<u><u>812,010</u></u>

Notes to the Financial Statements

For the Year Ended 30 June 2022

8 Other Assets

	2022	2021
	\$	\$
CURRENT		
Prepayments	12,278	47,783
Accrued income	3,440	35,296
	<u>15,718</u>	<u>83,079</u>

9 Trade and Other Payables

	2022	2021
	\$	\$
CURRENT		
Trade payables and accrued expenses	30,449	56,793
GST payable	3,803	-
Employee benefits	25,979	18,768
Sundry payables	5,940	9,854
	<u>66,171</u>	<u>85,415</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

10 Employee Benefits

	2022	2021
	\$	\$
Current liabilities		
Long service leave	102,961	85,116
Provision for employee benefits	77,758	83,577
	<u>180,719</u>	<u>168,693</u>
Non-current liabilities		
Long service leave	6,967	29,439
	<u>6,967</u>	<u>29,439</u>

11 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2022 (30 June 2021:None).

Notes to the Financial Statements

For the Year Ended 30 June 2022

12 Related Parties

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

13 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2022	2021
	\$	\$
Profit for the year	764,413	1,561,156
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	80,047	77,431
- net (profit)/loss on disposal of property, plant and equipment	(4,970)	751
- bad debt written off	-	3,570
- fair value movements on investments	93,690	10,429
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(66,320)	(6,360)
- (increase)/decrease in other assets	42,393	26,982
- increase/(decrease) in income in advance	-	(160,000)
- increase/(decrease) in trade and other payables	(19,243)	(60,536)
- increase/(decrease) in employee benefits	(10,448)	(15,713)
Cashflows from operations	<u>879,562</u>	<u>1,437,710</u>

14 Events after the end of the Reporting Period

The financial report was authorised for issue on 08 September 2022 by those charged with governance.

COVID-19

A global pandemic was declared by the World Health Organisation on 11 March 2020. Ongoing Federal and State government restrictions throughout the pandemic have continued to impact the organisation's operations, including the Association closing its shops during August/September 2021 in accordance with the New South Wales Public Health Act order.

The impact of the pandemic is expected to have an ongoing impact on the Association throughout 2023 financial year, however due to uncertainty of the pandemic, it is not possible to predict the effect of the matter.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the entity, the results of those operations or the state of affairs of the entity in future financial years.

Notes to the Financial Statements

For the Year Ended 30 June 2022

15 Fundraising

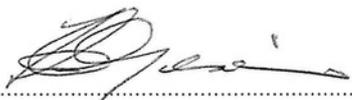
Fundraising appeals conducted during the financial period included donations from corporate and community groups, donations from individuals in shops as well as fundraising events. All income is applied towards charitable purposes.

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person

Trevor Gilson

Responsible person

Neil Porter

Dated this 8th day of September 2022

Lifeline Mid Coast NSW

ABN: 25 524 080 705

Responsible Persons' Declaration Lifeline Mid Coast NSW

ABN: 25 524 080 705

Responsible Persons' Declaration

I, Neil Porter, 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.



Neil Porter

Chairperson

Dated this 8th day of September 2022



pddadvisorygroup

chartered accountants & business advisors

Lifeline Mid Coast NSW

Independent Audit Report to the members of Lifeline Mid Coast NSW

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Lifeline Mid Coast NSW, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Lifeline Mid Coast NSW has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for 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 Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our 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 ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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Lifeline Mid Coast NSW

Independent Audit Report to the members of Lifeline Mid Coast NSW

Responsibilities of Responsible Entities for the Financial Report

The responsible persons 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 ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities 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 responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Registered Entity 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 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 the financial report.

As part of an audit in accordance with the 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 Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities' 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 Registered Entity'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 Registered Entity to cease to continue as a going concern.

Lifeline Mid Coast NSW

Independent Audit Report to the members of Lifeline Mid Coast NSW

- 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 those charged with governance 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
Partner
Registered Company Auditor (461719)
PDD Advisory Group

14 Short Street, Port Macquarie NSW 2444

Dated this^{15th} day of^{SEPTEMBER} 2022

Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2022

Disclaimer

The additional financial data presented on page 22 is in accordance with the books and records of the Association which have been subjected to the auditing procedures applied in our statutory audit of the Association for the year ended 30 June 2022. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Lifeline Mid Coast NSW) in respect of such data, including any errors or omissions therein however caused.



Matthew Edwards CPA
Partner
Registered Company Auditor (461719)
PDD Advisory Group

Dated: *15th September 2022*

Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2022

Detailed Profit and Loss Statement

	2022	2021
	\$	\$
Income		
Donations & fundraising	68,990	14,210
Grants Income		
Recurring grants (NSW Dep. Health)	408,054	376,162
Lifeline Australia	100,600	270,983
	<u>508,654</u>	<u>647,145</u>
Sales		
Central Road	509,722	581,894
Forster	499,157	631,865
Kempsey	329,879	380,585
Port Macquarie	258,670	336,258
Taree	297,587	293,046
Wauchope	236,550	285,380
Wingham	218,591	279,494
Ebay Sales	-	4,301
Less: Shop expenses	(119,827)	(129,180)
	<u>2,230,329</u>	<u>2,663,643</u>
Other income		
Training and course fees	77,169	106,100
Sundry income - work for the dole funding	3,367	-
Rent received	13,959	19,883
Cashflow boost	-	50,000
COVID Stimulus - Jobsaver/Jobkeeper	112,158	223,500
Realised investment revenue	21,446	41,559
Interest received	11,056	22,397
Insurance Reimbursement	160,425	10,213
	<u>399,580</u>	<u>473,652</u>
Total income	3,207,553	3,798,650
Less: Expenses		
Accounting fees	9,547	11,046
Advertising	39,336	47,808
Auditors remuneration	8,800	8,230
Bad debts	-	3,570
Bank charges	11,952	13,412
Building expenses	1,800	2,433
Cleaning	8,664	9,478
Computer expenses	10,866	11,692
Consultant fees	14,209	3,301
Depreciation	80,047	77,431
Fees and subscriptions	19,272	16,525
Fundraising & special events	975	239

Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2022

Detailed Profit and Loss Statement

	2022	2021
	\$	\$
Insurance	40,967	33,293
Investment management fees	8,817	6,044
Meeting expenses	19,967	14,709
Minor asset purchases	6,263	8,705
Motor vehicle expenses	61,037	66,398
Peer worker	63,720	63,720
Postage, printing & stationery	20,335	14,730
Provision for employee entitlements	(10,447)	(15,713)
Repairs & maintenance	17,692	20,735
Salaries	1,296,132	1,248,860
Staff training	11,836	17,187
Staff amenities	663	1,390
Strata fees	7,414	7,093
Superannuation contributions	127,062	117,466
Telephone	20,215	20,903
Travel - domestic	7,062	313
Volunteer Costs	20,900	28,453
Occupancy Costs	394,605	337,076
Other operating expenses	34,713	29,786
Profit/(Loss) on disposal of assets	2,700	751
Unrealised loss on investments	86,021	10,429
Total Expenses	2,443,142	2,237,493
Other items:		
Profit before income tax	764,411	1,561,157