



Photo by Alex Strachan / Shot by Xander

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Lifeline Mid Coast acknowledges the Worimi, Birpai and Dunghutti peoples who are the traditional custodians on the lands on which we live and work. We honour First Nation people's culture and connection to land, water and community. We pay our respects to Elders past, present and emerging.

We acknowledge those lost to suicide and those today struggling with the impacts of suicide



# Who We Are

Lifeline Mid Coast (ABN 25 524 080 750) is a not-for-profit charity providing consistent, caring support to anyone who needs it, focusing on preventing and intervening in situations of self-harm and suicide.

Lifeline Mid Coast was established in 1988 as an unincorporated Centre of the Uniting Church in Australia NSW, ACT through the Port Macquarie Uniting Church and the Mid North Coast Presbytery. Since then, Lifeline Mid Coast has been committed to reaching out to those in crisis, whenever they need it and wherever they are, offering real support when difficulties seem overwhelming.

As part of the Lifeline's 13 11 14 national crisis line that answers a million calls a year, we at Lifeline Mid Coast answer over 26,000 calls each year, offering comfort and assistance so that no one has to face their darkest moment alone.

We believe no one should feel alone or hopeless in a crisis. Our approach is based on offering a listening ear and the right support, which we know can be lifesaving.

## Our Geographical Area

Our services cover the local government areas of Nambucca Valley, Kempsey Shire, Port Macquarie Hastings and Mid Coast.



### Lifeline Crisis Support Available



- **13 11 14:** Confidential telephone crisis support service. Free call from a landline, payphone or mobile.
- **lifeline.org/crisis-chat:** Confidential connection through Lifeline's website.
- **Lifeline Text 0477 13 11 14:** Confidential connection using texting.
- **13 YARN (13 92 76):** Confidential Aboriginal & Torres Strait Islander telephone crisis support.

# Lifeline Mid Coast Services



## Suicide Prevention and Postvention

- **Eclipse Group:** A support group for people who have attempted suicide offering a safe place to find a recovery solution.
- **Support After Suicide:** A support group that enables people who have experienced the loss of a loved one through suicide, to share, listen, give and receive mutual support.
- **Hospital to Recovery:** Personalised support for people transitioning from hospital to home following a suicide attempt.
- **Out of the Shadows:** Annual walk for suicide awareness held on World Suicide Prevention Day.
- **Memorial Services:** Held before Christmas in both Port Macquarie and Tinonee to remember those people loved and lost to suicide.



## Training Programs

- **Crisis Support Training:** This nationally recognised training currently comprises three Units of Competency and is designed to train Lifeline Crisis Supporters.
- **Accidental Counsellor:** For people who often find themselves in a “counselling role by accident”.
- **Mind Your Mates:** A 45min ‘toolbox talk’ which will enable you to recognise the signs of depression, anxiety and thoughts of suicide in your mate.
- **DV-alert:** For frontline workers within universal services for whom family violence is not a core function of their role.
- **DV-aware:** Understand the initial signs of domestic and family violence, and know how to respond appropriately.



## Disaster Recovery and Community Engagement

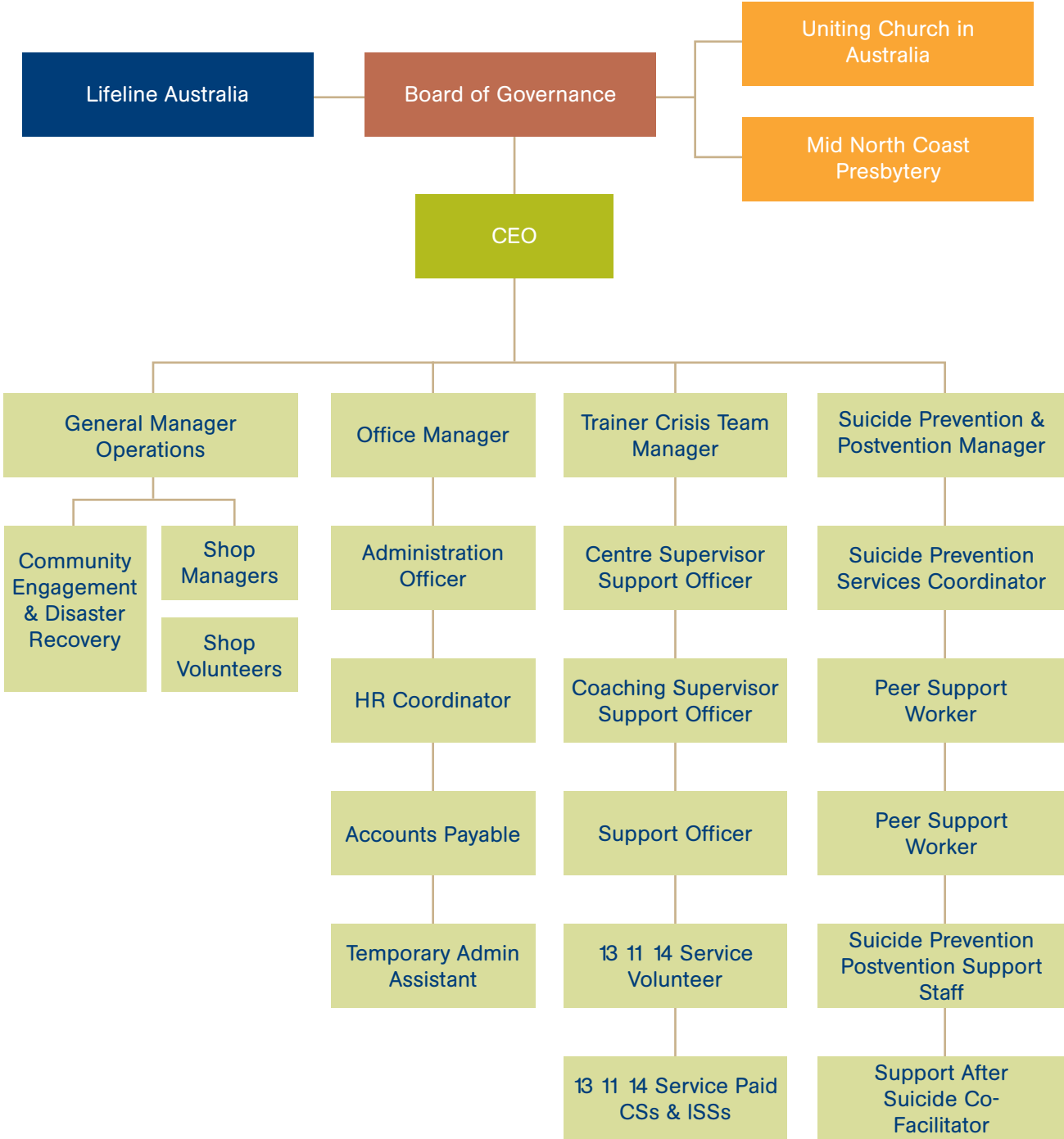
- **Disaster Response and Recovery:** Supporting communities to prepare for and rebuild following a disaster.
- **Community Engagement:** Lifeline representatives are available for Community Engagement through suicide prevention talks and programs.



## Retail Shops

- LifelineShop Port Macquarie  
122 Gordon Street
- LifelineShop Port Macquarie  
19 Central Road
- LifelineShop Wauchope  
41 Cameron Street
- LifelineShop Kempsey  
4/44 Forth Street
- LifelineShop Taree  
Shop 11, 40-50 Albert Street
- LifelineShop Forster  
1/35 Breese Parade
- LifelineShop Wingham  
41 Isabella Street

# Lifeline Mid Coast Organisational Structure





# A Message from The Chair

## Neville Parsons, Board Chair

Lifeline Mid Coast has a proud history of connecting with our local community and delivering the critical Lifeline 13 11 14 Services in the Mid Coast Region from Bulahdelah in the south to Valla Beach in the north. This region has a population of approximately 191,000 people.

Lifeline Mid Coast is committed to enhancing the well-being of all within our community and has a focus on supporting those requiring the support, care and comfort from the many services that are available and provided by our dedicated team. Our Lifeline Mid Coast team comprises 39 staff and approx. 350 volunteers.

As a volunteer-based organisation we rely on the seven Lifeline Shops located in Forster, Taree, Wingham, Wauchope, Port Macquarie (2) and Kempsey to fund the majority of our services.

The Shops not only provide funding to enable Lifeline Mid Coast to deliver the critical services that we offer but they also provide much needed support to those in our community that rely on our shops to source low priced, quality clothing and goods. Our retail shops not only encourage recycling of good quality 2nd hand clothing and other goods but also provide the opportunity for volunteering and doing good in our community.

### Critical services that our team provide include:

- **Supporting the Lifeline Crisis Support 13 11 14 services.** The majority of the costs for this service (83%) are funded by Lifeline Australia through Government Grants, however we still top up the balance through the funds generated in our retail shops.
- **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 Safe Haven.
- **Eclipse:** An 8-week closed support group for those who have survived a suicide attempt.
- **Support After Suicide:** An open support group for those bereaved by suicide.
- **Community Leadership programs:** Developed in response to natural disasters, these programs are time specific and are designed to provide crisis support, training and ongoing skills development aimed at building community resilience and connections.



iStock  
Credit: Da

- **Community Events** including our Walk Out of the Shadows - an annual event that highlights Suicide Prevention Awareness Day; Our Christmas memorial services located at Port Macquarie and Tinonee.
- **Community Training:** Lifeline Mid Coast has a range of community training programs including Accidental Counsellor; DV-alert; DV-Aware; and Psychological First Aid.

Our ongoing success is a direct result of the time, energy and commitment of our experienced CEO Catherine Vaara and her dedicated staff and volunteers who have a passion for the work that they do and contribute to the above-mentioned services that Lifeline Mid Coast delivers for and on behalf of our community.

We also recognise the valuable support that we receive from CEO Colin Seary and the team at Lifeline Australia as well as the support from the Uniting Church via the Church Council and the Standing Committee of the local parish. We also note and appreciate the valuable relationship being developed with Neil King and Daniel Andrew from Uniting Church Administration in Sydney.

During the year we have continued investing in the upgrade of our retail shops at Forster and Gordon Street Port Macquarie with further upgrades to be undertaken at Wingham, Kempsey and a relocation in Central Road Port Macquarie. We specifically thank our General Manager Operations Glenn Parker for his great work in overseeing the renovations.

Without doubt, the most critical development during the year has been the acquisition of the property at 70 Burrawan Street Port Macquarie. This followed a lengthy search for a suitable location for relocating our Administration and Service Centre.

We are undertaking a major building project to accommodate the relocating of the Administration and Services Centre from the current location on the grounds of the Uniting Church in Sherwood Road Port Macquarie. At the time of preparing this report we have just received approval for our Development Application to demolish the old building on the Burrawan Street site and our Building Committee is working closely with our appointed Architects Collins W Collins to finalise the plans for the new Building in readiness to lodge the Development Application for the new Building with Council.

We are delighted to be able to provide a detailed overview of this Project as part of our reporting planned for 2024 Annual General Meeting.

On behalf of the Board, I thank Catherine and the entire team for their ongoing dedication and commitment to making a difference to all that use the Lifeline Mid Coast services and like the ripple effect, to our entire community.

To our current Board I say thank you for your dedication, contribution and commitment in guiding and supporting the ongoing growth and success of Lifeline Mid Coast.

We continue to enhance the Governance Framework and to engage with the Uniting Church to review the current operating model to identify areas for streamlining and improving the efficient and effective delivery of the Lifeline Mid Coast Purpose and Strategic Plan.

In doing so we are looking to continue the strong connection with the local Church Council and Presbytery to build on the historic connection and to focus on the ongoing delivery of the ideals of providing a community free of suicide as our ultimate goal.

Finally, I extend our thanks and appreciation to all those that have supported Lifeline Mid Coast during this past year and note that it is only through such support that our organisation can continue to provide the quality and valuable services in our community.

It is a privilege to be the Chair of Lifeline Mid Coast and to provide this Chair's Report.





# A Message from the CEO

**Catherine Vaara, CEO**

Lifeline Mid Coast, who are we and what do we represent?  
*“Sometimes it feels like we hold the emotions of our nation in our hands”*. This is a quote from one of my staff members, and I think it defines what we represent.

We know that people matter and for those struggling with the impacts of suicide, sometimes what is needed the most is the ability to sit with pain, sharing the burden of hopelessness or loss until that person can reclaim hope. That is what Lifeline does and does well.

We are a vital organisation, enriched by its diverse and dedicated people, backed by strong financial reserves, and supported by an outstanding Board. What an absolute pleasure it is to lead such a robust and successful organisation.

During the 2023-2024 year, we supported Lifeline’s national 13 11 14 service through our team of Crisis Supporters who as part of the Lifeline network, answered callers in need from all over Australia 24 hours a day, 7 days a week.

Locally, we supported our community, providing lifesaving and innovative services such as our Eclipse and Hospital to Recovery programs. We reached out and supported individuals, families and community grieving a loss through suicide. We supported local school communities struggling with the loss of a student and with every day people struggling to stay alive after a suicide attempt to ensure they were safe over weekends and times when their normal support systems were unavailable.

The sustainability of our services is paramount. A strong financial base is crucial for any organisation and Lifeline Mid Coast is no exception. Our financial base relies on a combination of our 7 Shops, donations, and Lifeline Australia and government grants. We have directly applied the growth in our income to increase the number of staff in our suicide prevention and postvention services, allowing us to expand our programs to meet demand; staffed overnight shifts on the 131114 service, ensured our annual events such as Walk Out of the Shadow and Christmas Memorials were resourced and just as importantly, we provided meaningful professional development and support to our staff and volunteers.

Lifeline Mid Coast partnered and collaborated with the Mid North Coast Area Health District and Safe Haven Port Macquarie, strengthening referral pathways for people at high risk of suicide and embedding response protocols between our organisations. On the success of these partnerships, we reached out to the Taree Manning and Kempsey regions and are on our way to establishing strong links necessary in establishing partnerships that will share the burden of supporting community members who are experiencing the impacts of suicide or chronic suicidal ideation.

The impact of Lifeline Mid Coast on our local communities should be recognised. By providing immediate crisis support through the 131114 Lifeline Crisis Line and ongoing suicide prevention and postvention services, we help individuals and communities to understand and adapt to grief associated with suicide, reduce feelings of isolation, and find ways to re-engage with life after trauma. We save lives. Our holistic approach to crisis support, suicide prevention and postvention aspire to ensure that no one in the community is left to face their darkest moments alone.

Looking to the future, Lifeline Mid Coast aims to understand and meet the needs of our communities experiencing crisis and the impacts of suicide. In the next 12 months, our intention



is to increase the number of trained volunteers on the 131114 Crisis Line and to expand our suicide prevention and postvention services to include support for those who self-injure and experience chronic suicidal ideation. To support the growth of our services, the organisation will improve its operations through the purchase of IT technologies specifically designed to meet our needs. Looking further ahead, the concept plans for the new Lifeline Mid Coast Centre will be made a reality.

The energy and power behind Lifeline Mid Coast are our outstanding people, partners, donors and the public. To our volunteers and staff on the 131114 phones, to our team at the forefront of our suicide prevention and postvention services, to a small and capable community engagement staff and to our proud and active staff and volunteers responsible for creating the Lifeline Mid Coast Op Shop success – thank you.

Thank you also to our small powerhouse that supports all our administrative needs, from finance, to workforce safety and management to reception. You have supported us all with competence respect and compassion.



I want to also recognise with deep gratitude, the Board. Although most members are relatively new, they have embraced and supported the organisation and myself as the CEO in more ways than I can count. To have such leadership in times where the world is facing so much change and disruption is treasured.

Catherine and Lea - top photo  
Catherine with Leslie Williams MP  
and Crisis Support Volunteers

To each and every one of you, thank you for being part of Lifeline Mid Coast in all its facets and for helping us make a real and positive difference in our communities, both locally and nationally, each and every day.



# Retail Report

Glenn Parker, General Manager Operations

Managing the operations of Lifeline Mid Coast continues to be both challenging and rewarding. Our focus remains on supporting our community through Lifeline’s 13 11 14 crisis support service, local suicide prevention and postvention programs, and various community engagement initiatives. These efforts, including disaster support, are sustained largely through the dedication of our people and the funding generated by our seven Lifeline Op Shops.

For over 35 years, Lifeline Mid Coast’s Lifeline Op Shops, have been critical revenue source that allows us to maintain and expand our reach. Today, operations rely heavily on the commitment of approx. 315 volunteers and are further supported by 7 dedicated Shop Managers. This year, a significant portion of our operations involved coordinating and completing several op shop renovations and upgrades. These enhancements have not only revitalized our shops but have also positioned them as standout community retail destinations, elevating our presence in the competitive landscape.

This year, we achieved a 7.9% increase in shop revenue, adding \$230,000 to our operational budget. Highlights from our shop upgrades include:

- Wauchope: A \$27,000 renovation led to a 15% sales boost, adding \$44,000.
- Forster: \$27,000 upgrade increased sales by 19.6%, contributing \$120,000.
- Gordon: A \$200,000 investment in renovations, sales grew by 25%, adding \$90,000.

These improvements helped achieve a gross retail income of \$3,141,387, or about 82.5% of our 2023-2024 total revenue.

Lifeline Mid Coast’s future has been strengthened through two key investments: the purchase of the Wingham shop and a block of land designated for our future Lifeline Mid Coast Centre. We are currently advancing the concept plan for this new site, which will further anchor our presence and capacity within the community.

The tireless efforts of our volunteers and staff are central to Lifeline Mid Coast’s impact, allowing us to continue providing hope and support for those in crisis.

We continue to be a robust and resilient organisation, achieving excellence in both crisis and suicide prevention and the building of a sustainable financial foundation. My deepest thanks go to everyone who has contributed to our success and mission.



Forster shop

Forster shop staff



Gordon Street Lifeline Shop, Before and After shop renovations



**315**  
invaluable volunteers

**17%**

Grants & Training

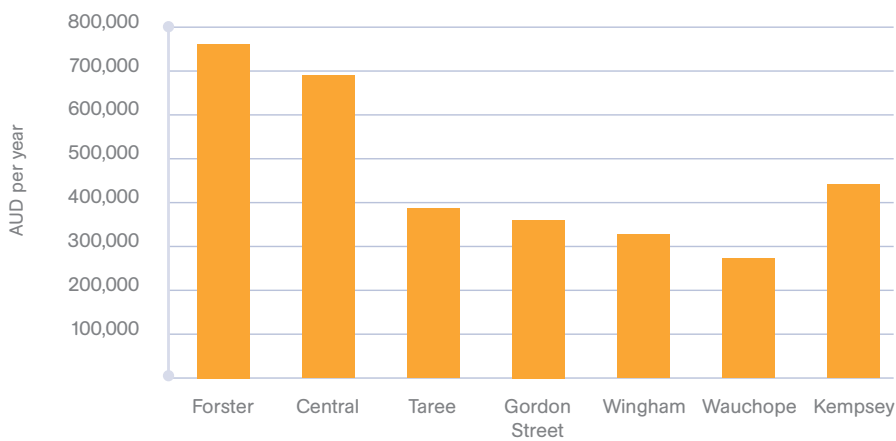


**83%**

Shops

**↑ 7.9%**  
Revenue across all shops

**Revenue Audited Less Expenses**





# Crisis Support Services

Di Bannister, Training and Crisis Support Manager



**25,027**

Calls answered by Lifeline Mid Coast  
**11,065 hrs** delivered to the network from Lifeline Mid Coast



**12,391**

Calls answered by volunteers  
**5,855 hrs** delivered to the network



**12,649**

Calls answered by paid overnight staff  
**5,216 hrs** delivered to the network across Australia

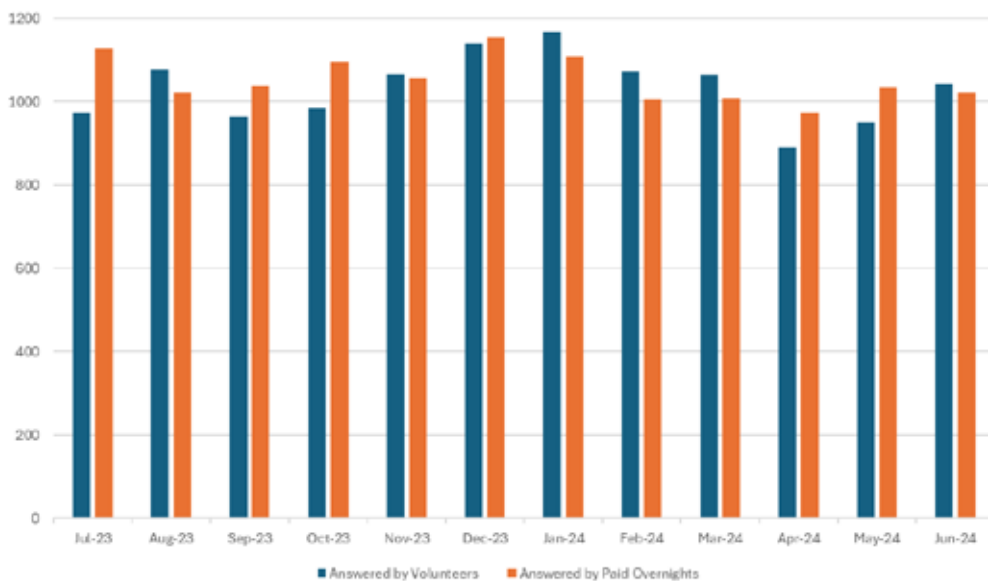


ANZAC Day 2024

“

Quote from Help seeker:  
 “Thank you for giving me your time and for really listening. I truly appreciate it and feel much better because someone was there to hear me.”

Lifeline Calls answered by calendar month



## 60th Anniversary of Crisis Support in Australia

Lifeline's 131114, the need has never been greater!

Calls to the 131114 soared on Sunday 28th April 2024. There were 4,371 contacts made from those in need on that Sunday, where the 131114 service usually averages around 3,300 per day. Leading up to this staggering number of call, there had been two events that may have contributed to this milestone. On 13th April there were the 6 deaths at Westfield Shopping Centre in Bondi NSW and then across Australia on the weekend of 27th and 28th April there were rallies about the effects of Domestic and Family Violence on our communities.

Colin Seery, Lifeline Australia's CEO, had the opportunity to visit our Centre at this time and took the time to stop and talk to me and my staff, thanking us for the work we are doing. He also when asked, graciously took time to do a video that welcomed our latest 131114 students.

The pressure for our volunteers and staff to be present is increasing. Their work continues 24/7 and Lifeline Mid Coast would like to pay tribute to the amazing crisis supporters who manned the phone, text and web chat services to be there for support. Lifeline is manned by the community for the community. Our 75 volunteers here at Lifeline Mid Coast, taking calls on our phones, range in age from their mid 20's to early 80's. They are working, retired, parenting and generally busy people. They are often looking for purpose and Lifeline can meet that need. Our crisis supporters also travel to come into our Lifeline Centre. They are from near: a walk away, here in Port Macquarie area and far away as Nahiab, Forster, Kempsey and Wauchope. Some volunteer weekly, others fortnightly, whatever they can manage in their often full lives. They also commit to being accredited each year which entails a minimum of 92 hours of taking calls; 4 group supervisions; 8hrs of Professional Development and a minimum of 2 call coaching sessions per annum. Yes, they are at the top of their profession as crisis supporters and we are proud of the work they do and the amazing human beings they are.

### Crisis Support team

Our crisis support team is made up of the crisis supporters, In-Shift Supervisors (ISSs) and the crisis team who support the work they do. There are various roles each volunteer can work; crisis support on the phones, In Shift Support to a crisis supporter from home, Call Coaching with a peer, Mentoring students during their placement shifts and facilitating small groups and role playing for students during training.

The team who are paid to support the volunteers also volunteer on the phones. We pride ourselves on understanding the work our crisis supporters do, and volunteering on the phones or as ISSs helps us achieve that.

Within the crisis support team there is over 50 years of experience with Lifeline. As the manager I am very proud of the commitment we have to the people we support. They are the focus of all that we do. We work together in the same way as we ask the rest of the team to work on the phones. We listen, we collaborate, we acknowledge and build on strengths to reaffirm and empower each other to



Lifeline Mid Coast Crisis Support Team

do the best job that we can. It is a pleasure to be a part of a team that places emphasis on the human aspects of the work we do. It is a lot to ask volunteers to work in areas of high distress and, as the team who support them, I acknowledge our demanding work as well.

There are 75 crisis supporters who aim to man the phones 24hrs a day, 7 days a week. Our paid overnight staff are always here 10pm – 6am, 7 days a week. An amazing commitment to difficult hours and during times of high demand for support. We commend this team, who also volunteer outside their paid roles to further support our service. Our volunteer team are a group who come to the phones with professional crisis skills and add to that their own unique compassion and empathy. Each crisis supporter has community spirit, empathy and kindness at the heart of what they do. As stated above they are accredited annually and offer a lot of their valuable time to Lifeline. We also call on them at times of natural disasters in the area. They will attend community gatherings and again, come with empathy and kindness. The Lifeline Mid Coast team are held in high regard across our community.

### Telephone Crisis Support Volunteer recruitment

Our Volunteer Recruitment this year has been different to past times. A member of the crisis team, Kaye Raddatz, has completed her training qualifications and came into training this year with the goal of having two trainers available for the future. Together we have delivered 3 lots of training over the year to ensure the roster has the best chance of meeting the requirements of our Centre. These trainings were offered to the community and after meeting potential students at an information evening and having a face to face meeting with each interested person. The students then sign up for e-learning online and to attend two 3 ½ hr sessions per week for 6 weeks. After that time, they are given shifts with a mentor to begin their workplace training as a crisis supporter. Upon completion of their student placement, they do further assessments and online learnings to reach accreditation as a crisis supporter. This is an achievement for the students who get there and again, shows the calibre of the people who are attracted to volunteer for Lifeline Mid Coast. We have trained 20 students over the year and welcome each one of them into the team.

### Professional Development for our team

Lifeline Mid Coast prides itself on ensuring targeted, well sourced professional development is made available to all. We value our team’s contribution and feel providing professional development is one way of saying thank you. We believe the calibre of the team reflects the support and training they are offered. To meet the required 8 hrs of professional development annually we offer high quality face to face training that enhances the critical work they are doing on the phones. This year we engaged MindFit. An amazing organisation with training that we were excited to offer here in Port Macquarie at the Mercure Motor Inn. The topics covered were: What is Happiness? Compassion Fatigue; and Resilient thinking all delivered by a skilful trainer who had also worked on the 13 11 14 service. The feedback was very positive and encouraging. “This was the best training I have been to for a long time, thank you LLMC” “The content was so relevant to the work



Kelly and Di speaking with Tripple M MNC

we do on the phones, thank you” “We spent a day together learning and meeting up with peers, fantastic” “It was all about me and I appreciate that”.

As always the group of 48 people were excited to learn and worked together to ensure they left that day with even more skills to use in their crisis work.

## Community Training

Lifeline Mid Coast are engaged with community training throughout our local area and sometimes beyond. Lifeline engages our services across the broader area to deliver DV Alert – a 2 day face to face training focussing on women and their children living in Domestic and Family Violence. It is funded by the federal government and is always well received by the frontline workers who attend. Other community trainings are funded by disaster relief at times or at a cost to an organisation delivering to their staff. Below is a list of the workshops we have delivered this year:

- **DV Alert** – Domestic and Family Violence training for frontline workers – 8 x 2 day workshops. Delivered to 66 frontline workers. Always well received as a great refresher or new learning. All participants leave saying they took away something valuable to their work.
- **Accidental Counsellor** – ½ day and full day trainings. Preparing participants to listen and support the people they meet. 7 workshops delivered to 105 participants. One group were all hairdressers, another group were delivering services to people living with domestic family violence and homelessness.
- **Mind Your Mates** – Aims to increase understanding around Mental Health and decrease stigma, particularly around suicide. 6 workshops delivered to 92 people. The Port Macquarie Chamber of Commerce offered this at a breakfast meeting and then an evening meeting as well. A local pre-school wanted their staff to be more aware of their co-workers mental health. Another local group who offers food to homeless people wanted it for their volunteers and staff.
- **All About You** – A self care workshop offering a space for front line workers to make themselves a priority. 1 event to 12 people from a youth homelessness program. Very easy to forget the workers when the focus is on the clients – great reminder.



Crisis Support Team  
Below: YP Space Training



Di and Ebanie



# Suicide Prevention and Postvention

**Kelly Saidey**, Suicide Prevention and Postvention Manager



I am pleased to present our Suicide Prevention and Postvention Services report, which reflects our teams' dedication, achievements and adaptability over the year. We have successfully implemented key initiatives driven by needs in our community through a period of change within our team and Centre. In February we sadly farewelled Tony, our H2R Lived Experience of Suicide. Zoe joined our team as Suicide Services Coordinator, after completing her successful university student placement from UNE with us. Her roles include suicide services coordination, suicide crisis support and lead suicide support group facilitator. We welcomed Lived Experience of Suicide Peer workers Jade in April and Sammie in May. Lea, our Founding Co Facilitator of Eclipse (since 2012) stepped back from Eclipse Co Facilitating in June.

Throughout this time of change and growth, the team continued to maintain professional development with Lifeline Australia, Didi Hirsch, Suicide crisis support, DV Aware, cultural & drug and alcohol training. The team advanced our participant group and program notes to



an incorporated online format, keeping up to date with accreditation and security requirements. Lifeline Australia introduced a new Community Services Reporting tool, where we collect both quantitative and qualitative data from programs and participants. Our team have embedded this reporting system within all our services.

This year has been marked by significant milestones and strategic advancements that position us for sustained growth and resilience whilst moving through a fast-paced period of policy and technology evolution. I am also engaged for various tasks with Lifeline Australia such as tender writing, meetings and mentoring other Lifeline Centres setting up suicide support groups. I was fortunate in representing our CEO at the Lifeline National Congress in March. Throughout this busy time, I am thankful to our team for remaining focused on our participants, groups and programs.

I am excited about the opportunities that lie ahead with input from new staff, growth of our programs with support from our board and CEO.

## Eclipse

Our Eclipse Support After Suicide Attempt groups are all filled to capacity this year with 33 participants attending. Eclipse groups are growing in diversity, age range and psychosocial issues. Participant themes noted throughout this current year were stresses withing the LGBTQI community, financial stresses, support issues, relationship breakdown and Isolation.

It has become evident in recent years that Lifeline Mid Coast has become the touchpoint for communications for Didi Hirsch, Lifeline Centres and Lifeline Australia. We continued online meetings with Didi Hirsch Los Angeles Suicide Prevention Centre with discussions around myself becoming an accredited Australian trainer for Didi Hirsch. Zoe completed her Didi Hirsch Eclipse Facilitator training this year and is now delivering Eclipse groups as a lead facilitator with great connections with participants. I continue to facilitate quarterly National Eclipse Facilitator meetings with other Eclipse facilitators within the Lifeline Australia network which is nationwide.

Our Centre was engaged to provide Eclipse training and mentoring to Lifeline Western Australia and Lifeline South Coast in assisting them set up for their first groups face to face and online. Throughout this engagement, I presented an Eclipse group overview to their local Service Providers (such as Headspace, Local Health District staff, Safe Haven and NDIS) to help the community understand the workings and professionalism of the Eclipse program.



Kelly's Team



Lea's colour bombing to mark the end of her Eclipse facilitation journey

A thankful Eclipse participant parent “gifted” our team a Sea Acres Rainforest Visitor pass group participants to go for nature peer walks or hold small group conversations. The parent was deeply grateful to Eclipse for the connections and purpose her daughter has achieved and her continued growth through the program. Our team had supported her daughter through several cycles of Eclipse, suicide attempts, self-harming and hospital visits. This participant is now engaged in our Friday Peer catch up group, attends the Out of the Shadows Walk, volunteers with our team at community events, overcame her anxiety to get her driver’s licence and is now studying mental health peer work cert IV at TAFE.

## Support After Suicide – Suicide Bereavement Support Groups

Our Port Macquarie Support after Suicide group continues to meet as a monthly open group. We have had 49 participants attend over the year in both Port Macquarie and Taree. Due to referrals in Taree, we began a suicide bereavement group in Taree. After collaborating with those attending and referred to the group, we moved the group to an “online” version. This has proven to be a safe and effective option thus far. Our aim is to always be working to support our community in a way that best suits their needs.

Coffs Harbor Lifeline contracted Lifeline Mid Coast to train new Suicide Bereavement Group Facilitators and support them in setting up their first Suicide Bereavement Group. Our Trainer and I delivered two-days of training to the 4 new suicide bereavement group facilitators. I continued the support for the facilitators by attending their first group and providing ongoing monthly mentoring and reflective practice supervision sessions.

Unfortunately, our Port Macquarie community was impacted by a youth suicide this past year. Our team worked closely with the local community suicide response group facilitated by the Mid North Coast Local Health District which included Standby, Dept of Education, Beyond Blue, Headspace and Police. The family requested Lifeline support for the funeral as there were many school students and teachers in attendance. We worked closely with the school providing student support at assemblies and teacher support at meetings. Individual support sessions for the family remain ongoing.

We were successful in our application for a Lifeline Australia grant to update the Suicide Bereavement Group Manual. This involves many co-designed steps and collaborating with other Lifeline Centres, Suicide Bereavement Group Facilitators, Researchers, Stakeholders etc. I was able to present an update of the progress at the Lifeline Australia Congress this year. The presentation was well received and encouraged great interest from other Lifeline Centres and Lifeline Executives regarding setting up more Suicide Bereavement Groups.

## Hospital to Recovery

Tony, our Hospital to Recovery (H2R) lived experience peer worker resigned in early 2024 and we welcomed Sammie in early June. As a demonstration of the importance of H2R, the Mid North Coast Local Health District’s (MNCLHD) mental health team rotated their peer workers to help us out with H2R during this transition time. Our H2R MOU with MNCLHD came to an end at the end of June and continuing our collaboration we signed a new Service Agreement. Our H2R peer workers are now based at Lifeline Mid Coast with regular visits to the mental health ward at the Port Macquarie Base hospital and community mental health. Due to participant and clinician needs, we have extended the H2R program from a prerequisite of having a suicide attempt to the inclusion of suicide ideation, self-harm and suicide bereavement. 103 participants went through the Hospital to Recovery Program this year.

## Friday Peer Wellbeing Catch up Group

191 participants attended the Friday peer wellbeing catch up group. This group is proving to be a worthwhile warm introduction for those on the Eclipse waiting list as well as for those stepping out of Eclipse but wanting to remain connected to their peers. In reviewing the program participants identified that the program required more structure and co designed activities that empowered them to re-engage with life such as visiting Sea Acres, Port Macquarie's community garden, the Lost Plot, op shop shopping at the Lifeline shops or staying in at Lifeline Mid Coast and engaging in some craft or games to stimulate conversation. It is a rewarding experience for peers to see participants who experienced so much social anxiety, recovering from suicide attempts and engaging with each other in a social setting.

## Walk Out of the Shadows Walk

Walk Out of the Shadows is an event that symbolizes the sense of isolation one has when struggling with the impacts of suicide and that walking into the light enables us to see there are others who walk the same path and in the light, we can support and encourage each other. The community gathers before dawn and walks towards the sunrise – a truly powerful experience. Our annual Out of the Shadows Walk in Port Macquarie had 119 participants attend. It was our largest event to date. Many participants from Eclipse, H2R and bereavement groups built up the courage to walk alongside local frontline workers and mental health services as well as members of the public who too, have been impacted by suicide. The morning sunrise provides a safe emotive space to raise awareness of suicide in our community as well as honoring loved ones lost to suicide.

## Community Collaborations

Ellenborough Falls' community requested Lifeline Support in follow up to a high-profile suicide in their area earlier this year. We collaborated with MNCLHD rural mental health team coordinator, Manning Suicide Prevention Network and Standby for workshop to 15 local community members. The community actively engaged in the workshop and requested a follow up with Accidental



Walk Out Of the Shadows Walk

councilor training. This training helps the community to understand trauma and provides a safe space to learn how to respond to those in crisis.

In November our team was asked to present at the Telephone Crisis Support Professional Development Day. We gave an update on our services and our peer workers Lea, Tony and Karen each presented how they work in their peer roles with their lived experience of mental health and suicide attempts. The peer presentation created stimulating conversations from crisis supporters on how to increase knowledge of help seekers presenting mental health.

Our team enjoys ongoing collaborations within the community. I am asked each year as a Charles Sturt University Alumni, to present to Psychology students on career pathways with a Bachelor of Social Science Psychology. Zoe continues regular meetings with the Headspace Youth Reference Group. Our team continues to attend regular LHD, PHN, Standby and mental health service provider meetings regarding suicide prevention, aftercare and postvention.

We were fortunate recipients from funds raised by the Majestic Cinema "Reach for Health Week". The regional cinema CEO was personally impacted by suicide and has a connection to our Suicide Bereavement Group. The week long campaign (where \$1 from every movie ticket is donated to Lifeline Mid Coast) is a great way to raise awareness of Lifeline Mid Coast's Suicide Prevention and Postvention Services. We were also approached by the local Mid Coast Quilters Guild who had us speak on our services at different events and they nominated us to raise funds for our local suicide support groups.



Modern Quilters Guild Presentation



Smoke Ceremony at the Land Council with Uncle Bill



# Community Engagement

**Ebanie, Community Engagement Coordinator and Disaster Preparedness**

Ebanie is currently undertaking her Psychology - Honours degree focusing on social and community psychology. This background in psychology and her passion for helping others led her to volunteering as Crisis Support Volunteer on the 13 11 14 phone lines, thus starting her journey with Lifeline.

She then took a position in the Bushfire Recovery program, supporting communities recovering from the 2019/2020 bushfires that devastated many Australian regions, including the Mid Coast. Since the conclusion of that project in April 2024, Ebanie has been working as the Community Engagement Coordinator for Lifeline Mid Coast, harnessing her skills to connect with and provide a Lifeline presence for the local community.

## The current community engagement role

There has been an evolution of the community engagement role across time, altering the model to determine a perfect fit for LLMC. Developing a robust role description with clear duties and boundaries backed by data will prevent reinventing the wheel.

LLMC currently services a population of about 190,000 across the Mid North Coast covering the area from Bulahdelah in the south to Nambucca Heads in the north. Each community in our footprint is unique with its own needs. A framework for each area including a CRM and Event GANTT Chart will allow us to work more seamlessly with each of these communities

As the role develops, community engagement in each LGA will be required guided by the development of these documents.

## Our Community Engagement Mission

'Lifeline Mid Coast is dedicated to serving our local community as a steadfast leader in crisis support and suicide prevention. Anchored in our commitment to reaching out to those in need, we stand alongside our community not just during tough times but through every season to foster support and resilience.'

## Steps to Achieving Our Mission

1. Engage with the local community by providing an ongoing presence. Whether it be to celebrate wins, grieve losses or to provide education, Lifeline will be there.
2. Develop relationships and networks with key pillars of the community. Lifeline can thrive by leveraging community networks.
3. Ensure the local community knows that Lifeline is there for them and that they understand the multifaceted ways in which we can help

## Who will we work with?

### Local, State and Federal

Local Councils, State and Federal members

### Education systems

Local Universities, TAFE, schools and community colleges

### The Business Network

Business Chambers, small businesses and other related networks

### Community Services

Neighbourhood centres, the library and a wide range of community support services.

### Interagency Networks

Groups of independent services that work together with a common goal in mind e.g. the youth interagency, the homelessness interagency, mental health interagency, the hubs.

### Health Services

The local hospital, allied health and GP's

### Emergency services

First responders including police, fire, ambulance, SES, marine rescue and community disaster recovery networks.

### NGO's / NFP's and Charity Groups

Churches, Rotary, Red Cross, St Vincent etc...

### Creatives

Artistic groups in our community have contributed to Lifeline in many ways including through fundraising and promotion e.g The Modern Quilters Guild, Sunset Art Gallery, local photographers, local media including news and radio and Mid Coast EaTs



## Events

Some key events we have attended.

### YP Space's Youth Homelessness Awareness Day

300 colour bombs were released to represent the 300 children and young people that experience homelessness every night in Port Macquarie and Kempsey



### Autumn Fair by Lake Cathie Neighbourhood Centre

The annual Autumn fair showcased local services and business in the Lake Cathie area.



### The ANZAC Day Ceremony

We gathered at the Dawn Service and paid our respects to the ANZACS, laying a wreath on behalf of Lifeline Mid Coast.



### Alex McNaught Art In An Hour

For national volunteer's week Alex McNaught drew a beautiful lifeline sand mural to acknowledge all of our hard-working volunteers

### NAIDOC Family Fun Day

We held a stall at the Wauchope NAIDOC Family Fun Day to acknowledge all First Peoples of the beautiful lands on which we live and to celebrate their enduring knowledge and connections to Country.



# Our Board



## **Neville Parsons • Board Chair, Governance Committee Chair and Finance Audit & Risk Committee member**

Appointed to Lifeline Mid Coast Board December 2022

Neville was CEO of Holiday Coast Credit Union for 31 years before retirement on 1 July 2019 when the Credit Union merged with Regional Australia Bank. At that time Neville became a Director on the Board of Regional Australia Bank until retirement as a director in November 2023.

From Sep 2019 to October 2021, Neville was one of the owner Principals of Donovan Oates Hannaford Lawyers.

Neville was a member of the Mid North Coast Local Area Health Board from 2011 to 2021, having served as Board Deputy Chair and Chair of the Finance and Performance Committee.

Neville has been a member of the Rotary Club of Wauchope since October 1981 and has served in many Club and District Leadership positions including as District Governor in 2009-2010 and again in 2022-2023.

Neville currently serves as the Independent Chair of the Clarence Valley Council Audit Risk and Improvement Committee and as a Board member of Life Education NSW.



## **David Johnson • Treasurer and Chair of Finance, Audit & Risk Committee**

Appointed to Lifeline Mid Coast Board December 2022

David has had 44 years' experience in the banking and finance industry up to his retirement in 2014.

Currently he is a non-executive Director of Regional Australia Bank Ltd and Treasurer of Hastings Home Hospice Inc. Qualifications include BA (Macquarie Uni) majoring in Accounting, Certified Practising Accountant (Retired List), Graduate Member of Australian Institute of Company Directors and Justice of the Peace. He has a strong background in Finance, Audit and Risk Management.



## **Charmain Woods • Board Member (Governance Committee Member)**

Appointed to Lifeline Mid Coast Board December 2022

Charmain has a Bachelor of Laws, Associate Degree Paralegal, Diploma of Criminology, Diploma of Teaching, Certificate III Business Studies and is qualified intelligence analyst and profiler.

Charmain has 24 years-experience in operational policing including specialist roles and worked extensively in areas of corporate functions and strategic direction. She has worked in several law firms over a period of 3 years.

Charmain has first-hand experience dealing with issues impacting on individuals in crisis. She also has experience in risk management, action planning, policies and procedures, intelligence research and analysis.

Secretary committee member Hastings Business Women's Network.

Charmain is now a lawyer working for Wills and Estates Family Law and Crime.



## **Paul Polewski • 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 Masters of Management from Macquarie University. Paul has enjoyed taking on voluntary committee roles as President and Treasurer in School, Soccer club, and Body Corporates. He is currently the President of the Bonny Hills Progress Association.



## **Hans von Chrismar • Finance, Audit & Risk Committee Member**

Appointed to Lifeline Mid Coast Board July 2022

Director Qualifications: Diploma Financial Planning (Sydney), Diploma in Marketing, NOIB The Netherlands.

Hans was born, bred, and educated in the Netherlands. He has skills in sales and marketing in Asia and Australia and became a director of an international trading organisation in Sydney, before establishing his own import/export company. The last 22 years of his career focused on Financial Planning and insurance.

Hans acted as treasurer in the Kenthurst Rotary Club as well as in his church.





### **Ian Sharp • Governance Committee Member**

Appointed to Lifeline Mid Coast Board July 2022

Ian was involved in local government for most of his working life in the drafting, surveying, and engineering areas where he gained experience in project management, supervising etc. After leaving local government he was involved in the funeral industry for a few years. Ian is a member of the Uniting Church where he has been, and still is, active in many different areas. Community involvement over the years has included helping to set up a community garden in Dubbo NSW, and other such as areas as “Midnite Café,” a community supported cafe which aimed to be a safe space where people could meet – a place where people could have conversations and build relationships.



### **Terry Chapman • Governance Committee Member**

Terry has extensive experience as a teacher, principal and lecturer in education, locally and internationally. He has held many administrative roles including establishing the National Teachers Association in Papua New Guinea, as well as District Inspector, member of two governing councils for Teacher Education Colleges, District Superintendent and Chairman of the District Education Board–Southern Highlands District, Papua New Guinea. In Australia, Terry has held the position of Executive Director and CEO of the Association of Independent Schools, and has been a board member of a number of school councils, the Blueberry Farms of Australia, the Probus Club, and a member of the Church Council of the Forster Tuncurry Uniting Church.



### **Tony Flemming • Finance, Audit & Risk Committee and Building Committee**

Appointed to the Lifeline Mid Coast Board December 2023.

Tony worked for 35 years in the finance sector and has been part of Lifeline Mid Coast in various roles for over 15 years. Tony is a quiet agitator who works behind the landscape with a minimum of fuss to get the job done.



### **Janet Geronimi • Governance Committee**

Janet has had diverse executive and leadership roles in education in both public and independent sectors for over thirty years. Janet brings to Lifeline Mid Coast tertiary qualifications and experience in education, project management, Human Resources, industrial relations, administration management and compliance. Her experiences include being appointed as a foundational staff member at St Columba Anglican School Port Macquarie in 2001, who then held executive and leadership positions in administration, as well as school registrar and compliance adviser over the next decade. Janet has also had her own businesses and consultancy work in education and mediation in health, aged care, public departments and private industries.

Having lived on Mid North Coast since 1986, Janet is committed to contributing to her community, using her skills to assist in positive community engagement and change. Currently Janet is on the Parish Council of Camden Haven Anglican Church, has served for over 7 years on the Mental Health Advisory Group for the Mid North Coast Area Health Service, and was instrumental in establishing Tender Funerals Mid North Coast as foundational Chair of the Board of this not-for-profit Charity from 2019-2024.



### **Peter Orford • Chair of the Building Committee**

Peter has a Master’s Degree in Project Management, is a Fellow of Institution of Engineers, Australia, a Chartered Professional Engineer, Australia, an Engineering Executive, Australia, has National Engineering Register, Australia accreditation and is a Past Member of the Association of Professional Engineers and Geoscientists of Saskatchewan and Professional Engineer, Saskatchewan, Canada.

Peter is a committed, analytical management professional with over 40 years’ experience in project management, project controls, information technology, shared services, management accounting, construction, contract procurement management, procurement management and maintenance management. Work assignments have ranged from key leadership roles in multi billion dollar projects and/or multibillion dollar turnover businesses through to small consultancy assignments. This experience has been gained on four continents and in various locations throughout Australia.

# Our Team



## Catherine Vaara

With a BA in Psychology and a focus on Social Psychology, Catherine brings a wealth of knowledge and experience to her role as CEO. She has pursued continued education in clinical supervision, CBT, NLP, and HR, which enhances her leadership in staff and service development. Catherine is dedicated to leading Lifeline Mid Coast in its pursuit of community based non-clinical services providing crisis support and suicide prevention and postvention services supported by a retail arm that is best in its class. Her inspiring leadership is supported by an incredible team of staff and volunteers who share her vision.



## Glenn Parker

Glenn holds a Bachelor's degree in Economics and Law, bringing extensive experience from various leadership roles, including CFO and CEO, as well as owning and operating a successful café chain. At Lifeline Mid Coast, he expertly oversees the organization's operations, managing a dedicated team of seven amazing shop managers and hundreds of volunteers. His focus on marketing, retail management, and enhancing internal efficiency is key to driving profitability, ensuring that Lifeline continues to thrive and serve the community effectively.



## Di Bannister

Di has been a vital part of Lifeline Mid Coast since 1995, leveraging her background in psychology and counselling to make a profound impact. Since 2012, is our Crisis Team Manager Trainer for the 13 11 14 service. Supported by her Crisis Support Team, Catherine, Alexis, Kaye, and a paid team of Overnight Crisis Workers, as well as dedicated volunteer Mentors, In-Shift Supervisors and Crisis Supporters, the team make up part of the 131114 network. Di also provides community education to our community providing presentations on suicide prevention, mental health, and domestic violence. With the support of an amazing team, Di is committed to fostering resilience and awareness in the community.



## Kelly Saidey

Kelly joined Lifeline in 2014, bringing her background in psychology to the role. Since becoming the suicide Prevention and Postvention Manager in 2018, she has led an incredible team, including Zoe, Jade, Karen, Luke, and Lea. Together, they deliver vital programs such as suicide bereavement groups, suicide attempt support groups, and the Hospital to Recovery initiative, as well as a social support group for participants. Kelly's commitment to fostering healing and resilience in the community is truly inspiring.



### **Patti Parsons**

Patti has been a dedicated member of Lifeline Mid Coast since 2007, beginning her journey as an Administrative Assistant before becoming Office Manager in 2010. With extensive experience in administration, payroll, and accounts processes, she plays a crucial role in ensuring smooth operations. Patti is deeply committed to Lifeline’s values, and provides the guidance and organisational skills needed to run the administration of a complex Lifeline Centre. She leads an amazing team of office staff, including Cherie and Martha, who support her in managing the office effectively.



### **Samantha Burgio**

Samantha began her journey with Lifeline Mid Coast as a Crisis Supporter in 2022 and quickly transitioned to the admin team, providing vital administrative support. In 2023, she took on the role of Human Resource Coordinator, leveraging her nine years of experience in program and people management. Passionate about collaboration and support, Samantha is dedicated to fostering a strong organizational culture and aligning staff with Lifeline’s strategic plan, ensuring that the team thrives in its mission to help those in crisis.



### **Ebanie Martin**

Ebanie’s journey with Lifeline began with her background in psychology and a passion for helping others, which led her to volunteer as a Crisis Support Volunteer on the 13 11 14 phone lines. She then took on a pivotal role in the Bushfire Recovery program, supporting communities affected by the devastating 2019/2020 bushfires. Currently, as the Community Engagement Coordinator for Lifeline Mid Coast, Ebanie utilizes her skills to connect with the local community, ensuring a strong Lifeline presence and fostering support for those in need.

## **DID YOU KNOW?**

All of our Lifeline services and phone lines are possible because of the money our shops raise

### **Lifeline Shops**

The Lifeline Mid Coast shops, expertly managed by Samie Ferris, Megan Goodsell, Tara Mesiti, Rodney Preston, Emma Prljic, Sam Russell and Danielle Tattersall, are vital to our mission. These amazing Shop Managers oversee hundreds of dedicated volunteers across seven locations, raising crucial funds that enable us to provide essential services and support to the community. Their collective efforts make a lasting impact in the lives of those we serve, embodying the spirit of generosity and compassion that defines Lifeline.

# Board and Committee Membership

## **Board Chair**

Neville Parsons

## **Treasurer**

David Johnson

## **Secretary**

Charmain Woods

## **Governance Committee**

Chair – Neville Parsons

Paul Poleweski

Janet Geronimi

Terry Chapman

Charmain Woods

## **Finance Audit and Risk Committee**

Chair – David Johnson

Tony Fleming

Hand Von Chrismar

Neville Parsons

Paul Poleweski

## **Building Committee**

Chair – Peter Orford

Ian Sharp

Tony Fleming

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# Treasurers Report

David Johnson, Treasurer

Chair Of Audit, Finance & Risk Committee

I am pleased to present the Treasurers Report for the Lifeline Mid North Coast Annual Report.

The 2024 financial year has seen another solid financial performance for the organisation.

Income reached a new high of \$4,224,155 representing growth of 12.7% over the prior year. The majority of this revenue is generated by the employees and volunteers who work in our various Lifeline Shops throughout the Mid North Coast region, and they should be acknowledged for their efforts in achieving these results.

Similarly, costs have been maintained and the resultant performance is a surplus of \$1,190,139 (2023 - \$1,010,136). The disciplined approach to cost management continues to ensure that our resources are directed where they are needed most, allowing us to continue and enhance the quality and reach of the services provided to the community.

Grant funding continues to play an integral role in the organisations financial success with some \$542,830 being received from the Australian Government Department of Health and Aged Care and the NSW Ministry of Health for the provision of the 13 11 14 phone service. Their consistent support has been crucial in delivering our strong and consistent 131114 services and continuing our commitment to mental health and suicide prevention initiatives in the region.

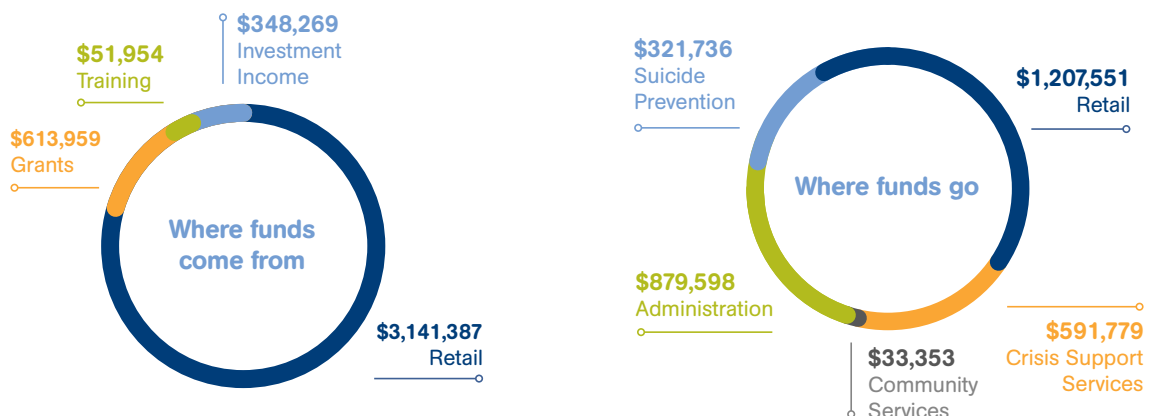
The organisation's reserves remain strong and at the end of the current financial year stood at \$10,919,881.

As indicated in the report for 2023 the organisation is working towards a new Centre to meet the ever-expanding needs of Mid Coast NSW as the organisation is rapidly outgrowing our current premises in Sherwood Road, Port Macquarie. This new centre is designed to address the complex and sensitive issue of suicide and crisis support by offering a range of services tailored to prevention, intervention, postvention, education, and support. The organisation has acquired a suitable site at Burrawan Street, Port Macquarie, for this new centre and a separate presentation on this project will be made at the Annual General Meeting.

I wish to express sincere thanks to our dedicated staff and volunteers at Lifeline Mid Coast. Your hard work, compassion and commitment are the driving force behind our achievements.

A special thank you goes to our donors, grant providers and supporters whose contributions have been instrumental in sustaining our efforts. Your belief in our mission empowers us to make a meaningful impact. To our community – your ongoing support and encouragement strengthen our resolve to serve.

Our shared dedication ensures that no one has to face the darkest moments alone.



# Thank you

for your donations

## Organisations and groups

Lions Club of Laurieton  
North Coast Trucking Social Club  
Gloucester Unity Church Adult Fellowship Group  
Wingham Chamber of Commerce  
Port Macquarie Modern Quilt Guild  
Commonwealth Bank Port Macquarie  
Regional Cinemas Port Macquarie and Kempsey  
Terry White Chemist Taree  
Wauchope Christmas Lights Fundraiser  
Rotary Club Wauchope  
Donny Lamb Memorial proceeds

We would also like to acknowledge the generous donation made by individuals. Thank you for supporting Lifeline Mid Coast



# UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

## Financial Statements

For the Year Ended 30 June 2024

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Contents

For the Year Ended 30 June 2024

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UCA Lifeline Mid Coast NSW

ABN: 25 624 080 705

Committee's Report
30 June 2024

The committee present their report on UCA Lifeline Mid Coast NSW for the financial year ended 30 June 2024.

Principal activities

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

No significant changes in the nature of the entity'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:

- Neville Parsons (Chairperson)
David Johnson (Treasurer)
Terry Chapman
Paul Poleweski
Ian Sharp
Hans Von Chrismar
Charmain Woods
Lauren Weller
Anthony Fleming
Peter Orford
Janet Geronimi

- Resigned 6 August 2023
Appointed 12 October 2023
Appointed 14 March 2024
Appointed 14 March 2024

Operating results

The profit of the entity after providing for income tax amounted to \$ 1,190,139 (2023: \$ 764,411).

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

Committee member: [Signature]
Neville Parsons (Chairperson)

Committee member: [Signature]
David Johnson (Treasurer)

Dated this 12th day of September 2024



**pdd**advisorygroup

chartered accountants & business advisors

**UCA 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 UCA Lifeline Mid Coast NSW**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024, 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 ..... *16<sup>th</sup>* day of *September* 2024

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## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

		2024	2023
	Note	\$	\$
Revenue	3	3,807,301	3,481,967
Other income	3	416,854	266,657
Advertising		(39,958)	(28,860)
Depreciation		(140,542)	(85,931)
Employee benefits expense		(1,874,243)	(1,680,075)
Insurance		(55,008)	(45,396)
Investment management fees		(576)	(8,773)
Meeting Expenses		(4,903)	(13,892)
Minor asset purchases		(26,613)	(20,922)
Motor vehicle expenses		(82,455)	(80,476)
Occupancy Costs		(420,143)	(401,165)
Other expenses		(228,093)	(222,855)
Peer worker		(41,231)	(67,000)
Repairs & maintenance		(53,054)	(39,774)
Telephone		(28,475)	(15,810)
Volunteer Support Costs		(38,722)	(27,559)
<b>Profit before income tax</b>		<b>1,190,139</b>	<b>1,010,136</b>
Income tax expense		-	-
<b>Profit from continuing operations</b>		<b>1,190,139</b>	<b>1,010,136</b>
<b>Profit for the year</b>		<b>1,190,139</b>	<b>1,010,136</b>
<b>Other comprehensive income, net of income tax</b>			
<b>Total comprehensive income for the year</b>		<b>1,190,139</b>	<b>1,010,136</b>

The accompanying notes form part of these financial statements.

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Statement of Financial Position

As At 30 June 2024

	Note	2024 \$	2023 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	7,059,168	8,953,818
Trade and other receivables	5	101,840	137,904
Other assets	7	33,112	85,016
<b>TOTAL CURRENT ASSETS</b>		<b>7,194,120</b>	<b>9,176,738</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	4,026,710	907,505
<b>TOTAL NON-CURRENT ASSETS</b>		<b>4,026,710</b>	<b>907,505</b>
<b>TOTAL ASSETS</b>		<b>11,220,830</b>	<b>10,084,243</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	78,072	114,337
Employee benefits	10	182,694	145,072
Other financial liabilities	9	9,091	80,220
<b>TOTAL CURRENT LIABILITIES</b>		<b>269,857</b>	<b>339,629</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	10	31,092	14,873
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>31,092</b>	<b>14,873</b>
<b>TOTAL LIABILITIES</b>		<b>300,949</b>	<b>354,502</b>
<b>NET ASSETS</b>		<b>10,919,881</b>	<b>9,729,741</b>
<b>EQUITY</b>			
Retained earnings		10,919,881	9,729,742
<b>TOTAL EQUITY</b>		<b>10,919,881</b>	<b>9,729,742</b>

The accompanying notes form part of these financial statements.

**UCA Lifeline Mid Coast NSW**

ABN: 25 524 080 705

**Statement of Changes in Equity**  
**For the Year Ended 30 June 2024**

2024

	<b>Retained Earnings</b>
	<b>\$</b>
<b>Balance at 1 July 2023</b>	<u>9,729,742</u>
Surplus for the year	<u>1,190,139</u>
<b>Balance at 30 June 2024</b>	<u><u>10,919,881</u></u>

2023

	<b>Retained Earnings</b>
	<b>\$</b>
<b>Balance at 1 July 2022</b>	<u>8,719,606</u>
Surplus for the year	<u>1,010,136</u>
<b>Balance at 30 June 2023</b>	<u><u>9,729,742</u></u>

The accompanying notes form part of these financial statements.

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Statement of Cash Flows

For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from fundraising	29,347	17,337
Payments to suppliers and employees	(2,787,930)	(2,633,007)
Dividends received	-	39,081
Sales received	3,139,216	2,955,714
Interest received	345,045	176,387
Receipt from grants	542,830	459,261
Other receipts	90,440	92,647
Net cash provided by/(used in) operating activities	14 <u>1,358,948</u>	<u>1,107,420</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Proceeds from sale of plant and equipment	26,980	96,363
Purchase of property, plant and equipment	(3,280,578)	(274,102)
Other investing inflows	-	732,692
Net cash provided by/(used in) investing activities	<u>(3,253,598)</u>	<u>554,953</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Net increase/(decrease) in cash and cash equivalents held	(1,894,650)	1,662,373
Cash and cash equivalents at beginning of year	<u>8,953,818</u>	<u>7,291,445</u>
Cash and cash equivalents at end of financial year	4 <u><u>7,059,168</u></u>	<u><u>8,953,818</u></u>

The accompanying notes form part of these financial statements.

## **Notes to the Financial Statements**

### **For the Year Ended 30 June 2024**

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

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

Comparatives are consistent with prior years, unless otherwise stated. Minor reclassifications have taken place between years, however this has had no impact on the overall result for 2023.

#### **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.

###### **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.

## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 2 Summary of Significant Accounting Policies

##### (a) Revenue and other income

###### Revenue from contracts with customers

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.

##### (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.



## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 2 Summary of Significant Accounting Policies

##### (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.

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.

## Notes to the Financial Statements

For the Year Ended 30 June 2024

### 2 Summary of Significant Accounting Policies

#### (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 show 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 2024, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the entity.

### 3 Revenue and Other Income

	2024	2023
	\$	\$
Grant income		
- Recurring grants (NSW Dep. Health)	252,358	277,922
- Lifeline Australia	361,601	181,339
	<u>613,959</u>	<u>459,261</u>
Sales		
- Central Road	696,448	702,898
- Forster	770,758	648,398
- Kempsey	437,715	432,822
- Port Macquarie	375,757	343,552
- Taree	391,615	404,644
- Wauchope	339,666	298,866
- Wingham	277,610	234,395
- Less: shop expenses	(148,182)	(109,878)
	<u>3,141,387</u>	<u>2,955,697</u>
Training and course fees	51,954	67,009
	<u>3,807,300</u>	<u>3,481,967</u>

## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 3 Revenue and Other Income

	2024	2023
	\$	\$
Other Income		
- Donations & fundraising	29,347	17,337
- Rent received	30,452	25,654
- Realised investment revenue	2,638	39,081
- Interest received	348,269	176,387
- net gain on disposal of property, plant and equipment	6,148	8,198
	<u>416,854</u>	<u>266,657</u>

#### 4 Cash and Cash Equivalents

	2024	2023
	\$	\$
Cash at bank and in hand	724,724	1,337,563
Short-term deposits	6,334,444	7,616,255
	<u>7,059,168</u>	<u>8,953,818</u>

#### 5 Trade and other receivables

	2024	2023
	\$	\$
CURRENT		
Trade receivables	74,863	119,765
Deposits	25,639	18,139
GST receivable	1,338	-
<b>Total current trade and other receivables</b>	<u>101,840</u>	<u>137,904</u>

## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 6 Property, plant and equipment

	2024	2023
	\$	\$
Buildings		
At cost	4,158,102	1,094,796
Accumulated depreciation	<u>(642,858)</u>	<u>(606,736)</u>
Total buildings	<u>3,515,244</u>	<u>488,060</u>
<b>PLANT AND EQUIPMENT</b>		
Plant and equipment		
At cost	130,843	118,171
Accumulated depreciation	<u>(63,179)</u>	<u>(49,793)</u>
Total plant and equipment	<u>67,664</u>	<u>68,378</u>
Furniture, fixtures and fittings		
At cost	371,764	297,283
Accumulated depreciation	<u>(289,573)</u>	<u>(272,614)</u>
Total furniture, fixtures and fittings	<u>82,191</u>	<u>24,669</u>
Motor vehicles		
At cost	562,871	519,732
Accumulated depreciation	<u>(213,369)</u>	<u>(198,222)</u>
Total motor vehicles	<u>349,502</u>	<u>321,510</u>
Office equipment		
At cost	11,614	9,094
Accumulated depreciation	<u>(7,504)</u>	<u>(7,141)</u>
Total office equipment	<u>4,110</u>	<u>1,953</u>
Computer equipment		
At cost	44,196	35,664
Accumulated depreciation	<u>(36,197)</u>	<u>(32,729)</u>
Total computer equipment	<u>7,999</u>	<u>2,935</u>
Total plant and equipment	<u>511,466</u>	<u>419,445</u>
<b>Total property, plant and equipment</b>	<u><b>4,026,710</b></u>	<u><b>907,505</b></u>

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Notes to the Financial Statements

For the Year Ended 30 June 2024

#### 7 Other Assets

	2024	2023
	\$	\$
CURRENT		
Prepayments	33,112	33,031
Accrued income	-	51,985
	<u>33,112</u>	<u>85,016</u>

#### 8 Trade and Other Payables

	2024	2023
	\$	\$
CURRENT		
Trade payables and accrued expenses	56,908	82,889
GST payable	-	6,128
Employee benefits	20,054	15,990
Sundry payables	1,110	9,330
	<u>78,072</u>	<u>114,337</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.

#### 9 Other Financial Liabilities

	2024	2023
	\$	\$
CURRENT		
Government grants	9,091	80,220
<b>Total</b>	<u>9,091</u>	<u>80,220</u>

Unexpended grant funding relates to the Suicide Prevention Program, which was received in 2023 and was partially delivered in 2024. An extension was granted to the end of October 2024. Revenue is recognised in line with expenditure being incurred.

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

### Notes to the Financial Statements

For the Year Ended 30 June 2024

#### 10 Employee Benefits

	2024	2023
	\$	\$
Current liabilities		
Long service leave	86,888	78,072
Provision for employee benefits	95,806	67,000
	<u>182,694</u>	<u>145,072</u>
	2024	2023
	\$	\$
Non-current liabilities		
Long service leave	31,092	14,873
	<u>31,092</u>	<u>14,873</u>

#### 11 Key Management Personnel Remuneration

The remuneration paid to key management personnel of UCA Lifeline Mid Coast NSW during the year is as follows:

	2024	2023
	\$	\$
Short-term employee benefits	294,337	389,820
Long-term benefits	8,404	6,883
Post-employment benefits	31,462	34,504
	<u>334,203</u>	<u>431,207</u>

#### 12 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2024 (30 June 2023:None).

## Notes to the Financial Statements

For the Year Ended 30 June 2024

### 13 Related Parties

The Committee are not aware of any related party transactions during the year. The Board acts in a voluntary capacity and does not receive any remuneration. For key management personnel remuneration, refer note 11.

### 14 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:

	2024	2023
	\$	\$
Profit for the year	1,190,139	1,010,136
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	140,542	85,931
- net (profit)/loss on disposal of property, plant and equipment	(6,148)	(11,446)
- net (gain)/loss on disposal of investments	-	3,248
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	44,902	(11,797)
- (increase)/decrease in other assets	43,067	(69,298)
- increase/(decrease) in trade and other payables	(36,264)	48,166
- (increase)/decrease in contract liabilities	(71,129)	80,220
- increase/(decrease) in employee benefits	53,839	(27,740)
Cashflows from operations	<u>1,358,948</u>	<u>1,107,420</u>

### 15 Events after the end of the Reporting Period

The financial report was authorised for issue on 12 September 2024 by those charged with governance.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations or the state of affairs of the entity in future financial years.

### 16 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 .....   
Neville Parsons (Chairperson)

Responsible person .....   
David Johnson (Treasurer)

Dated this ..... 12<sup>th</sup> ..... day of September ..... 2024



## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

## Responsible Persons' Declaration UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

## Responsible Persons' Declaration

I, Neville Parsons, 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.



Neville Parsons

Chairperson

Dated this.....*12th*.....day of.....*September*.....2024



**pdd**advisorygroup

chartered accountants & business advisors

## UCA Lifeline Mid Coast NSW

# Independent Audit Report to the members of UCA Lifeline Mid Coast NSW

## Report on the Audit of the Financial Report

### Opinion

We have audited the financial report of UCA Lifeline Mid Coast NSW, which comprises the statement of financial position as at 30 June 2024, 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 UCA 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 2024 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 (including Independence Standards)* (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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## UCA Lifeline Mid Coast NSW

# Independent Audit Report to the members of UCA 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.



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

Shop 1B, 14 Short Street, Port Macquarie NSW 2444

Dated this ..... 16<sup>th</sup> day of September ..... 2024

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2024

### Disclaimer

The additional financial data presented from pages 22-23 is in accordance with the books and records of the entity which have been subjected to the auditing procedures applied in our statutory audit of the entity for the year ended 30 June 2024. 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 UCA 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: *16<sup>th</sup> September 2024*

## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2024

### Detailed Profit and Loss Statement

	2024	2023
	\$	\$
<b>Income</b>		
Donations & fundraising	29,347	17,337
Grants Income		
Recurring grants (NSW Dep. Health)	252,358	277,922
Lifeline Australia	361,601	181,339
	<u>613,959</u>	<u>459,261</u>
<b>Sales</b>		
Central Road	696,448	702,898
Forster	770,758	648,398
Kempsey	437,715	432,822
Port Macquarie	375,757	343,552
Taree	391,615	404,644
Wauchope	339,666	298,866
Wingham	277,610	234,395
Less: Shop expenses	(148,182)	(109,878)
	<u>3,141,387</u>	<u>2,955,697</u>
<b>Other income</b>		
Training and course fees	51,954	67,009
Rent received	30,452	25,654
Profit on disposal of assets	6,148	8,198
Realised investment revenue	2,638	39,081
Interest received	348,269	176,387
	<u>439,461</u>	<u>316,329</u>
<b>Total income</b>	<b>4,224,154</b>	<b>3,748,624</b>
<b>Less: Expenses</b>		
Accounting fees	8,253	13,780
Advertising	39,958	28,860
Auditors remuneration	5,380	9,360
Bad debts	520	-
Bank charges	17,338	15,821
Building expenses	14,295	13,135
Cleaning	9,224	7,210
Computer expenses	15,943	29,153
Consultant fees	-	17,667
Depreciation	140,542	85,931
Fees and subscriptions	11,849	22,234
Fundraising & special events	3,605	883
Insurance	55,008	45,396
Investment management fees	576	8,773
Meeting expenses	4,903	13,892
Minor asset purchases	26,613	20,922
Motor vehicle expenses	82,455	80,476

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## UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2024

### Detailed Profit and Loss Statement

	2024	2023
	\$	\$
Peer worker	41,231	67,000
Postage, printing & stationery	33,674	17,133
Provision for employee entitlements	53,840	(27,742)
Other employee costs	2,316	-
Repairs & maintenance	53,054	39,774
Salaries	1,608,800	1,548,852
Staff training	34,968	8,226
Staff amenities	3,355	140
Strata fees	24,120	10,508
Superannuation contributions	174,319	150,738
Telephone	28,475	15,810
Travel - domestic	16,640	19,351
Volunteer Support Costs	38,722	27,561
Occupancy Costs	420,143	401,165
Other operating expenses	63,896	46,479
<b>Total Expenses</b>	<b>3,034,015</b>	<b>2,738,488</b>
<b>Other items:</b>		
<b>Profit before income tax</b>	<b>1,190,139</b>	<b>1,010,136</b>



