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Who We Are

Lifeline Mid Coast was established in 1988 and since then 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.

Lifeline Mid Coast 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.

As part of the Lifeline's 13 11 14 national crisis line, answering a million calls a year, we connect with over 26,000 callers each year locally, 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.



Our Services

**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”.
- **Managing Challenging Interactions:** For frontline workers or anyone exposed to challenging interactions in the workplace.
- **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



Chair Report

Neville Parsons, Board Chair

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

Lifeline Mid Coast has a proud history of engaging with our local community and delivering the valued and critical Lifeline Services in the Mid Coast Region. We service a population of about 190,000 people living on the Mid North Coast of NSW. The area we cover is from Bulahdelah in the south to Valla in the north.

Our Lifeline Mid Coast Centre has continued its commitment to our community and our team of dedicated staff and volunteers have continued during the year under review to deliver and at the same time enhance our support services.

Lifeline Mid Coast remains a volunteer-based organisation primarily funded by our seven Lifeline Shops located in Forster, Taree, Wingham, Wauchope, Port Macquarie, and Kempsey.

The Lifeline Mid Coast team comprises approx. 33 staff and 300 volunteers, including your Board members.

The role that our Lifeline Shops play in enabling the delivery of our services to our region is pivotal to our ongoing growth and success.

Critical services that our team provide include:

- **Supporting the Lifeline Crisis Support services** being the 24/7 Crisis Support via our Crisis Support Line 13 11 14; Chat Online Crisis Support 24/7 and Text Support 24/7 via 0477 13 11 14;
- **Hospital to Recovery:** A peer based after care service for those who have attempted suicide, incorporating partnerships with the Local Area Health District and the Port Macquarie Endeavour Clubhouse.
- **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:** Develop 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.



- **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 expert 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.

I thank Catherine and the entire team for your ongoing dedication and commitment to not only making a difference to all that utilise the valuable services provided but also to the entire community.

I also thank all Board members that have served in the past financial year and a special thank you to the Board members that resigned during the period from 1 July 2022 to 14 September 2023, the date that your Board adopted the 2022-2023 Annual Financial Statements.

To our current Board I say thank you for giving me the opportunity to be your Chair and for your absolute commitment to supporting the ongoing growth and success of Lifeline Mid Coast.

We have set ourselves a full program 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.

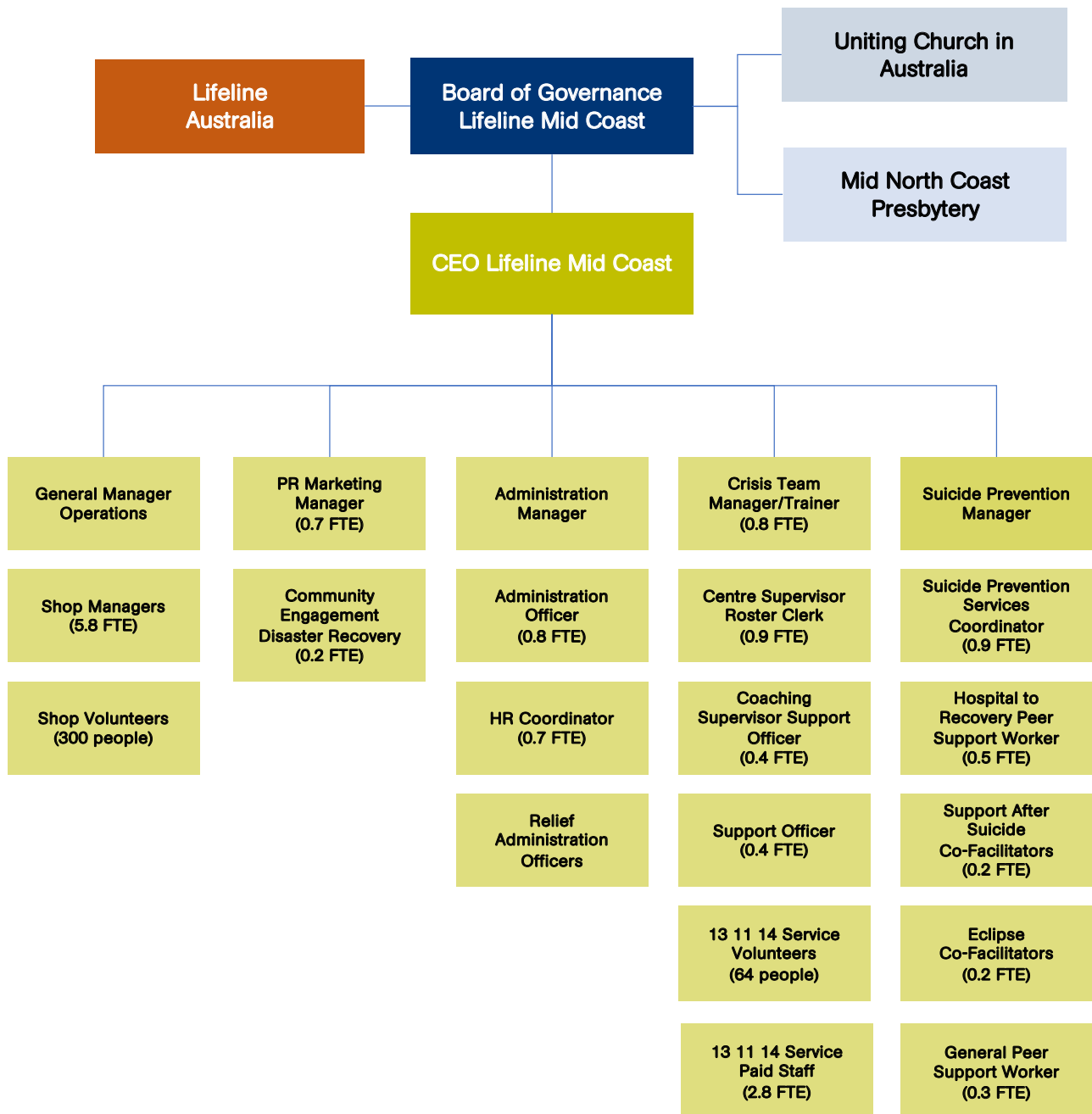
In doing so we are looking to continue the very strong connection with the local Church Council and Presbytery to build on the historical connection and to focus on the ongoing delivery of the ideals of providing a community free of suicide as our ultimate goal.

A key priority in the current financial year is to find new premises for our Lifeline Mid Coast Administration so that we can accommodate the provision of the full range of services as listed above and in doing so house our staff and provide the required training facilities and meeting rooms.

Finally, I extend our thanks and appreciation to all those that have supported our organisation 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.



Lifeline Mid Coast Organisational Structure



Lifeline Mid Coast Strategic Plan 2021-2025 Summary

Vision

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

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

Operational Goals

Leadership & Culture <ul style="list-style-type: none"> Continue our innovative work & advocate for services & funding that supports informed & well planned services. Ensure our working environment remains inclusive, supportive & professional. Create a LLMC prospectus showcasing our organisation's services, highlighting our achievements. Accept invitations to present our innovative services. Governance & Accountability <ul style="list-style-type: none"> Aim for diversity, gender balance & skills based on our Board Skills Matrix. Ensure governance duties are executed to the levels expected by the ACNC & other governing/legislative bodies. Provide Board training & professional development. Ensure delivery of our services are relevant and within the level of expenditure & sustainability. Income <ul style="list-style-type: none"> Train retail staff & volunteers in customer service, ensuring all feel valued (donors, customers, volunteers & community). Identify local, state & federal decision makers and introduce them to LLMC & the services we offer. (e.g. PHN, LHD, State & Federal members). Build upon our collaborative partnership with the LHD. 	Services <ul style="list-style-type: none"> Maintain 13 11 14 accreditation. Build capacity of our Suicide Prevention Services. Advocate for social prescribing as a means of enhancing funding & acceptance of the value of non-clinical services. Ensure lived experience informs all service improvements. Continue to evaluate services as part of continuous improvement. Continue consultative work & sharing of knowledge in the fields of crisis support & suicide intervention & prevention. Ensure staff are trained in their fields and are well supported. Community <ul style="list-style-type: none"> Continue to develop LLMC's disaster recovery response. Recognise and respond to undefined crisis in our communities. Continue to liaise with local and State disaster recovery departments. Continue community outreach activities, community training & attendance at community events. Volunteers <ul style="list-style-type: none"> Recruit those who share our values & vision. Ensure volunteers & their contributions are appreciated & recognised. Ensure our volunteers are trained & well supported. Ensure working environments will be welcoming, inclusive, clean & safe.
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Approved by Board 22/11/2021



CEO's Message

Catherine Vaara, CEO

To our Lifeline Mid Coast Community,

As we reflect on the past year, I am honoured to present the 2022-2023 Lifeline Mid Coast Annual Report. This year has been one of profound significance, marked by key milestones, steadfast financial stability, and an unwavering commitment to our mission.

First and foremost, it's an extraordinary year for Lifeline Australia as we celebrated the 60th anniversary of our organisation. Six decades of dedication to mental health support and suicide prevention is an achievement that fills us with pride. Since 1963, Lifeline has answered over 23 million callers during their darkest moments. It's a testament to the remarkable impact that Lifeline has had on individuals and communities across our nation, and it reinforces our dedication to continue this essential work for years to come.

On a personal note, I am incredibly grateful to share that this year marks my 20th year as CEO of Lifeline Mid Coast. It has been a privilege to serve our community in this role, and I am proud of the progress we've made together. This milestone is evidence to the enduring commitment of our team, volunteers, and supporters, all of whom play a vital role in our mission's success.



I am pleased to report that our financial health has remained strong and predictable. This validates the continued trust and support of our donors and partners. Their belief in our work empowers us to expand our services, reach more individuals in need, and foster a community where mental health support is readily available and stigma-free.

During the past year, we have seen some changes in our staff and board, bringing fresh perspectives and expertise to our organization. We are grateful for the dedication and contributions of our retiring longstanding Board members Neil Porter Board Chair and Board members Trevor Gilson and Eric Drury, as well as longstanding staff who had made the decision to move forward in their lives. Kurt Russell Business Manager, Helen Cornhill Gordon St Shop Manager, and Jemma McDonald Retail Coordinator all leave a legacy to be proud of.

New additions welcomed to our Lifeline Mid Coast family include, Neville Parsons Board Chair, David Johnson Finance Audit and Risk Committee Chair, Charmain Woods Secretary, and Board members Paul Poleweski, Hans von Chrismar, Ian Sharp and Lauren Weller,



Terry Chapman, and new staff members Glenn Parker General Manager Operations and Nikki Ward Communications and Marketing Manager. This diversity of experience ensures that we will continue to adapt and innovate, always striving to meet the evolving needs of our community.

Our volunteers are the heart and soul of Lifeline Mid Coast. Their selfless commitment, compassion, and tireless efforts are what make our organisation truly remarkable. Thank you for your unwavering support. We recognize the invaluable contributions you make, and we are inspired by your dedication to making a difference in the lives of those we serve.

In 2023, we have also deepened our collaborations with the Mid North Coast Area Health District and other community partners. Working hand in hand with local organisations, government agencies, and businesses, we have been able to expand our reach, raise awareness, and create a stronger support network for mental health in our region. Together, we are stronger, and together, we can make a real impact on the well-being of our community. I'd like to leave you with a quote from the Dalai Lama,

“
true compassion
is not just an emotional
response, but a firm
commitment founded on
reason. Through universal
altruism, you develop a
feeling of responsibility for
others: the wish to help
them actively overcome
their problems.



This quote resonates deeply with our mission at Lifeline Mid Coast. It reminds us of the significance of our work, the power of empathy, and the importance of creating a safe space for those who are struggling with the impacts of suicide, crisis and mental illness.

As we move forward, let's remember the profound impact we can have on each other's lives. Let's continue to be a beacon of hope, a listening ear, and a source of support for those facing their darkest moments. Together, we can build a healthier, more resilient community.

Thank you for your unwavering support, and I look forward to the journey ahead.

With gratitude,

Catherine Vaara

CEO, Lifeline Mid Coast



Crisis Support Services

Di Bannister, Training and Crisis Support Manager



24,932

Calls answered by
Lifeline Mid Coast

13,560 **11,372**
Volunteers Paid



11,302

Hours offered by
Lifeline Mid Coast

6,093hrs **5,209**hrs
Volunteers Paid

“

Quote from a
help seeker to one of
our Crisis Supporters,
**“I’m so thankful to Lifeline.
Its literally save my life on
many occasions by letting
me feel connected to
someone who understands.
Thank you for listening and
letting me be heard.”**

60th Anniversary of Crisis Support in Australia

Lifeline Mid Coast joined with Lifeline Australia at Government House in Sydney on 30th March 2023, to celebrate 60 years of offering Crisis Support across Australia. It was an opportunity to mingle with staff and volunteers from all over Australia and listen to the Her Excellency the Honourable Margaret Beazley give tribute to the amazing work Lifeline has done since its inception. Listening to the speakers, some of whom were a part of the inception of Lifeline, was another inspiring moment for the work we do. One of our past board members who accompanied us on the trip was actually part of the founder of Lifeline, Reverend Sir Alan Walker’s team during his placement as a young minister in Sydney – lots of interesting stories to be told.

Telephone Crisis Support Volunteer Recruitment

Our commitment to offering assistance to individuals at times of crisis remains steadfast, and I am pleased to share some insights of our achievements here at Lifeline Mid Coast. The



Lifeline’s 60th Anniversary. The Governor’s House, Sydney at the invitation of the Honourable Margaret Beazley AC KC, Governor of New South Wales. L to R: Lee-Ann Foord, Eric Drury, Di Bannister, Catherine Vaara



“Mind Your Mates”, Community Training, Port Macquarie Chamber of Commerce

Crisis Support (CS) team have been working very diligently to manage our team of volunteers and paid overnight staff who man the 13 11 14 line here in Port Macquarie. The current team of crisis supporters is manning the roster to provide hours of crisis support and we are very proud of the calibre of our volunteers and paid staff. We pride ourselves on our ongoing goal which is to provide world’s best practice in crisis support. This past year has brought its own challenges and one of them has been the decline in numbers of volunteers across the nation. This situation is new for us as we have had a history of attracting large numbers of prospective crisis supporters and retaining them over long periods of time. To adjust to this new phenomenon we have reviewed our marketing, our training times, and are looking at responding in ways that meet the needs of potential new crisis supporters.

In January, Lifeline Mid Coast training and support team commenced training for 12 potential volunteers which proved to be an intimate group who valued the training and 8 of them have progressed to regular shifts on the phones and are looking at achieving their accreditation as a crisis supporter in the near future.

Telephone Crisis Support Training

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



“Flow Project” Community Crisis Support Walk, Manning Point Reserve

supporter. When they complete the required hours, professional development courses and supervision they achieve accredited Crisis Supporter status. This is a challenging volunteering experience which offers a purposeful role in the community. Training as a professional crisis supporter takes time, effort, and dedication. It provides purpose, meaning, and a way to support and help your fellow Aussies.

Crisis Support Team

A heartfelt thank you goes to our dedicated volunteers, paid crisis supporters and In-Shift Supervisors (ISS). The unwavering commitment to providing support and assistance during difficult times is truly remarkable. The compassion and empathy provided make a profound impact on the lives of those in distress. The selfless contributions reflect the essence of community spirit and kindness. We are immensely grateful for the time, energy, and invaluable support provided. We thank each crisis supporter and ISS for being pillars of strength to their fellow Australians in times of crisis.

Teamwork within a volunteer base is crucial for effective collaboration and achieving goals. Volunteers with diverse skills, backgrounds, and expertise come together to address various needs within our Lifeline Mid Coast community. Clear communication, mutual respect, and the ability to delegate and accept tasks are essential components of successful teamwork. As a team we accept each volunteer's unique abilities, their amazing efforts, and sense of unity to foster and maximise their work providing crisis support across our Australian community.



Lifeline Mid Coast Crisis Support Team

Ongoing Development

Our team of dedicated volunteers and paid staff are always looking to stay on top of the research and for ways to improve their work as professional crisis supporters. To support this, we again enlisted the skills and knowledge of Dr Ron Frey who works in the field of trauma. His work is of great interest to us on the phones as a vast majority of help seekers are living with trauma, and often complex trauma. Dr Ron Frey was so impressed with the work the crisis supporters evidenced to him that he wrote to Lifeline Australia to report that the work that crisis supporters do on the phones would meet the needs of people living with trauma in the most helpful way possible. His reasoning is based on knowledge and pointed out our training is trauma informed, is accessible 24/7, and is free to the help seeker. There was no need for a person to present in the community which can be an added stress when trauma is affecting them. This was rewarding for us to hear as the work we do is important to us and to know it is meeting emerging best practice adds value to the work we are committed to.



"DV-Alert", Community Training, Taree

Community Training Activity

Lifeline Mid Coast, in partnership with local organisations and Lifeline Direct, delivered training workshops in the community to continue to build resilience and skills in order to deliver on the vision to create a community safe from suicide. These workshops included:

- **DV Alert workshops** – Domestic and Family Violence Training for frontline workers – 8 x 2-day workshops
- **Accidental Counsellor** – custom program for Headspace Youth Ambassadors
- **Accidental Counsellor** – 14 delivered - Half day and full day training. Equipping people in their workplace or volunteer space to be prepared to listen to hear – funded with a Bushfire/Flood Recovery grant.
- **Mind Your Mates** – 5 programs delivered. This course increases understanding about mental health in the community
- **All About You** – 2 programs delivered to community organisations to enhance and support self-care.

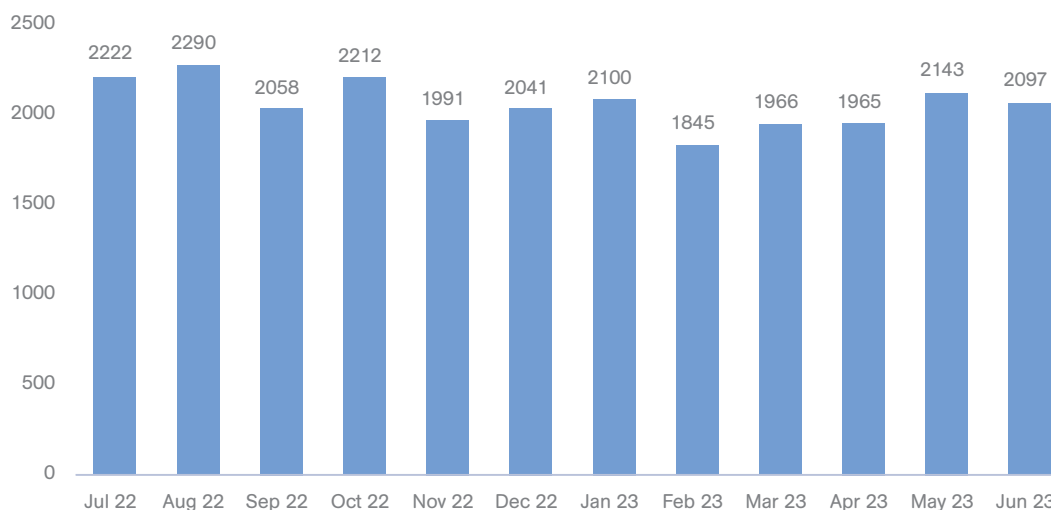


“Mind your Mates”, Organisational Training,
Linked Community Services
Mind Your Mates”, Community Training,
Wherrol Creek



“All About You”, Community Training, Port Macquarie
“Accidental Counsellor”, Community Training, Kempsey

Total Calls Answered 2022-2023, 24930



13 11 14 Calls answered by Lifeline Mid Coast, 2022-2023



Suicide Prevention and Postvention

Kelly Saidey, Suicide Prevention and Postvention Manager



Suicide Prevention and Postvention Services

Once again, I am astounded by how much our Suicide Prevention and Postvention Services continue to evolve, grow, and adapt to the forever changing needs of our community. As a service, we are most definitely experiencing the longer-term impact of COVID and its effects on mental health and those impacted by suicide.

I am proud of our Lived Experience of Suicide Peer Support Workers, Lea, Tony, Karen, and Luke who all continue to bring their personal experiences of mental health, suicide, and recovery to work with them each day. Lea recorded her suicide story with the Lifeline Australia "Holding onto Hope Podcast Series" early this year which can be found on the Lifeline Australia website.



Kelly Saidey, Suicide Prevention and Postvention Manager, Out of the Shadows Walk, Credit: Neil Badger

One of the highlights for me this year was presenting Eclipse research findings at the Australian Suicide Prevention Association International Suicide Prevention Conference in Canberra alongside Professor Myfanwy Maple (UNE & Manna Institute) and Dr Anna Brooks Chief Research Officer Lifeline Australia.

Our suicide support groups have been steadily growing this year. There has been increased demand for support in the Manning Valley area. We have recently established a Suicide Bereavement Support Group in the Manning Valley (Wesley Mission are kindly hosting us at their community hub in Taree). Furthermore, we look forward to offering Eclipse in the Manning Valley in 2024 and initial discussions have taken place in establishing Suicide Bereavement and Eclipse Support groups in the Kempsey Macleay area in 2024.

We were pleased to have been selected by Lifeline Australia to receive a grant to update and rewrite the “Suicide Bereavement Group Facilitator Manual” to ensure the program includes the most recent and evidence-based practices in suicide bereavement support. Kelly will be consulting with other Lifeline centres and organisations to codesign, update, and research information for the manual. The first stage of this process was to provide training, mentoring, and ongoing support for Lifeline North Coast in implementing their inaugural suicide bereavement groups. With the growing demands for our services, we are in the process of training up new lived-experience-of-suicide-attempt group co-facilitators, and recruitment of another full-time lead facilitator.

Eclipse – support group for people that have attempted suicide.

We have had 32 participants complete the 8-week psychoeducational group this year. There have been common psychosocial themes such as relationship breakdown, childhood trauma, complex mental health diagnosis, family domestic violence, child access issues, drug, and alcohol. We have trialled rotating the Eclipse co-facilitators between groups which allows for a variety of times and days to offer the group, and the participants are exposed to a broader lived-experience aspect. Kelly has continued to initiate and facilitate the National Eclipse Facilitator and Co-Facilitator Quarterly meetings as well as mentoring other Lifeline sites such as Clare in South Australia in the implementation of Eclipse in their region.

Eclipse officially completed the “research pilot” stage in January this year. The UNE and Lifeline Australia researchers added a focus group to their research to gain information on why participants return to Eclipse for more than one cycle. I was fortunate to present research findings alongside Lifeline Australia Chief Research Officer Dr Anna Brooks and UNE/ Manna Institute Director Professor Myfanwy Maple at the Suicide Prevention Australia National Conference. We presented two research papers on Eclipse. 1. Why Participants return to Psychoeducational support groups, and 2. Research Findings of a Suicide Psychoeducation Support Group (Eclipse).

We hosted another heartwarming Eclipse Christmas for all current and past participants. We had 15 participants attend who were so thankful for the opportunity as Christmas is a hard time to be with family.

Support After Suicide - Suicide Bereavement Support Groups

The Suicide Bereavement Support Groups have been slowly growing this year with 48 participants attending. Most referrals have been coming in from Standby, NSW Health, and word of mouth. Many referrals and participants have been from the Manning Valley area, and we have been fortunate in the kind offering from Wesley Mission to use of one of their rooms to provide Suicide Bereavement Groups to this community. We are currently looking at similar opportunities to collaborate with organisations in Kempsey to host Suicide Bereavement Groups there in 2024.



Community partnership,
Finnian's Irish Tavern

Hospital to Recovery Program

A total of 269 participants have been through the Hospital to Recovery program, with 160 community and home visits. The Memorandum of Understanding is due for renewal in June 2024 and Lifeline Mid Coast and Managers of the Local Health District Mental Health Services plan to meet and discuss ways in which to continue to support the service and peer workers, and to keep relevant in the suicide aftercare space. Our peer workers continue to work closely with mental health clinicians, psychologists, psychiatrists, and mental health organisations to support the psychosocial needs of participants.

Friday Peer Catch up Groups

The Friday Peer Support Catch up group has had 228 visits this year. This group has evolved from the Eclipse Friday phone call check ins (Eclipse participants receive a check in phone call on Fridays to see if they need any supports put in place for the weekend). The group are currently meeting at McInherny Park on Friday mornings to enjoy the open-air environment, enjoying a casual, safe space, along with peer support that is a “break” from their mental health and structured appointments, groups, supports, and commitments, whilst building up their social skills.



Out of the Shadows Walk, World Suicide
Prevention Day. Credit: Mick Sheppard

Out of the Shadows Walk

A total of 48 attendees walked at our event this year, which was heartwarming as the event had limited marketing and we were short staffed at this time. Local Ambulance, SES, Mayor Peta Pinson, CSU, Endeavour Mental Health Recovery Clubhouse, and Self Seen (local men's support group) all attended the walk alongside community members impacted by suicide. Once again, it was a moving event with the theme of "Shining a light" on suicide and having conversations around suicide.

Christmas Memorials

The Christmas memorials provide a safe place and opportunity for connection for community members bereaved by suicide. The Port Macquarie memorial was attended by 17 people, and 14 in Tinonee. Attendees were able to talk, connect, and support each other over the loss of their loved ones to suicide. Many attendees thank us for providing them this space at Christmas as they feel they can "be themselves to grieve".

Community Collaborations

Kelly continued collaborations with Port Macquarie TAFE and provided talks to the Mental Health Peer Worker, and Community Services Cert IV students along with some work placement hours and reflective practice supervision. Kelly was approached by TAFE to provide work placement for a Cert IV community service student and by UNE to provide work placement for a Bachelor Social Science Psychology student, which we accepted. We continued collaborations with MNCLHD Coffs Community Collaborative, Standby, Social Futures, Headspace, Hastings Macleay Interagency, Roses in the Ocean (expanding Peer Workforce), TAFE (Peer Work & Community Services), Mid North Coast Legal Centre, and Community Services students.

Lived Experience of Suicide Advisory Group

The LEOS (Lived Experience of Suicide) advisory group concluded their groups in February this year as the 'Toward Zero' advisory stage of the implementation of the Port Macquarie Safe Haven is now complete. Lifeline Mid Coast will keep the group informed of updates, training and community events and call upon them when further advice to enhance our services is required. Staff from MNCLHD Community Mental Health and Safe Haven staff joined the Lifeline Mid Coast staff and Eclipse participants soccer team for the annual National Mental Health Week Neami cup where all local mental health services gather for the day to raise





awareness of mental health, network, and play in a soccer tournament. Kelly delivered numerous local presentations about Lifeline Mid Coast Suicide Prevention and Postvention Services such as “Anxiety on the Hastings” for Way Ahead, Port Macquarie Probus group, and Kempsey Community Mental Health Staff. She presented at the Suicide Prevention Australia National Suicide Prevention Conference in Canberra. Our team participated in numerous professional development opportunities such as ASIST, Trauma LGBTQI, and Kelly completed Carers NSW Facilitator training to introduce a new “carers of suicidal people” support group to the Mid North Coast in 2024. She completed Carer Facilitator Group Training with Carers NSW in preparation for a local carers support group.

Port Macquarie and District War Widows Guild,
Community Engagement



Out of the Shadows Walk, World Suicide Prevention Day
Credit: Mick Sheppard



Community Leadership and Engagement, and Disaster Recovery

Steve Prohm, Community Leadership and Engagement & Disaster Recovery Coordinator



As part of community engagement and disaster recovery, Lifeline Mid Coast seeks to identify and support community leaders who are active in re-building their towns and communities. After many years of disaster and crisis in the community, this year the focus has been maintaining connections with leaders, with agencies and other stakeholders. Steve Prohm effectively drove this service on behalf of Lifeline Mid Coast in 2022/2023. As we transitioned from disaster to recovery and now maintenance, we saw less community meetings as we moved towards increased attendance at meetings with other agencies/stakeholders has provided continuity of relationship and visibility of Lifeline Mid Coast.

Welfare Checks and Referrals

The community need for welfare checks has decreased this year as we continue in the disaster recovery stage this year. Ad hoc private conversations continue to regularly take place and I feel privileged to represent Lifeline during this often, sensitive times. These private conversations are handled with a focus on listening, hearing the pain and relieving distress. Minimal referrals have been required. These are skills developed by Lifeline which have a real impact.

Partnerships with Local Government

Kempsey Shire Council LGA – Lifeline Mid Coast continues to work closely with Kempsey Shire Council and we have continued to receive some invitations for special events. Their Community Recovery Officer is unlikely to be replaced, and so this partnership is moving into a new phase.

Port Macquarie Hastings Council – Lifeline Mid Coast was represented at a council event at Sancro. From this, a trial of Service Hubs at Laurieton and Wauchope under the Community Inclusion PMHCares Program was commenced. The Hubs, held monthly, provide a one stop shop for members of the public to connect with various community service organisations. This trial has potential to provide greater visibility/reach for Lifeline Mid Coast in the community.

Mid Coast Council – We have been actively involved with the Community Recovery Officer and continued with the monthly Disaster Recovery Provider Meetings. Furthermore, Lifeline Mid Coast has held an official seat in two Reference Groups, nominally for one year. These groups are:

- Community Inclusion & Wellbeing meeting four (4) times for one year
- Community Resilience & Disaster Recovery meeting (4) times for one year

These groups include one MCC Director and three councillors. LLMC visibility and attendance with these groups has led to our having a seat at the table and the formation of a “Community Resilience Network” which will be linked into the Local Emergency Management Committee (LEMC). The CRO is an invited guest for LEMC meetings and will give the group longevity when the CRO’s contract runs out in June 2024.

I would like to take this opportunity to thank our Local Councils, their workers, local community leaders, our local RFS and SES units, and many other local community groups who have come together to continue to grow community connectedness and development, community resilience. I would also like to thank all the communities who took the time and effort to make us feel welcome and who willingly rolled up their sleeves to do what was required. It has been an effort I am tremendously proud to be part of.

Maria River Road and Goolawah Cooperative, Community Outreach
PMHCares Wauchope. Community Outreach





Retail Report

Glenn Parker, General Manager Operations



Having commenced with Lifeline Mid Coast in October 2022 following the retirement of Kurt Russell this will be my first AGM report.

The 2022/2023 year saw a resurgence of customers coming back to our retail outlets following the COVID pandemic. Revenue was up an impressive 30% across all shops year on year and 19% up on budget. This has greatly enhanced our available funding for our suicide prevention services and it is a tribute to our volunteers and shops managers. More on that later.

It has also allowed us to undertake some much-needed refurbishment of the shops which had to be put on hold during the COVID period. Our Wauchope shop received a total renovation with new painting, carpet, racking, increased floor space, and a reinvigorated floor plan.

New racking has also been rolled out in all of our other stores as some had become quite dated. We have received a lot of compliments with the changes introduced in the second half of the year.

We still have one major renovation project to complete over the 2023/24 year and that is a full refurbishment of our Gordon Street Shop. At present the shop is separated into three strata properties which is divided by walls and a walkway between each part of the building. The new concept is to remove the walls to create an open and more inviting space for our customers and which will enable them to view all of our products as soon as they walk into the entrance. It will also enable us to provide our volunteers with a larger and a better working environment.

Now onto our wonderful volunteers. They are the backbone of our retail business and we would not be able to achieve what we have without their dedication and support. So, a very special thank you to our 331 invaluable volunteers.

I would also like to thank our shop managers for their leadership and friendly relationship not only to our customers but more importantly to our volunteers. Emma at Central Road, Port Macquarie, Tara at Gordon Street, Port Macquarie, Sam at Kempsey, Rodney at Wauchope, Beth at Wingham, Samie at Taree, and Jane at Forster.



Wauchope Lifeline Shop, Before and After shop renovations

We have been able to maintain a strong financial position over the year and it is a tribute to Kurt Russell's financial stewardship during the uncertainty surrounding the COVID pandemic that we are in the strong position we now find ourselves in.

Revenue



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 he joined the Board of Regional Australia Bank where he currently serves as Chair of the Corporate Governance Committee and as a member of the Risk Committee. Neville was one of the owner Principals of Donovan Oates Hannaford Lawyers from Sep 2019 to October 2021

Neville was a member of the Mid North Coast Local Area Health Board from 2011 to 2021.

Neville is currently District Governor Rotary District 9660 2022-2023, the Independent Chair of the Clarence Valley Council Audit Risk and Improvement Committee and 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 will be admitted as a lawyer in the near future.



Paul Poleweski

Finance, Audit & Risk Committee Member

Appointed to Lifeline Mid Coast Board February 2022

Paul had 31 years in the banking industry, with experience in finance, marketing, and administration. In 2004 he began a 15 year career in the Aged Care sector, managing two Retirement Villages. He has a 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 Treasurer 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 an 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.



Lauren Weller

Finance, Audit and Risk Committee Member

Appointed to Lifeline Mid Coast Board February 2022

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



Board and Committee Membership

Board Chair

Neville Parsons

From 08.12.23

Neil Porter

From 30.11.21 to 13.11.2

Board Treasurer

David Johnson

From 08.12.23

Trevor Gilson

From 30.11.19 to 11.08.2

Finance Audit & Risk Committee

David Johnson

Member from 08.12.22

Chair from 12.01.23

Trevor Gilson

Member from Feb 2010

Chair from 02.04.19 to 11.08.22

Paul Poleweski

Member from 08.02.22

Hans von Chrismar

Member from 08.02.22

Neville Parsons

Ex-officio from 12.01.23

Terry Chapman

Co-opted from 12.01.23

Governance Committee

Neville Parsons

Member from 08.12.22

Chair from 12.01.23

Neil Porter

Member from July 2012 to 13.11.22

Chair from 30.11.21 to 13.11.22

Ian Sharp

Member from 12.01.23

Charmain Woods

Member from 12.01.23

Lauren Weller

Member from 08.02.22 to 06.08.22

Terry Chapman

Co-opted from 12.01.23

Our Board

The following Directors resigned during the year and we sincerely thank them for their contribution and service.

Neil Porter

Director from July 2012 to 13.11.2022

Chair from 30.11.2021 to 13.11.2022

Eric Drury

Member from 05.04.2016 to 13.11.2022

Trevor Gilson

Member from Feb 2010 to 11.08.2022

Treasurer from 30.11.2019 to 11.08.2022

Danny Green

Member from 08.02.2022 to 15.11.2022

Meetings of Directors

During the financial year, 12 meetings of Lifeline Mid Coast Directors were held. Attendance of each director is as follows:

Director	Number of Eligible Meetings	Number of Meetings Attended
Neil Porter	4	4
Trevor Gilson	2	2
Eric Drury	4	3
Danny Green	4	4
Paul Poleweski	12	9
Hans von Chrismar	12	10
Lauren Weller	12	6
Ian Sharp	12	7
Neville Parsons	7	7
David Johnson	7	7
Terry Chapman	7	7
Charmain Woods	7	4



Photo by Catherine Vaara

Our Team



Catherine Vaara **Chief Executive Officer (CEO)**

Catherine is the CEO of Lifeline Mid Coast where she is well known for her expertise in crisis support and suicide intervention and prevention. She has led Lifeline Mid Coast with a focus on staff development and continuous improvement of Lifeline services. She has a BA majoring in psychology and sociology from the University of New England.

Catherine has continued her education in her field of expertise and has certificates in clinical supervision, cognitive behavioural therapy (CBT), neuro linguist programming (NLP), mental health and human resources.

Catherine has been an active participant on many Lifeline reference groups working in areas such as service development, policies, and procedures.

As the CEO of a regional Lifeline Centre, Catherine regularly participates in local mental health forums and community presentations focusing on suicide prevention awareness.



Glenn Parker **General Manager, Operations**

Glenn holds Bachelor's degrees in Economics and Law from the Australian National University. He has held leadership positions including chief financial officer and chief executive officer in digital technology businesses. Glenn was the regional vice president for Getty Images with responsibilities across ANZ, Asia, India and Middle East/Africa. He has held various non-executive directorships, run his own trading company and a network of cafes. At Lifeline Mid Coast, Glenn leads the operations of the organisation. He manages the marketing and retail departments to deliver business plans and budget goals, and internal efficiency gains and improved profitability, to provide funding for the suicide prevention and crisis support services of Lifeline Mid Coast.



Di Bannister **Telephone Crisis Team and Training Manager**

Di has been with Lifeline Mid Coast since 1995, training as a Volunteer Telephone Counsellor (as it was in those days) as well as a face to face counsellor, facilitator, and monitor.

In 2012, Di commenced paid employment as the Manager of Training as well as the Crisis Support Team.

She has training in various modalities of counselling, Cert IV Telephone Counselling, as well as expertise in Domestic and Family Violence. She attended the University of Western Sydney for 3 years of psychology training. Currently she also offers community training opportunities.



Kelly Saidey

Suicide Prevention and Postvention Manager

Kelly began her journey with Lifeline Mid Coast in 2014 as a telephone crisis supporter while studying psychology at Charles Sturt University. In 2018, Kelly took on the role of Suicide Prevention and Postvention Manager.

Kelly and her team of Lived Experience of Suicide Mental Health Peer workers deliver suicide bereavement groups, suicide attempt support groups, the Hospital to Recovery program and soon to launch a carers group for people caring for someone who lives with suicide ideation. Kelly has a keen interest in personal development and helping others find the care and support they need to live their best lives possible.



Patti Parsons

Office Manager

Patti is a long-serving employee of Lifeline Mid Coast, starting out as an Administrative Assistant in 2007 before taking on the role of Office Manager in 2010.

Patti has extensive experience in Administration, Payroll and accounts processes. Patti is committed to our values and purpose of supporting those in crisis and works tirelessly in the community to fundraise and raise awareness for a variety of community projects.



Nikki Ward

Marketing and Communications Officer

Nikki holds a Bachelors degree in Science from the University of Sydney majoring in psychology and chemistry. She has held positions in business analysis, senior sales and marketing roles as well as leading a regional office of disability employment and rehabilitation specialists.

She is community minded with a passion for purpose-driven marketing, ensuring that all members of the community are valued, heard, and have access to the resources available to them.

At Lifeline Mid Coast, Nikki manages the marketing and communication strategy, including media engagement, advertising and promotion, events management, social media, branding and stakeholder engagement. She supports the seven Lifeline Shops as well as the suicide prevention and crisis support programs of Lifeline Mid North Coast, to support the local community in being suicide-safe.



Steve Prohm

Community Engagement and Disaster Recovery Officer

Steve's military background provided him with skills in logistics and human resources. In the shipbuilding sector, Steve worked with people to ensure quality, environmental, safety and helping workers return to work/rehabilitation.

Steve has supported Not For Profit organisations including Early Childhood, Equine Therapy, BlazeAid and affordable funerals.

Steve is currently in a part time role at Lifeline assisting community engagement/resilience activities in various disaster impacted communities.

Treasurers Report

I am pleased to present the Treasurer's report for Lifeline Mid Coast's annual report. The 2023 financial year has been a remarkable one for our organisation, marked by substantial financial achievements. Our organisational income reached an impressive figure of \$3,748,624, surpassing the budgeted amount by an impressive 33%. This achievement is a testament to our team's diligent financial management and the generosity of our supporters. Furthermore, the reported income reflects a remarkable growth of 16% compared to the previous year. This remarkable expansion can be attributed primarily to the exceptional 30% increase in retail sales generated by the Lifeline Shops—a clear indication of the growing support and engagement from our community. These financial accomplishments underscore Lifeline Mid Coast's resilience and ability to navigate the challenges of the year while continuing to serve our mission. We remain committed to prudent financial stewardship and expanding our impact in the years to come.

Our fiscal year was highlighted by several significant income-driving factors that contributed to our exceptional financial performance. Notably, our retail shops experienced remarkable growth, contributing an impressive increase of \$483,692 to our overall income. This growth is a testament to the dedication of our staff and the loyalty of our customers. Particularly noteworthy is the post-COVID pandemic retail recovery, which saw a resurgence in consumer engagement and spending, further propelling our retail sales. Additionally, unforeseen interest rate increases led to an increase of \$165,331 in our investment funds, which further bolstered our financial standing. Moreover, grant funding played a pivotal role, providing crucial support and totalling \$459,261.

Lifeline Mid Coast actively participated in The Push Up Challenge, a national initiative that not only raised awareness about suicide prevention in the community but also generated a substantial amount of funds. Through this effort, we were able to raise \$14,000, a tribute to the unwavering support of our community in championing our cause. We are deeply appreciative of the continued contributions from individuals and local organisations in our community.

Grant funding played an integral role in our financial success, totalling \$459,261 for the fiscal year. This funding remained stable compared to the prior year and was secured from various bodies, including 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 services, and continuing our commitment to mental health and suicide prevention initiatives in the region.

In the fiscal year 2022/23, our prudent financial management extended to the realm of costs as well. We are pleased to report that our service provision costs were carefully contained and remained steady, demonstrating our commitment to efficient resource allocation. These costs totalled \$728,000, reflecting our dedication to maximizing the impact of every dollar spent in line with our mission. This disciplined approach to cost management ensures that our resources are channelled where they are needed most, allowing us to sustain and enhance the quality and reach of the services we provide to the community. Through strategic financial stewardship, we continue to strive for optimal efficiency while delivering vital services that support crisis support and suicide prevention.

The solid financial performance we have achieved has played a pivotal role in maintaining robust reserves, which in turn empowers us to ensure the consistent delivery of our essential services. As of the end of this fiscal year, our reserves stand strong at \$9.7 million. These reserves not only signify our commitment to financial sustainability but also exemplify our dedication to providing unwavering support to the community. Importantly, these reserves will serve as a vital asset as we work towards an ambitious endeavour—an upcoming Suicide Prevention Centre designed to cater to the needs of Mid Coast NSW. Our Centre will aim 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. With a purpose designed location to deliver support groups, educational programs, crisis intervention, resource referral, research, and advocacy.

In concluding, this Treasurer's report, I want to express sincere gratitude to our dedicated staff and volunteers at Lifeline Mid Coast. Your hard work, compassion, and commitment are the driving forces behind our achievements. A special thank you goes out 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. Lastly, to our community, your ongoing support and encouragement strengthen our resolve to serve. As we review our financial progress, it's important to acknowledge that it's the collective collaboration that make a difference. Thank you for your ongoing support of Lifeline Mid Coast's endeavours. Our shared dedication ensures that no one has to face darkest moments alone.

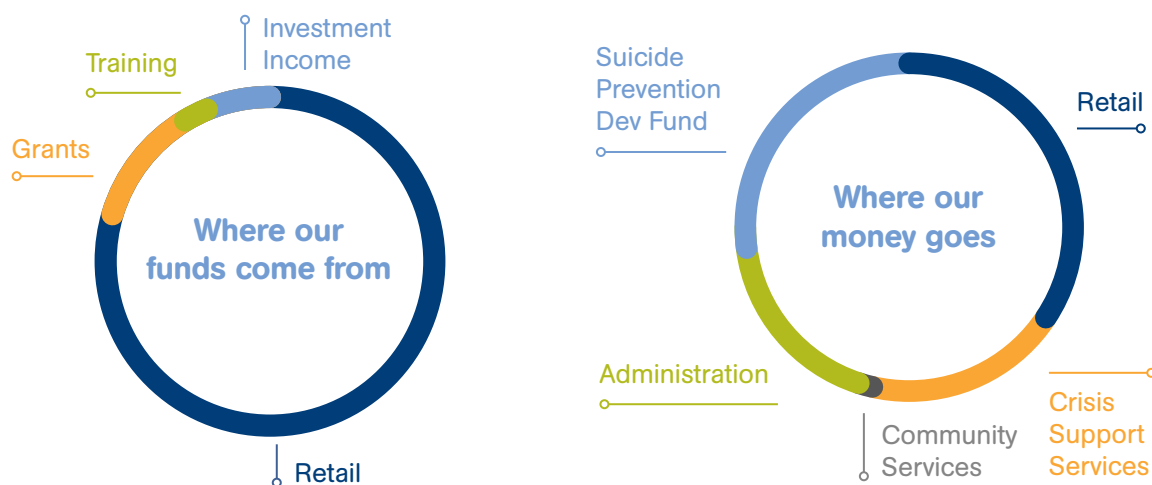


Photo: The Lifeline Mid Coast Team, The Push Up Challenge, Community Awareness Campaign

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

Financial Statements

For the Year Ended 30 June 2023

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

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For the Year Ended 30 June 2023

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UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

Committee's Report

30 June 2023

The committee present their report on UCA Lifeline Mid Coast NSW for the financial year ended 30 June 2023.

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:

Neil Porter (Chairperson)	Resigned
Neville Parsons (Chairperson)	
David Johnson (Treasurer)	
Terry Chapman	
Hans Von Chrismar	
Ian Sharp	
Charmain Woods	
Trevor Gilson (Treasurer)	Resigned
Lauren Weller	Resigned
Eric Drury	Resigned
Danny Green	Resigned
Paul Poleweski	

Operating results

The profit of the entity after providing for income tax amounted to \$ 1,010,136 (2022: \$ 764,411).

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

Committee member

Neville Parsons (Chairperson)

Committee member

David Johnson (Treasurer)

Dated this 14th day of September 2023



pddadvisorygroup

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 2023, 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 day of 2023

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Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue	3	3,481,967	2,835,363
Other income	3	266,657	391,402
Advertising		(28,860)	(39,336)
Depreciation		(85,931)	(80,047)
Employee benefits expense		(1,680,075)	(1,424,583)
Insurance		(45,396)	(40,967)
Investment management fees		(8,773)	(8,817)
Loss on disposal of assets		-	(2,700)
Meeting Expenses		(13,892)	(19,967)
Minor asset purchases		(20,922)	(6,263)
Motor vehicle expenses		(80,476)	(61,037)
Occupancy Costs		(401,165)	(394,605)
Other expenses		(222,855)	(175,484)
Peer worker		(67,000)	(63,720)
Repairs & maintenance		(39,774)	(17,692)
Telephone		(15,810)	(20,215)
Volunteer Costs		(27,559)	(20,900)
Profit before income tax		1,010,136	850,432
Income tax expense		-	-
Profit from continuing operations		1,010,136	850,432
Profit for the year		1,010,136	850,432
Other comprehensive income, net of income tax			
Unrealised loss on investments		-	(86,021)
Other comprehensive income for the year, net of tax		-	(86,021)
Total comprehensive income for the year		1,010,136	764,411

The accompanying notes form part of these financial statements.

Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	8,953,818	7,291,445
Trade and other receivables	5	137,904	126,107
Other financial assets	6	-	735,940
Other assets	8	85,016	15,718
TOTAL CURRENT ASSETS		9,176,738	8,169,210
NON-CURRENT ASSETS			
Property, plant and equipment	7	907,505	804,253
TOTAL NON-CURRENT ASSETS		907,505	804,253
TOTAL ASSETS		10,084,243	8,973,463
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	114,337	66,171
Employee benefits	11	145,072	180,719
Other financial liabilities	10	80,220	-
TOTAL CURRENT LIABILITIES		339,629	246,890
NON-CURRENT LIABILITIES			
Employee benefits	11	14,873	6,967
TOTAL NON-CURRENT LIABILITIES		14,873	6,967
TOTAL LIABILITIES		354,502	253,857
NET ASSETS		9,729,741	8,719,606
EQUITY			
Retained earnings		9,729,742	8,719,606
TOTAL EQUITY		9,729,742	8,719,606

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 2023

2023

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

2022

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

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from fundraising		17,337	68,990
Payments to suppliers and employees		(2,633,007)	(2,327,990)
Dividends received		39,081	21,446
Sales received		2,955,714	2,349,712
Interest received		176,387	11,056
Receipt from grants		459,261	508,654
Other receipts		92,647	247,694
Net cash provided by/(used in) operating activities	14	<u>1,107,420</u>	<u>879,562</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of plant and equipment		96,363	6,363
Purchase of property, plant and equipment		(274,102)	(73,683)
Other investing inflows		732,692	7,161
Net cash provided by/(used in) investing activities		<u>554,953</u>	<u>(60,159)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		1,662,373	819,403
Cash and cash equivalents at beginning of year		7,291,445	6,472,042
Cash and cash equivalents at end of financial year	4	<u><u>8,953,818</u></u>	<u><u>7,291,445</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2023

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 2022.

1 Basis of Preparation

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

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

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Sale of goods

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

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers

For current year

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

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

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

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

Rental income

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

(b) Income Tax

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

(c) Goods and services tax (GST)

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

Receivables and payable are stated inclusive of GST.

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

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of Significant Accounting Policies

(d) Property, plant and equipment

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

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

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

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

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

(e) Financial instruments

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

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

Financial assets

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

Classification

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

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

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

Fair value through other comprehensive income

Equity instruments

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

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial assets

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

(f) Cash and cash equivalents

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

(g) Employee benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

(h) Fundraising Activities

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

The Charitable Fundraising Act 1991 and supporting Charitable Fundraising Regulations prescribe in the manner in which fundraising appeals are conducted, controlled and reported in NSW. The amounts shown in note 15 are in accordance with Authority Condition 7, which is issued to the Company under section 19 of the Act.

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

Costs of fundraising as per Note 15 include all direct fundraising costs in accordance with the Act. The inclusion of indirect costs is discretionary. Indirect costs excluded, include overheads such as the time spent by accounting or office staff administering appeals, cost apportionment of rent, light and power, and insurance. Exclusion of the indirect costs decreases the cost of fundraising and increases the margins from fundraising shown in note 15.

(i) Adoption of new and revised accounting standards

The entity has adopted all standards which became effective for the first time at 30 June 2023, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the entity.

Notes to the Financial Statements

For the Year Ended 30 June 2023

3 Revenue and Other Income

	2023	2022
	\$	\$
Grant income		
- Recurring grants (NSW Dep. Health)	277,922	408,054
- Lifeline Australia	181,339	100,600
	459,261	508,654
Sales		
- Central Road	702,898	509,722
- Forster	648,398	499,157
- Kempsey	432,822	329,879
- Port Macquarie	343,552	258,670
- Taree	404,644	297,587
- Wauchope	298,866	236,550
- Wingham	234,395	218,591
- Less: shop expenses	(109,878)	(100,615)
	2,955,697	2,249,541
Training and course fees	67,009	77,169
	3,481,967	2,835,364

	2023	2022
	\$	\$
Other Income		
- Sundry income - work for the dole funding	-	3,367
- Donations & fundraising	17,337	68,990
- Rent received	25,654	13,959
- COVID Stimulus - Jobsaver/Jobkeeper	-	112,158
- Realised investment revenue	39,081	21,446
- Interest received	176,387	11,056
- Insurance Reimbursement	-	160,425
- net gain on disposal of property, plant and equipment	8,198	-
	266,657	391,401

4 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash at bank and in hand	1,337,563	5,028,515
Short-term deposits	7,616,255	2,262,930
	8,953,818	7,291,445

Notes to the Financial Statements

For the Year Ended 30 June 2023

5 Trade and other receivables

	2023	2022
	\$	\$
CURRENT		
Trade receivables	119,765	107,968
Deposits	18,139	18,139
Total current trade and other receivables	137,904	126,107

6 Other Financial Assets

	2023	2022
	\$	\$
CURRENT		
Listed shares and units at market value	-	735,940
Total	-	735,940

Listed share investments were disposed during the year.

Notes to the Financial Statements

For the Year Ended 30 June 2023

7 Property, plant and equipment

	2023 \$	2022 \$
Buildings		
At cost	1,094,796	1,058,639
Accumulated depreciation	(606,736)	(570,475)
Total buildings	488,060	488,164
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	118,171	118,171
Accumulated depreciation	(49,793)	(41,081)
Total plant and equipment	68,378	77,090
Furniture, fixtures and fittings		
At cost	297,283	290,152
Accumulated depreciation	(272,614)	(266,759)
Total furniture, fixtures and fittings	24,669	23,393
Motor vehicles		
At cost	519,732	449,399
Accumulated depreciation	(198,222)	(239,259)
Total motor vehicles	321,510	210,140
Office equipment		
At cost	9,094	9,094
Accumulated depreciation	(7,141)	(6,102)
Total office equipment	1,953	2,992
Computer equipment		
At cost	35,664	32,879
Accumulated depreciation	(32,729)	(30,405)
Total computer equipment	2,935	2,474
Total plant and equipment	419,445	316,089
Total property, plant and equipment	907,505	804,253

Notes to the Financial Statements

For the Year Ended 30 June 2023

8 Other Assets

	2023	2022
	\$	\$
CURRENT		
Prepayments	33,031	12,278
Accrued income	51,985	3,440
	<u>85,016</u>	<u>15,718</u>

9 Trade and Other Payables

	2023	2022
	\$	\$
CURRENT		
Trade payables and accrued expenses	82,889	30,449
GST payable	6,128	3,803
Employee benefits	15,990	25,979
Sundry payables	9,330	5,940
	<u>114,337</u>	<u>66,171</u>

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

10 Other Financial Liabilities

	2023	2022
	\$	\$
CURRENT		
Government grants	80,220	-
Total	<u>80,220</u>	<u>-</u>

Unexpended grant funding relates to the Suicide Prevention Program, which was received in 2023 and is due to be delivered in 2024. Revenue is recognised in line with expenditure being incurred.

Notes to the Financial Statements

For the Year Ended 30 June 2023

11 Employee Benefits

	2023	2022
	\$	\$
Current liabilities		
Long service leave	78,072	102,961
Provision for employee benefits	67,000	77,758
	<u>145,072</u>	<u>180,719</u>
	2023	2022
	\$	\$
Non-current liabilities		
Long service leave	14,873	6,967
	<u>14,873</u>	<u>6,967</u>

12 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2023 (30 June 2022:None).

Notes to the Financial Statements

For the Year Ended 30 June 2023

13 Related Parties

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

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:

	2023	2022
	\$	\$
Profit for the year	1,010,136	764,413
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	85,931	80,047
- net (profit)/loss on disposal of property, plant and equipment	(11,446)	(4,970)
- net (gain)/loss on disposal of investments	3,248	-
- fair value movements on investments	-	93,690
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(11,797)	(66,320)
- (increase)/decrease in other assets	(69,298)	42,393
- increase/(decrease) in trade and other payables	48,166	(19,243)
- (increase)/decrease in contract liabilities	80,220	-
- increase/(decrease) in employee benefits	(27,740)	(10,448)
Cashflows from operations	<u>1,107,420</u>	<u>879,562</u>

15 Events after the end of the Reporting Period

The financial report was authorised for issue on 14 September 2023 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 16th day of September 2023

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 14th day of September 2023

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 2023, 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 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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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.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.

UCA Lifeline Mid Coast NSW

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

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

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



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

14 Short Street, Port Macquarie NSW 2444

Dated this day of 2023

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2023

Disclaimer

The additional financial data presented from pages 23-24 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 2023. 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: 18th September 2023

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2023

Detailed Profit and Loss Statement

	2023 \$	2022 \$
Income		
Donations & fundraising	17,337	68,990
Grants Income		
Recurring grants (NSW Dep. Health)	277,922	408,054
Lifeline Australia	181,339	100,600
	459,261	508,654
Sales		
Central Road	702,898	509,722
Forster	648,398	499,157
Kempsey	432,822	329,879
Port Macquarie	343,552	258,670
Taree	404,644	297,587
Wauchope	298,866	236,550
Wingham	234,395	218,591
Less: Shop expenses	(109,878)	(100,615)
	2,955,697	2,249,541
Other income		
Training and course fees	67,009	77,169
Sundry income - work for the dole funding	-	3,367
Rent received	25,654	13,959
Profit on disposal of assets	8,198	-
COVID Stimulus - Jobsaver/Jobkeeper	-	112,158
Realised investment revenue	39,081	21,446
Interest received	176,387	11,056
Insurance Reimbursement	-	160,425
	316,329	399,580
Total income	3,748,624	3,226,765
Less: Expenses		
Accounting fees	13,780	9,547
Advertising	28,860	39,336
Auditors remuneration	9,360	8,800
Bank charges	15,821	11,952
Building expenses	13,135	1,800
Cleaning	7,210	8,664
Computer expenses	29,153	10,866
Consultant fees	17,667	14,209
Depreciation	85,931	80,047
Fees and subscriptions	22,234	19,272
Fundraising & special events	883	975
Insurance	45,396	40,967
Investment management fees	8,773	8,817

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

For the Year Ended 30 June 2023

Detailed Profit and Loss Statement

	2023	2022
	\$	\$
Meeting expenses	13,892	19,967
Minor asset purchases	20,922	6,263
Motor vehicle expenses	80,476	61,037
Peer worker	67,000	63,720
Postage, printing & stationery	17,133	20,335
Provision for employee entitlements	(27,742)	(10,447)
Repairs & maintenance	39,774	17,692
Salaries	1,548,852	1,296,132
Staff training	8,226	11,836
Staff amenities	140	663
Strata fees	10,508	7,414
Superannuation contributions	150,738	127,062
Telephone	15,810	20,215
Travel - domestic	19,351	7,062
Volunteer Costs	27,561	20,899
Occupancy Costs	401,165	394,605
Other operating expenses	46,479	53,926
Loss on disposal of assets	-	2,700
Unrealised loss on investments	-	86,021
Total Expenses	2,738,488	2,462,354
	1,010,136	764,411
Other items:		
Profit before income tax	1,010,136	764,411

