



Lifeline

Harbour to Hawkesbury

Annual Report 2011



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24 HOUR COUNSELLING 13 11 14

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Thurs 10am-5pm, Sat 9.30am-1pm

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Lifeline Australia's Beliefs and Shared Values

We affirm our living heritage.

Lifeline affirms its founding vision to make care accessible to all, in every community. The Christian heritage that shapes this vision views our neighbour as anyone in need.

Lifeline invites any who share this vision to help provide accessible support and strengthen community.

Lifeline creates opportunities for community participation. We value the unique ways volunteers and staff serve together, enriching Lifeline and the wider community.

Within Lifeline, people of differing beliefs and backgrounds work respectfully together, to create a spirit of support and service.

We support people in Community.

We believe in caring for the whole person - mind, body, spirit and relationships. We seek to instil hope and sustain living; journeying with people through the problems and possibilities in their lives, nurturing healing and growth.

We believe in inclusive communities - where everyone can belong and contribute. We seek to embrace diversity by kindling a spirit of fairness and openness that overcomes prejudice builds understanding and promotes wellbeing.

We believe people can grow through crisis - finding resources to see and respond to painful situations in new ways. We seek to hear what is hurtful to people, inform healthy choices and support them in actions that enhance their wellbeing.

We respect everyone's right to be heard, understood and cared for.

Therefore we:

Embrace diversity, working with and for people from all beliefs, cultures and backgrounds;

Show compassion through respectful relationships that give competent care;

Invite trust through active listening that seeks understanding;

Instill hope by nurturing growth through the pain and possibilities in crisis;

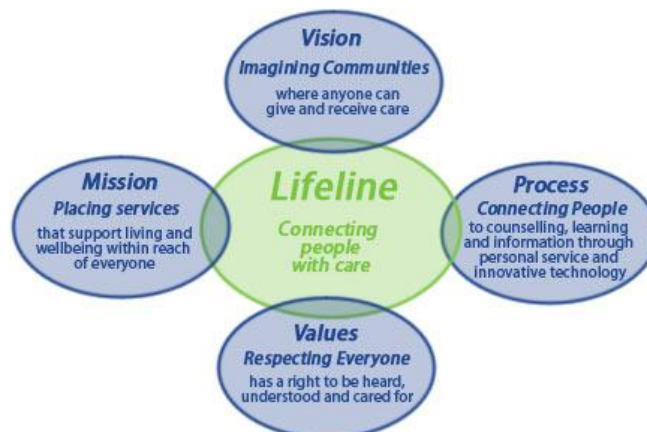
Inform choices that increase safety, enhance wellness and sustain living;

Empower people by enabling their ability to care for themselves and others;

Build communities that show fairness, enhance resilience and promote belonging.

Lifeline's Key Statements

Lifeline aspires to be a leader in providing opportunities for people to benefit from and contribute to quality services in local communities across Australia. These opportunities link people with counselling, personal support, self-care resources, information about community services and training.



Mission Statement

LIFELINE HARBOUR TO HAWKESBURY INC (H2H)

TO BE: A highly effective counselling and community service

BY: Being there – listening, hearing, and supporting

FOR: Our community, callers / clients, volunteers and staff

Lifeline first began as a telephone counselling service in Sydney on 16 March 1963. Lifeline Harbour to Hawkesbury (previously known as Lifeline Hornsby Ku-ring-gai and Community Aid Inc) commenced operating as a telephone counselling service in October 1968. Lifeline is now an international organisation, with 300 centres in 19 countries. In 2011 there were 43 accredited centres in Australia. As is the case with many Lifeline centres, Lifeline H2H has developed and evolved to provide a range of other services to the community in addition to telephone counselling.

Lifeline was founded by the Rev. Alan Walker at the Methodist Central Mission in Sydney as an expression of Christian Ministry, providing counselling help over the telephone to people in need. Since that time Lifeline services have been established and have grown throughout Australia and in many parts of the world. Today, people who view Lifeline's work as a Christian Ministry and those who share compatible beliefs, values and qualities are part of the covenant. We affirm that people who hold the Christian faith, together with those who understand and accept the Christian background of Lifeline, are able to engage in a common service of compassion and concern for people in need.

LIFELINE HARBOUR TO HAWKESBURY INC

is accredited by

LIFELINE AUSTRALIA INC

Lifeline Harbour to Hawkesbury Provides

Telephone Counselling	24-hour counselling and support 13 11 14
Financial Counselling	Face-to-face counselling, by appointment
Personal Counselling	Face-to-face generalist counselling, offering caring support without judgement or religious or cultural bias in a safe and respectful environment, by appointment for couples and individuals
Problem Gambling Counselling	Face-to-face problem gambling counselling for individuals or family members, by appointment
Community Aid	Transporting, shopping, visiting for the frail, aged and disabled in consultation with co-ordinator
Welfare	General emergency assistance including food, electricity, water and phone bill vouchers, rent assistance
Support Line	Regular care calls for lonely and isolated people
Suicide Bereavement Support Groups	A safe and confidential environment for people to share their experience and support each other
Lifeline Suicide Crisis Support Program (LSCSP)	One-on-one telephone support for those at risk of suicide or who have survived a suicide attempt
Men's Anger Management Group	8 week program for men (18 years and over) who are experiencing difficulties controlling their anger
Partners In Depression Group	6 week group program that aims to address the information and support needs of those who live with or love someone experiencing depression
Training	Telephone Counselling Training, Certificate IV in Telephone Counselling, Suicide Awareness, Applied Suicide Intervention Skills Training, Customised Community & Workplace Training
Shop	Proceeds from sale of used clothing, bric-a-brac and books provide funds for Lifeline H2H services

Board of Directors and Salaried Staff Positions as at June 2011

BOARD OF GOVERNANCE

Chairperson

Pam Pritchard

Vice Chairperson

Robyn Gaspari

Secretary

Merlyne Thompson

Treasurer

Peter Anderson

Directors

Malcolm Braid

Judy Hopwood

Tessa Marshall

Peter Miller

Belinda Tallis

Chief Executive Officer

Wendy Carver

ADMINISTRATION & COUNSELLING STAFF

Operations Manager

Joan Anderson

Fundraiser & Event Co-ordinator

Emma Bagley

Administration Co-ordinator

Carolyn Yin

Database Co-ordinator

Jim Henderson

Bookkeeper

Brendan Ritchie (Until 15/10/10)

Angela Dodd

Face-to-Face Counselling Services Co-ordinator

Gabrielle Waters-Mckay

Gambling Counsellor / RGF Programme Co-ordinator

Jeanette Svehla

Financial Counselling Team Leader

Anne Holmes

Financial Counsellor

Raphael Byron

Telephone Counselling Services Co-ordinator

Kirstie D'Souza

Telephone Counselling Services Assistant Co-ordinator

Judith Dallas

Telephone Counselling Services Supervisor

Ceiny Maybury

Suicide Bereavement Support Group Co-ordinator

Ceiny Maybury

Suicide Crisis Support Programme Co-ordinator

Kirstie D'Souza

TC Training Manager

Rosanne Petters

Community Aid Co-ordinator

Soniya Gune

Cannabis Information & Helpline Co-ordinator

Peta Jesse

RETAIL DIVISION STAFF

Retail Manager

Keri Davison

Retail Assistant

Linda Vagara

Warehouse Supervisor

Allan Keeler (Until 22/03/11)

Driver / Offsider

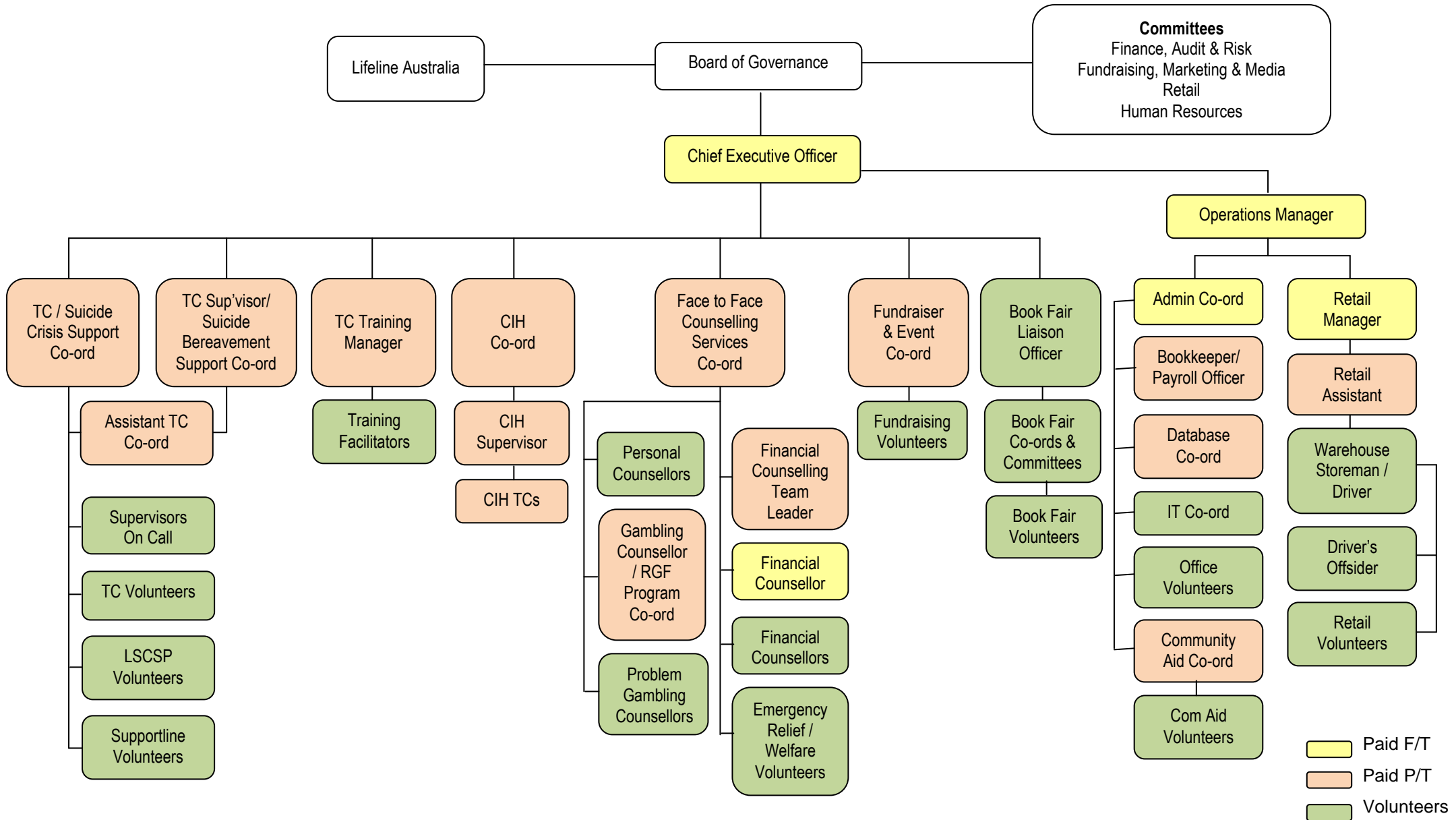
Bruce Maddison (Until 09/02/2011)

AUDITORS

Rhodes Docherty & Co.

Chartered Accountants

Lifeline Harbour to Hawkesbury Organisational Chart June 2011



Chairperson's Report

Once again Lifeline Harbour to Hawkesbury (H2H) has enjoyed a most successful year. Among other things, CEO Wendy Carver has worked tirelessly on her goal to 'form relationships in the community' with excellent results. The Centre has received deserved recognition and support from the community – local and state Government bodies, service clubs, individuals and corporate organisations.

The team of staff and volunteers have continued to show their commitment by the generous giving of their time and talents. A surplus was achieved for the second year in a row due to excellent results in fundraising activities and careful monitoring of expenditure. Congratulations to all involved.

During the year, the board put considerable effort into reviewing its strategic direction. As a result, it was decided that our goals could be best met by the upgrading of committees. Originally there were Finance, Retail and Fundraising Committees. The new committee structure is as follows:

Finance, Audit and Risk: The primary purpose of the Committee is to review and monitor the present and future financial management of the Centre. The committee shall assist the Board in fulfilling its financial reporting oversight role by monitoring:

- the quality and integrity of the Centre's financial statements;
- the Centre's system of internal control over financial management and reporting;
- the external auditors' qualifications, independence and performance; and
- the Centre's compliance with legal and regulatory requirements.

Fundraising, Marketing and Media: The primary purpose of the Committee is to contribute to minimising the financial vulnerability of Lifeline H2H by maximising the income from fund raising activities. Specifically, the Committee develops policy options for the Board to consider and approve, and recommends strategies which will maximise the revenue from fund raising.

Retail: The primary purpose of the Committee is to contribute to minimising the financial vulnerability of Lifeline H2H by maximising the income from retail activities while such operations remain appropriate for Lifeline H2H. Specifically, the Committee develops policy options for the Board to consider and approve, and recommends strategies which will optimise the revenue from retail activities.

Human Resources: The Committee has two primary purposes:

- to contribute to the effective fulfillment of the Board's responsibilities by ensuring that suitably skilled and qualified people are recommended for appointment to the Board, committees or the CEO's position as and when required; and
- to review and oversee the HR strategies of the Lifeline H2H Centre and provide consultancy as required.

It was also decided to invite people with specific expertise to join the committees and we have been delighted to welcome Shane Thompson, Westfield Asset Manager to the Retail Committee and Niall O'Toole, an actuary, to the Finance, Audit and Risk Committee.

Chairperson's Report continued

The Board was also actively involved in communications with Lifeline's National Office throughout the year. Communications included meetings with Graeme Flower, National Board Chair and attendance at Members Meetings with a strong focus on the new draft Strategic Plan for Lifeline nationally.

The Centre's Vice President, Robyn Gaspari, continued to play an active role as Chair of Lifeline NSW (now known as NSW Centres Support Inc.) with a high priority given to assisting the resolution of the distribution of NSW State Government funding.

On behalf of the Board, the Secretary, Merlyne Thompson worked conscientiously on a high level review of risks of Lifeline H2H as a whole.

According to the Lifeline H2H Constitution, the board should have one third of the Directors completing their three year term each year. Circumstances this year meant there was no board director completing their three year term so a ballot was held to decide which Directors would retire at the AGM even though their three year terms were not complete. Peter Miller, Peter Anderson and Malcolm Braid are therefore retiring but have nominated for re-election at the AGM.

Judy Hopwood has now completed her first full year on the board and her expertise in fundraising, marketing and media is very much appreciated.

Lifeline H2H continues to connect people to counselling, learning and information through personal service and innovative technology.

Pam Pritchard
Chairperson

Chief Executive Officer's Report

The past twelve months have seen Lifeline Harbour to Hawkesbury (H2H) go from strength to strength. Our core focus remained on improved and new pathways in crisis support, whilst at the same time keeping our eyes firmly focused on stabilizing the financial sustainability of our services. As a result, we were able to build on the financial turnaround of the previous year and deliver a surplus for the second year in a row. This was a welcome outcome after the substantial losses incurred in the 2007 – 2008 and 2008 – 2009 financial years.

Part of Lifeline H2H's work with Lifeline's National Office and Lifeline Centres throughout Australia included implementing improvements to the 13 11 14 national telephone crisis service. This constant quest to improve access and subsequently meet more needs of those who reach out to Lifeline for help, is an on-going challenge. Throughout the year, Lifeline H2H's volunteers and staff met this challenge with extraordinary commitment and dedication, answering the fourth highest number of calls throughout Australia, where there are now 43 Centres.

New pathways of crisis support achieved during the last twelve months included:

- **Online Crisis Support**

Lifeline H2H became one of three Lifeline Centres participating in a national Online Crisis Chat Trial. As with the 13 11 14 telephone service, there is a high demand for this service. Statistics show that people accessing the service are predominantly under 25 years of age and often at high risk. The trial and subsequent evaluation were funded by the Commonwealth Government. Lifeline's National Office is committed to finding recurrent funding to enable the service to be maintained as another Lifeline national service.

- **13 11 14 Paid Overnight Project**

Lifeline Australia approved Lifeline H2H as one of three trial sites for employing paid telephone counsellors overnight (between the hours of midnight and 6.00 am). This means that volunteer telephone counsellors around Australia will not be rostered on shifts between midnight and 6.00 am on the nights that the trial is operating. The trial commences on the 1st September 2011. The aim of the trial is to provide more support for our callers by answering more calls in the early hours of the morning, when Lifeline struggles to have enough volunteers on shift to meet the call demand. The National Office aims to seek further funding so that the Paid Overnight service can continue indefinitely. Volunteer telephone counsellors will then be dedicated and committed to all other times of the day.

Lifeline H2H's **face-to-face counselling and community services** remained highly professional and effective by meeting the diverse needs of clients throughout the year. The Centre's face-to-face teams of volunteers and staff not only provided one-on-one counselling sessions for:

- Personal Counselling (individuals and couples)
- Financial Counselling, and
- Problem Gambling Counselling

They also facilitated regular groups for people:

- Caring for someone with depression
- Bereaved by suicide
- Men struggling with issues of anger

Chief Executive Officer's Report continued

They also provided support to the frail aged through our Community Aid service. (Please see more detailed reports covering all of our services in this Annual Report.)

Our commitment to building financial sustainability saw a strong focus on building relationships within the community. We expanded our existing corporate, Government, community and individual relationships and developed new contacts. We grew a highly valued relationship with Barry O'Farrell and the State Government and I am delighted to report that all Lifeline Centres in NSW are now receiving funding from the State Government for the 13 11 14 crisis telephone counselling service.

While all our relationships, however big or small, are highly valued, it is impossible to mention all by name, however I would like to record our gratitude to everyone who has been involved in supporting, sponsoring or donating to Lifeline H2H. Relationships that have been particularly successful during the last Financial Year include:

- Lifeline's National Office, with whom we have formed a number of valued partnerships in crisis service delivery
- Ku-ring-gai Council, for their on-going support in providing our Centre's premises at Gordon and our book depot at West Lindfield
- Uniting Care's Bowden Brae Retirement Village, for their on-going support in providing our Centre's second book depot at Normanhurst
- The NSW Government Community Building Project, for providing funds to carry out urgent renovations at our Lindfield book depot
- Chatswood Rotary Club, for continuing to choose Lifeline H2H as their major beneficiary at their annual Golf Day/Gala Dinner
- Turramurra and Ku-ring-gai Rotary Clubs, for choosing Lifeline H2H as one of the major beneficiaries for their inaugural Charity Bike ride
- West Pennant Hills and Cherrybrook Rotary Club, for their generous donation
- Rotary Clubs throughout Lifeline H2H's geographic area, for their magnificent, on-going and growing financial support and 'hands-on' assistance with our Annual Book Fairs and other projects
- Pymble Golf Club, for choosing Lifeline H2H as the beneficiary of their Melbourne Cup Lunch and auction
- The Bendigo Bank at Turramurra, for entering into a partnership with Lifeline H2H. The partnership will provide funding for Lifeline H2H's support groups for people suffering from depression. Groups will commence at the beginning of the new financial year
- The Ensemble Theatre and the Bates family, for their on-going partnership and support
- Mark Hancock, for his generous donation
- Shane Thompson, Westfield, for his generous gift of retail expertise, time and support
- Coopers Brewery Foundation, for their funding support
- Honda Foundation, for their funding support
- The Monkey Bar at Chatswood, for their on-going financial support
- Schools (both Private and State) for agreeing to participate in Lifeline H2H's fundraising campaign, Loose Change for Lifeline H2H (please see the Fundraising report in this Annual Report for more details)

We continued to have a special relationship with our Book Fair volunteers. Their commitment and dedication (yet again) provided Lifeline H2H with highly successful book fairs and sales which collectively played a vital role in providing funds to support our services. If it were not for this uniquely committed group of people, some of Lifeline H2H's services simply would not have survived.

Chief Executive Officer's Report continued

Another vote of thanks goes to our Shop volunteers. These volunteers work in isolation from our premises at Gordon and they are to be commended for their tireless work on Lifeline H2H's behalf. While income from our shop lost ground for many months during the financial year, and resulted in scaling down of staff, the latter part of the financial year saw the shop operating in a more cost effective manner. The next financial year will see a renewed focus on expanding our retail operations. Our aim is to develop a strong and financially viable retail business to continue increasing our sustainability.

Volunteers are the essence of who we are and what we achieve, be they volunteering in service delivery or raising the funds needed to provide our services. As in previous years, all our volunteers worked with passion, commitment and dedication, giving generously of their time to support those in the community who reach out to Lifeline for help. A huge vote of thanks goes to all Lifeline H2H volunteers.

Staff changes during the year included:

- The resignation of the Centre's long standing Bookkeeper, Brendan Ritchie. Brendan's resignation saw the appointment of Angela Dodd, who had previously worked for Lifeline H2H in a consultancy role
- Scaling down of retail staff saw the redundancies of the positions held by Allan Keeler and Bruce Maddison. Duties associated with these roles were absorbed into the work carried out by volunteers.

My sincere thanks to all members of the Centre's Board of Governance and Board Committees for providing me with a wealth of support and guidance throughout the year. A warm welcome to our newest Board member, Judy Hopwood, who brought valued expertise to the Board during her first full year in office, along with new Committee members, Niall O'Toole and Shane Thompson. As always, an enormous thank you to all our staff for their support, leadership, management and guidance. Last but not least, a special vote of thanks goes to Joan Anderson, the Centre's Operations Manager, who worked tirelessly for yet another year to support the Centre.

Wendy Carver
Chief Executive Officer

Telephone Counselling Services

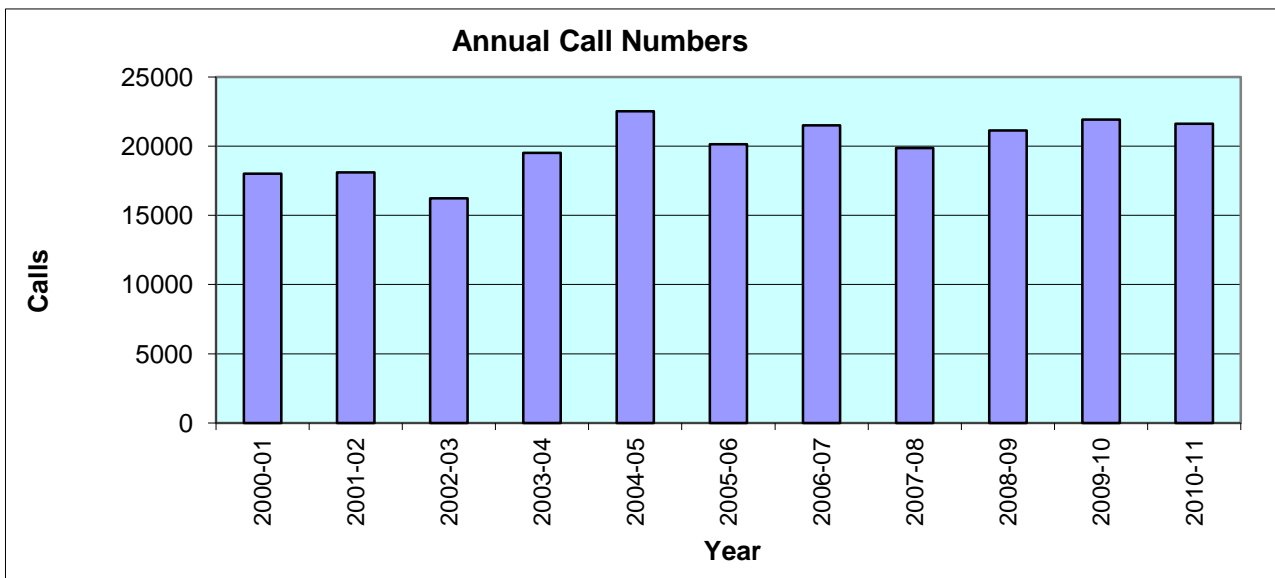
Telephone Counselling

Our Telephone Counsellors (TCs) and Supervisors on Call (SOCs) have had another busy year with a very creditable number of calls answered and callers supported. All our existing telephone counsellors have now completed the e-learning bridging course to Lifeline’s new model of telephone counselling and are bracing themselves for some major changes to the way they work with a new data collection system, a new referrals data base and a new national rostering system all due in the near future. We expect they will incorporate the changes with their usual good grace and aplomb.

We have been recruiting TCs and SOCs from our crisis line to work on the Online Crisis Chat Trial which will operate from our centre for four evenings per week initially. We also expect a number of both TCs and supervisors to be involved in the Paid Overnights service at our centre. While these new services will initially impact the number of TCs available to do shifts on the crisis line phones, they add to the breadth of experience, skills and volunteer opportunities available at our centre.

As always, a special mention must be made of our SOC team, a remarkable cohesive band of dedicated and experienced volunteers. This year we have been able to assist four other Lifeline centres with SOC support at times when they haven’t had enough SOCs of their own. The generosity of our SOCs in covering these extra shifts is not to be underestimated. A centre can’t have a TC on shift without a SOC on call to support them and handle any interventions. So our SOCs have allowed some centres to keep operating during shifts they would otherwise not have been able to cover.

Telephone Counselling Statistics 2010-2011



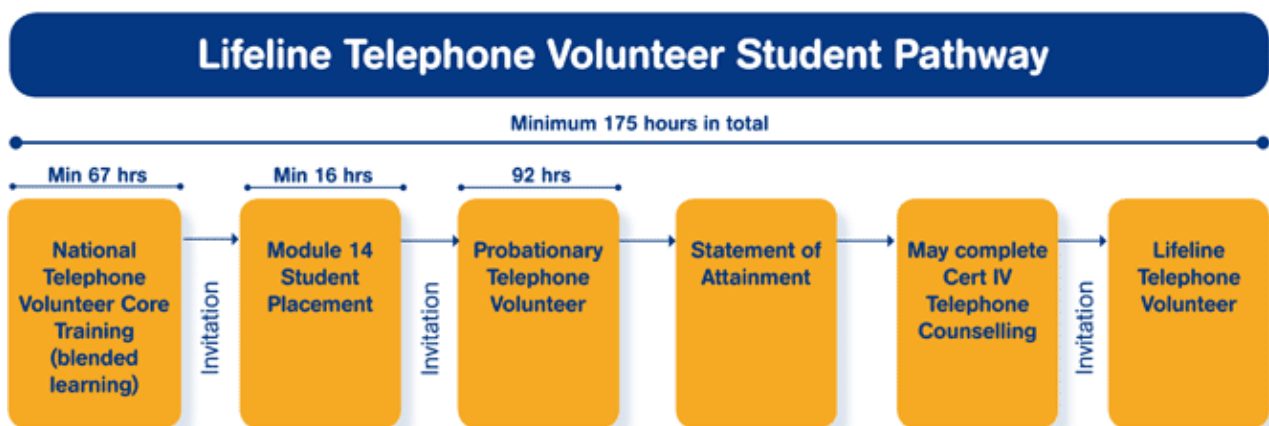
Telephone Counselling Services continued

Telephone Counselling Training

Rosanne Petters has continued to fulfill the role of Training Manager during the last financial year. Rosanne ran two courses during this period, supported by a very committed and skilled team of Training Facilitators, all of whom are devoted and enthusiastic in their roles. Over the past financial year Rosanne has also trained six new facilitators to support the training team.

February 2010 marked the beginning of a Lifeline National Training Program. For the first time since Lifeline began, every centre in Australia is now delivering the same program incorporating a Lifeline Practice Model. Having a Practice Model which all Telephone Counsellors are trained in, helps provide focused, consistent and quality short term crisis support to the callers on the 13 11 14 service.

The pathway from student to TC covers approximately 200 hours and the first students trained in the National Program are now completing their probation period and being invited to become fully accredited Telephone Counsellors. As the training corresponds to Certificate IV in Telephone Counselling, they will receive a statement of attainment in four of the Certificate IV competencies.



Telephone Counselling Services continued

Lifeline Suicide Crisis Support Program

This service continues to offer six to eight weeks of one-on-one support from an experienced telephone counsellor to people at risk of suicide who have limited professional and personal supports or none at all. There are three other centres in Australia who offer the service and pathways exist between all four centres which allow clients to be referred to the centre closest to where they live. In February, representatives from all the participating centres met at a day-long workshop in Canberra to review the service and to discuss how it might be offered more widely by more centres.

At Lifeline H2H we had 31 referrals during the financial year. Of these, 12 were referred on to other centres, 13 were taken on as clients and the remainder either declined the service, did not meet the criteria or were supported for a short time with a small number of calls from the co-ordinator.

Kirstie D'Souza

Telephone Counselling Services Co-ordinator

National Cannabis Information & Helpline

National Cannabis Information & Helpline (CIH) is a nationally available free call service for the provision of confidential evidence based information on cannabis for the general community. In addition to this CIH provides information and targeted counselling on communication and engagement strategies for cannabis users, their families and concerned others. The service provides information and referrals nationwide, linking into support services, resources and available literature. The Helpline is staffed by professionally trained Lifeline counsellors and operates from 11am to 8pm Monday to Friday including public holidays.

On 1st October 2010 Lifeline H2H took over management of CIH. Prior to this Lifeline Australia, as a consortium member of the National Cannabis Prevention and Information Centre (NCPIC), was contracted to develop and operate the Helpline which began in January 2008.

In the period October 2010 to June 2011 CIH has taken 1850 calls from cannabis users and concerned others.

Peta Jesse

Cannabis Information & Helpline Co-ordinator

Face-to-Face Counselling & Support Services

Personal Counselling

This service experienced low intake over the Christmas period, however April onwards saw a significant increase in intake by 15-20% and an increase of 40% in total service hours (for that period) in comparison to statistics recorded for 2010. The reason for this increase may be due to clients not accessing private psychological services due to the cost (\$150 on average per session) and that Lifeline H2H are able to provide **long** term counselling at a low cost, or if necessary, no cost.

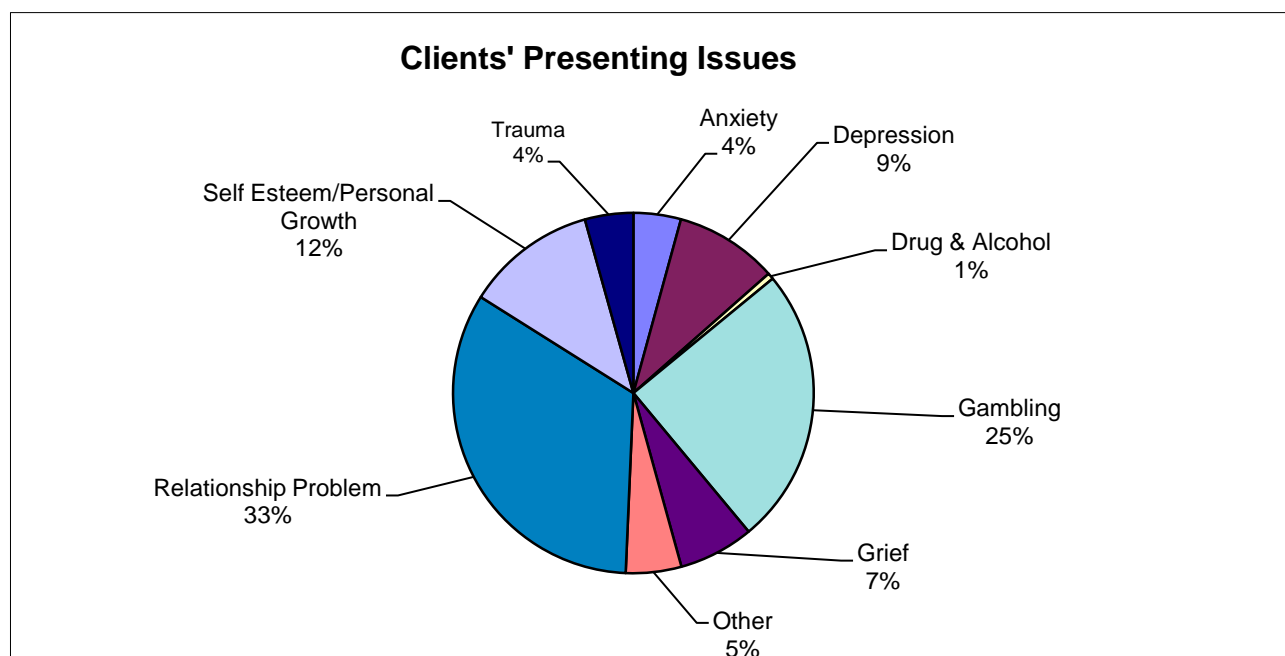
For the 12 month period to June 30 2011 a total of 169 clients attended 1,150 sessions which is slightly above June 2010 statistics. This service continues to be generalist in nature with a high presentation for relationship issues.

Our multidisciplinary team of experienced counsellors which includes psychologists, psychotherapists and social workers, volunteer their time **each** week to see clients and offer valuable support to members of the local community. Many of our counsellors make themselves available at very short notice and on different days of the week to see clients in distress.

Costs are \$25 per session, \$10 per session (concession) sliding scale depending on individual circumstances, enabling access at no cost if appropriate.

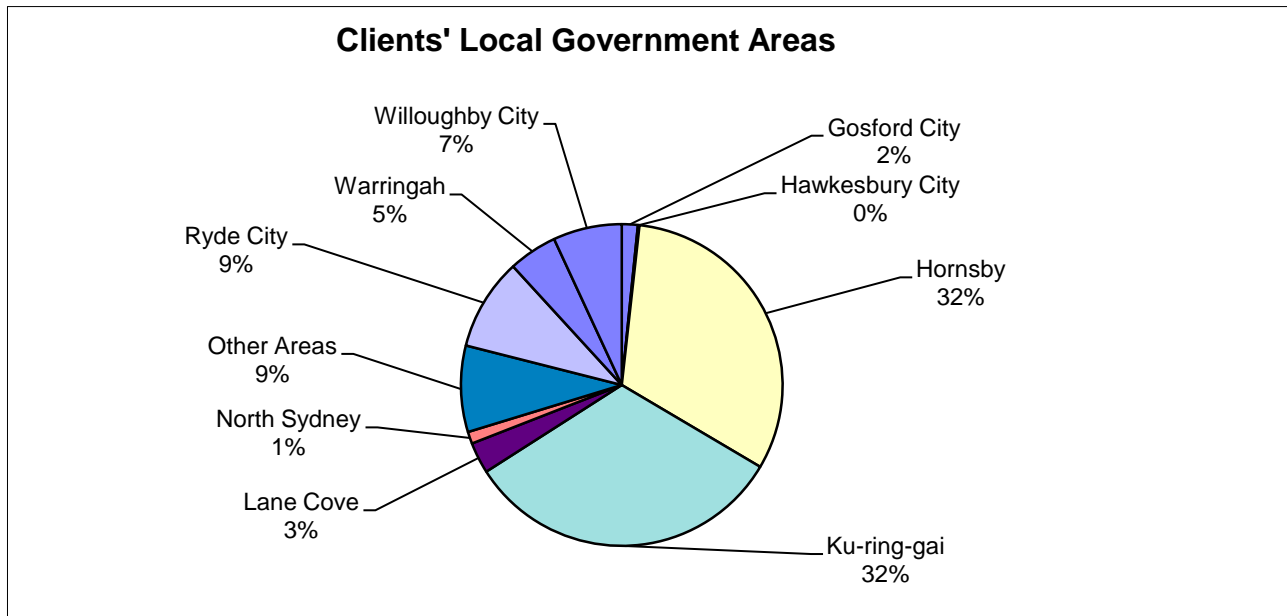
Personal Counselling Statistics 2010 - 2011

Service	2006-07	2007-08	2008-09	2009-2010	2010-11
New Clients in year	121	93	121	91	99
Number of Clients	181	142	182	171	169
Face-to-face Sessions	983	895	1102	1,113	1,150
Face-to-face hours	1,055	960	1,249	1,215	1,294
Additional Support hours	228	231	285	299	299
Total Clients' hours	1,283	1,191	1,534	1,514	1,593



Face-to-Face Counselling & Support Services continued

Personal Counselling Statistics 2010 – 2011



Bulk Billing Psychological Services

For those clients who meet the **requirements** under the Better Mental Health Access Scheme, Lifeline H2H are introducing a new bulk billing service. Clients will need a referral from their general practitioner/psychiatrist/paediatrician and this will allow them six sessions with a psychologist or social worker without incurring any out of pocket costs. Clients must have an up to date Medicare card.

Support & Educational Groups

The Partners in Depression Group is a six week evidence based, psycho-educational group programme that has been introduced to provide support and information for the families and friends of people who are experiencing depression. The programme was run twice throughout the financial year by Simone Isemann and Gabrielle Waters-McKay.

The Men's Anger Management Group This group aims to give men the information and tools they need to identify their anger triggers, early signs of anger and strategies to manage their anger in more effective ways. The group was run twice throughout the financial year by Tim Harvey, Cherri Southerton, Graeme Daley and Kate McMaugh.

Face-to-Face Counselling & Support Services continued

Support & Educational Groups continued

Depression Support Group will be commencing in October 2011. The REACH programme established by the Black Dog Institute is a nine week psycho-educational support group programme (based on the principles of responsibility, education, acceptance, connection and hope) to help participants with depression or bipolar disorder manage their illness and stay well. Simone Isemann, Jeanette Svehla and Gabrielle Waters-McKay have all successfully been trained to facilitate this group.

The Suicide Bereavement Open Monthly Group continues to be held monthly in an “open” format. This means that members come and go as they please and are not locked into attending every single meeting. We do however, have a core group who attend religiously each month and we have one member who keeps in touch from overseas. The group is coordinated by Ceiny Maybury and is assisted by Tessa Marshall and Jo Patterson. Jo is the Training Manager from Lifeline Northern Beaches.

We are enthusiastic in our support of those bereaved by suicide and hope to continue our work in the years to come. We would also like to explore the possibility of running a closed group in 2012, as well as an open group.

Financial Counselling

Demand for financial counselling continues to be strong. We now have 11 financial counsellors, working both as volunteers and funded workers. Eight of these counsellors are fully accredited with the Financial Counsellors Association NSW (FCAN). During the year Sarah McPherson, John Rawson and Carolyn Bunting achieved their accreditation. Our congratulations go to these financial counsellors.

Lifeline has been able to reduce the waiting period for financial counselling to only 6 days. This is a credit to the hard working team we have. Many agencies have waiting periods of more than three weeks.

Although the number of new clients (172) was lower than last year (190), the total client hours have increased significantly from 2149 to 2733. Most of the increase is in the form of additional support hours. This increase of over 500 hours is a reflection of two factors - improved statistical reporting and more significantly an increase in the complexity of issues that face clients and counsellors. There has been a definite increase in the non face to face work that a counsellor is required to do to help clients since the global financial crisis. However the trend in more complex cases has been ongoing for a number of years. It is therefore very important that financial counsellors have access to good supervision and specialist providers covering help with legal, commercial, taxation, medical, consumer and community advice. We are most fortunate to have professional development with Betty Weule and external speakers on a monthly basis. All of these people are integral to the continuing growth of knowledge that financial counsellors require.

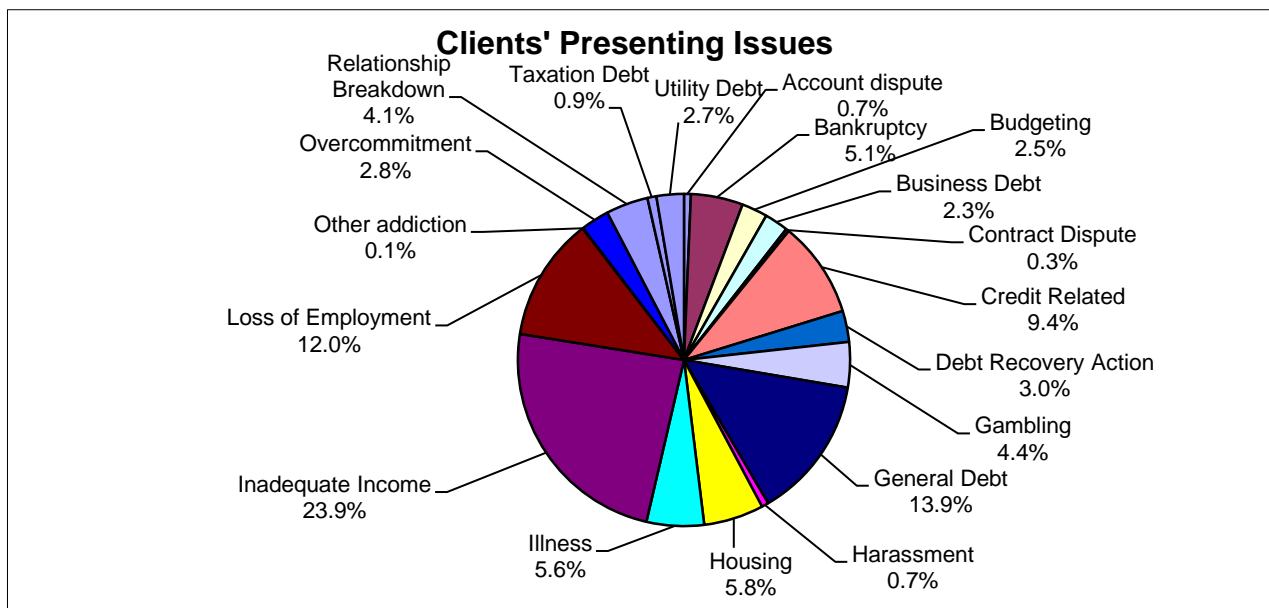
Face-to-Face Counselling & Support Services continued

Financial Counselling continued

Raf Byron is now recovered from ill health and we wish him the best for the future. Our thanks to all volunteers for their wonderful commitment to Lifeline and to Raf, Anne Holmes, Joan Anderson and Hugh Seccombe for their roles as supervisors.

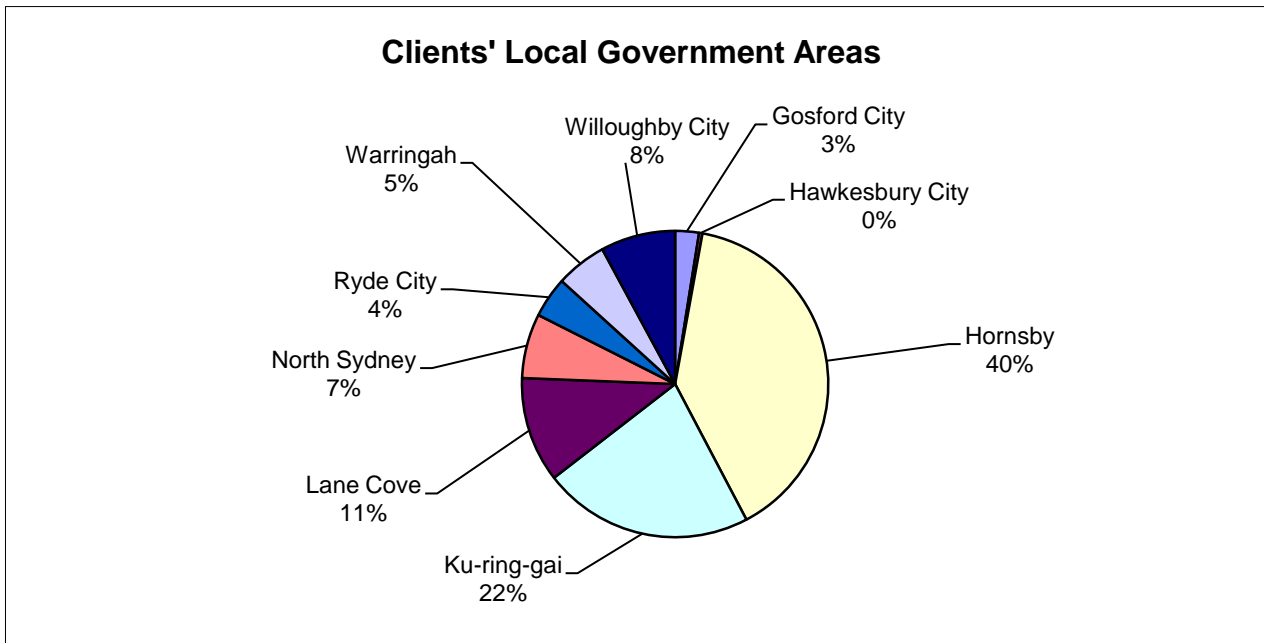
Financial Counselling Statistics 2010 – 2011

Service	2006-07	2007-08	2008-09	2009-10	2010-11
New clients in year	130	161	139	190	172
Number of Clients	200	209	227	287	325
Face-to-face sessions	390	458	593	938	884
Face-to-face hours	509	588	687	1144	1,176
Additional support hours	228	447	467	1005	1,557
Total clients' hours	737	1035	1154	2,149	2,733



Face-to-Face Counselling & Support Services continued

Financial Counselling continued



Problem Gambling Counselling

The Problem Gambling service, funded by the Responsible Gambling Fund (RGF), continues to provide a personal counselling service and a financial counselling service for problem gamblers, their families and others. Jeanette Svehla (personal counselling) and Raf Byron (financial counselling) are each funded for one day per week. Jeanette Svehla also co-ordinates the RGF service. As at 30 June 2011, there were eleven financial counselling and five personal counselling team members available to provide counselling to problem gamblers, their families and others. All counsellors are accredited with the Counsellors and Psychotherapist Association (CAPA), Australian Psychological Society (APS) or Financial Counsellors' Association of NSW (FCAN). The RGF have implemented a pathways scheme to ensure that all problem gambling counsellors meet a minimum qualification standard. Jeanette Svehla and Tessa Marshall have completed the RGF minimum qualification standard for problem gambling counsellors, Gabrielle Waters-Mckay is completing the requirements for the qualification.

In September 2010, the service underwent an external review from Quality Management Services (QMS). After a period of grace, all Core Standards were met and full accreditation was achieved from the Quality Improvement Council (QIC).

A Problem Gambling Service Plan for the period 1 July 2010 to 30 June 2012 has been developed and is being implemented. A QMS Quality Workplan has also been developed and is being implemented. It will be updated and progress reports will be provided to QMS (as required) every 6 months. The first report is due on 25 January 2012.

The service has fluctuations from month to month and intake for the personal counselling service has decreased this year. The Hornsby branch of the Northern Sydney Central Coast Area Health Service has referred a number of clients for financial counselling. G-Line refer a number of

Face-to-Face Counselling & Support Services continued

Problem Gambling Counselling continued

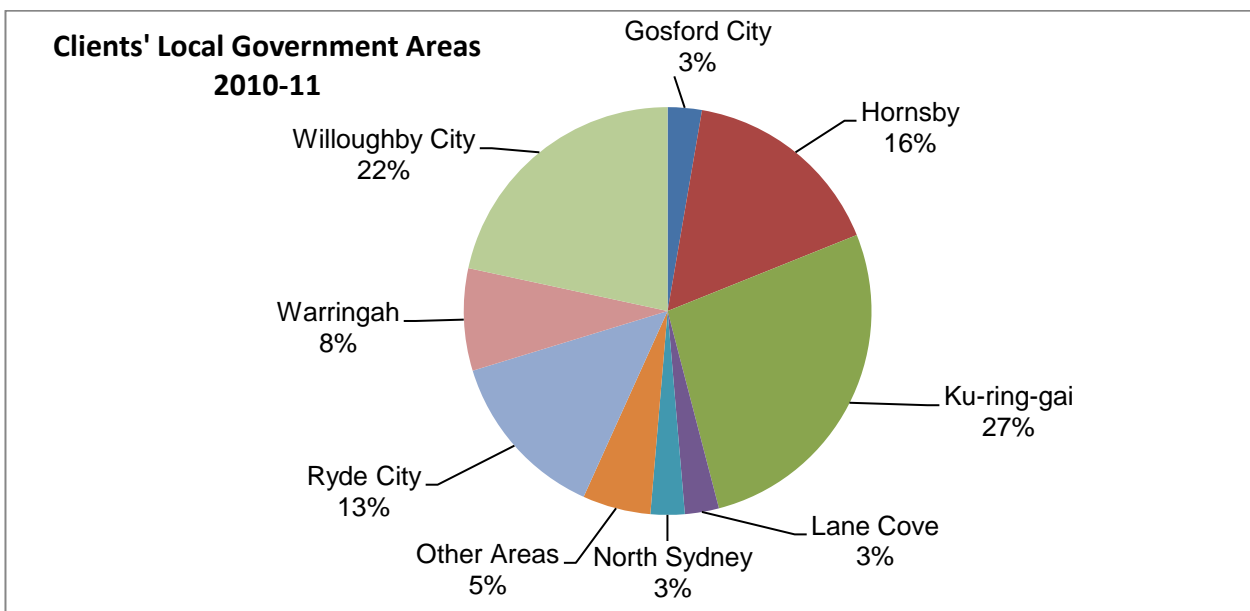
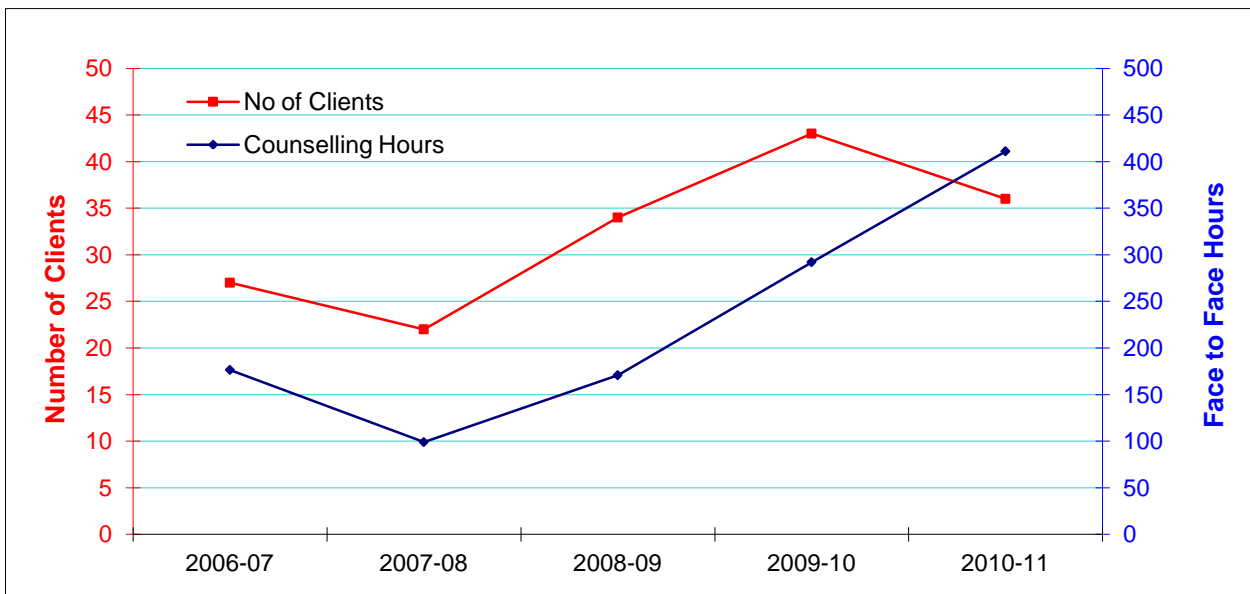
potential clients to the problem gambling service although very few clients follow up on the referral and make an intake call to the office.

Clients who identify problem gambling at intake are still given priority (due to funding standards) and all of them are booked in for an appointment within a week of the intake call.

For the 12 month period to 30 June 2011, a total of 24 personal counselling and 13 financial counselling clients attended the problem gambling service for 411 counselling hours. The number of missed appointments recorded was 16; cancelled appointments recorded were 33.

Our sincere thanks go to all staff and volunteers involved in this service.

Problem Gambling Counselling Statistics 2010 – 2011



Face-to-Face Counselling & Support Services continued

Emergency Relief

During the year ending 30 June 2011, a total of 272 clients/families attended 604 appointments. The total value of assistance including vouchers and payments was \$99,179. This is an increase of \$12,500 in comparison to 09/10 statistics. The biggest demand was assistance with electricity accounts (due to spike in rates) and Woolworths cards, to cover the cost of essential food items.

The Emergency Relief service runs in accordance with the Guiding Principles of the Australian Government Department of Families, Community Services and Indigenous Affairs, which provides funds for assisting people who are in financial crisis. The funds are supplemented with vouchers provided by the NSW Government to assist with electricity, gas, and water accounts; and vouchers provided by Telstra to allow people to have continual access to telephone and internet services.

The aim of Lifeline H2H's Emergency Relief Fund (ERF) is to assist members of the local community who come to us from a wide range of circumstances. Some are pensioners who have unexpected financial costs due to illness, others may be people with refugee status who are not eligible for government benefits and have not yet managed to find employment. Others are people whose businesses have folded, or whose relationships have collapsed and who are left with huge debts and finding it difficult to make ends meet for their family, others may just be struggling with the cost of living.

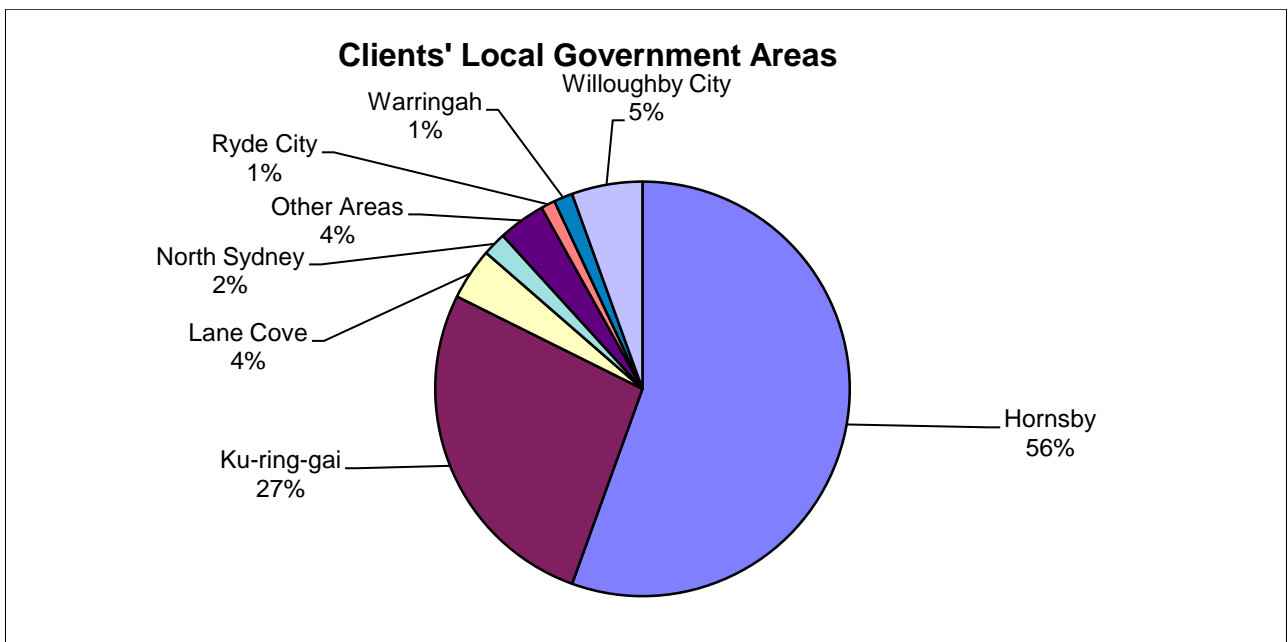
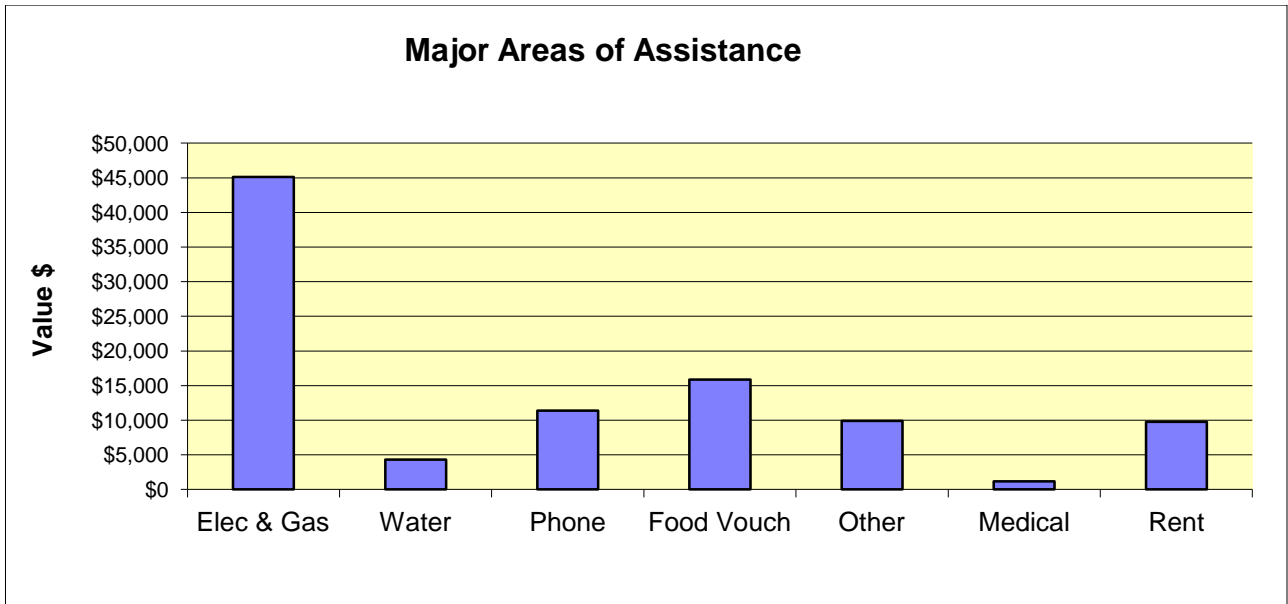
The service is fortunate to have a number of organisations that regularly and conscientiously donate items of food for our food parcels. We are greatly dependant on this generosity and would like to express our appreciation to Gordon Uniting Church, North Shore Temple Emanuel, St John's Anglican Church, Ravenswood School for Girls and Gordon Preschool. This service would be limited without their support and ongoing donations, both of which are valued and very much appreciated.

The demand for appointments and assistance places a huge demand on staff and would not be manageable without the dedicated volunteers who give up their time each week to see clients. During the last financial year assistance was primarily carried out by our committed volunteers, Peter Bates, Sue Anstee, Maggy Franklin and Gita Mirzamani (who is undertaking Welfare studies at Meadowbank TAFE). We are also fortunate to have John Buchanan and his dedicated team, who for many years have facilitated the sorting and collection of goods and gifts for the Centre's annual Christmas hampers. There were 183 Christmas Hampers packaged and distributed to individuals and families residing on the North Shore last Christmas. We are extremely grateful to all the volunteers who have worked tirelessly on the emergency relief programmes throughout the last financial year.

Face-to-Face Counselling & Support Services continued

Emergency Relief Statistics 2010-2011

	2006-07	2007-08	2008-09	2009-10	2010-11
Number of Appointments	601	533	505	532	604
Number of clients served	274	253	242	258	272
Number of new clients	110	91	89	103	106
Total Value of Assistance	\$63,463	\$69,268	\$75,667	\$86,600	\$99,179



Gabrielle Waters-McKay
Co-ordinator Face-to-Face Services

Community Aid

Lifeline Harbour to Hawkesbury Inc Community Aid service is funded by the Commonwealth and State governments as a Home and Community Care (HACC) project to provide social support to frail aged and young people with disabilities and also their carers. The aim of this service is to help clients maintain their independence in their own homes as long as it is safe for them to do so. We provide transport for medical appointments, shopping and other essential needs. We also provide social support to avoid social isolation.

DADHC – Department of Ageing, Disabilities & Home Care has had a name change. The new title for this agency is Ageing Disability and Home Care (ADHC), under the newly established Department of Human Services. The change did not affect any existing agreements between the agencies.

National Home and Community Care (HACC) standards were replaced by Community Care Common Standards (CCCS) in March 2011. These standards were developed by the Australian Government and State and Territory Governments to streamline reporting requirements for service providers that are recipients of funding for delivering community aged care programs funded by ADHC. The NSW Government has engaged Aged and Community Sector (ACS) to support HACC in preparing for the adoption of the new CCCS. ACS have been running training sessions for service providers to help them with upcoming self assessment.

During the last financial year Lifeline H2H Community Aid service reported all Quarterly Minimum Data Set (MDS) statistics as required by ADHC. All statistics met the funding body service output requirements.

Our team of 48 volunteers provided 3,819 hours worth of services in the financial year including 2,354 trips to 144 clients. During this period 90 new clients were referred to the service.

All relevant HACC training sessions, regional and sub-regional meetings held by Northside Community Forum Inc were attended. These forums provide HACC services with a platform for networking, professional development, sharing information, and knowledge regarding the Hornsby Ku-ring-gai sub regional profile and its changing nature and developments.

We held regular morning teas for volunteers to provide interaction and feedback for any necessary changes to improve our efficiency in running the service. Our guest speakers for this year were Wendy Elder from Law Access NSW – Department of Justice & Attorney General and John Rawson Financial Counsellor at Lifeline H2H who was awarded an Order of Australia Medal for his services to the community.

Barbeque at Bunnings is an annual fundraiser to raise money for the annual volunteers' luncheon. Many thanks to Dianne Drinkwater for her cheerful help on the day of this year's sausage sizzle.

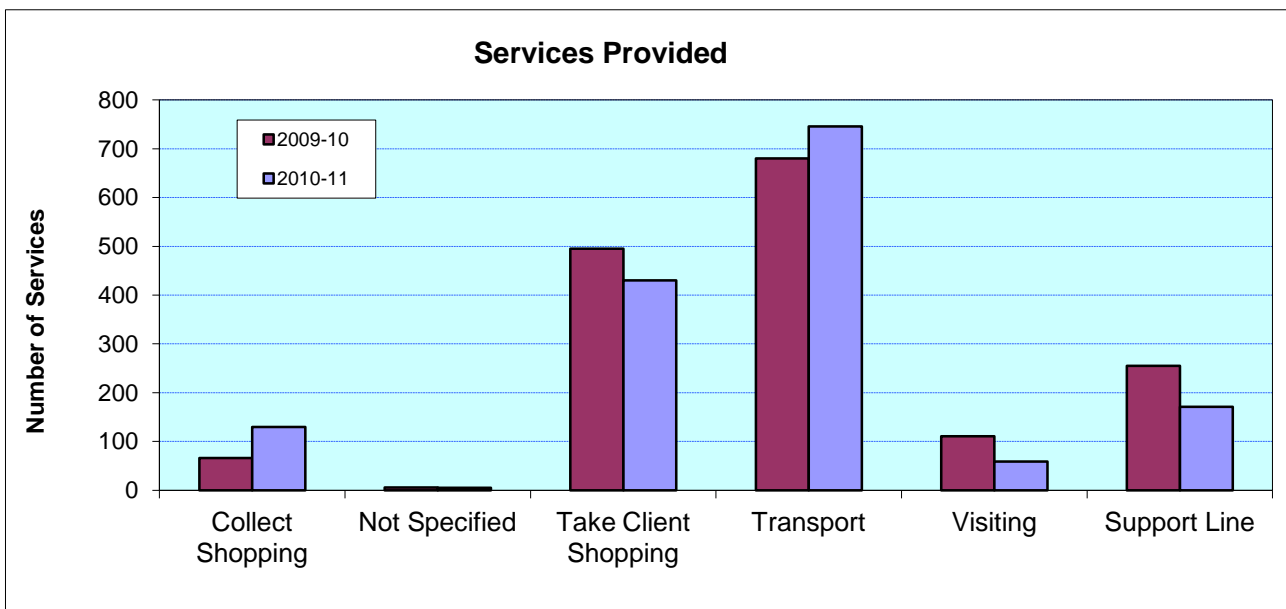
A volunteers' luncheon was hosted by Ku-ring-gai Hornsby HACC Volunteer Coordinators Forum to celebrate National Volunteer Week with local dignitaries at the Roseville Golf Club.

I would like to sincerely thank Alison Grealish, Coordinator of Ku-ring-gai /Hornsby Volunteer Service for her tremendous efforts in providing suitable potential volunteers and for arranging meetings with Volunteer Recruitment Referral and Training Services.

Community Aid continued

Community Aid Statistics 2010-2011

	2006-07	2007-08	2008-09	2009-10	2010-11
Number of new clients referred	57	106	101	85	90
Number of clients served	89	153	142	134	144
Number of trips	1,139	1,968	2,250	2,221	2,354
Job time (hours)	1,467	3,596	3,988	3,667	3,819
Unsatisfied requests for assistance	13	14	7	4	22



Support Line

Lifeline H2H has been operating Support Line for more than 10 years. The service is designed to offer human contact and support to people who are isolated, lonely, housebound or lacking in social contact. Unfortunately, Support Line struggled to keep operating in the last year. Lifeline's National changes to TC accreditation criteria meant the hours TCs spend working on the service cannot be counted towards their accreditation. We were fortunate that 2 TCs, Maggy Franklin and Rob Mayrick, remained dedicated to the service and undertook the bulk of the calls this year. Four other TCs also provided assistance. This service is co-ordinated by Kirstie D'Souza and is highly appreciated by the socially isolated clients it supports. Many clients express their appreciation of the service and their sadness at times when they don't receive calls. 171 calls were made to clients in a total of 50 hours.

Community Aid Service operates with ongoing dedication from the volunteers. I would like to thank every one of our volunteers for their time, selfless efforts, their efficiency and above all unlimited patience.

Soniya Gune
Coordinator Community Aid

Operations

Finance & Payroll

As a result of much preparation Lifeline H2H gained approval from Lifeline's National office to be one of three centres participating nationally in both the Online Crisis Support Service and a Paid Overnight Telephone Counselling Service in 2011/2012. Both services will be government funded. Other government funded programs already in place are:

- Cannabis Information Helpline (CIH)
- Council of Australian Governments (COAG) – Lifeline telephone counselling service (partial funding)
- Responsible Gambling Fund (RGF) – problem gambling counselling and financial counselling for problem gamblers (partial funding)
- Department of Fair Trading – financial counselling (partial funding)

Financial accountability and acquittals for funded government programs increases each year as does the payroll processing for funded workers of these programs. Angela Dodd joined our team in October 2010 and we are grateful for her depth of accounting and payroll knowledge especially with the implementation of the various employee Modern Awards.

Detailed monthly reports are provided to the Finance, Audit and Risk Committee. These reports are the basis of the bi-monthly finance reports to the Lifeline H2H Board. The Treasurer Peter Anderson provides invaluable day to day financial support when needed, and makes a considerable contribution to the preparation and monitoring of the Lifeline H2H annual budget.

The newly formed Human Resources Committee has provided insight and support to the Operations Manager with addressing day to day HR issues and bigger picture perspectives.

Risk Management

During the past year, the Risk Management Plan has been expanded to incorporate more input from staff and volunteers. Although the process can be time-consuming, it allows people from all areas of the Centre to be involved in identifying and managing threats to the organisation, from internal or external sources. Such threats may arise from financial, physical, legal or other causes. The Lifeline H2H risk management process includes

- Identification of vulnerabilities
- Assessment of the likelihood and impact of damage which may occur
- Nomination of the person responsible for managing the risk
- Development of mitigation strategies
- Preparation and monitoring of detailed plans to ensure that mitigation strategies are implemented, and risks managed as effectively as possible.

Administration

Maintaining the 'behind the scenes' and the frontline role of reception is the core responsibility of the Administration Co-ordinator in order to keep the office running smoothly on a day-to-day basis. The Administration Co-ordinator position requires strong computer skills, interpersonal skills and a positive approach to multitask and prioritise many demands.

Carolyn has been involved in the administration and advertising of our fundraising events, face-to-face services, telephone counselling training courses, the Christmas hamper project, and working on small funding submissions. This year we have expanded to a new route of advertising and promotion of our services through social media, including Facebook and Twitter. This has allowed for us to reach a broader audience and network in the community.

Operations continued

Insurance

All insurances are monitored regularly and include:

- Public Liability
- Volunteer Workers
- Professional Indemnity – for Directors and Officers
- Workers Compensation
- Motor Vehicles
- Building & Contents

Insurances pertaining to each fund raising event are assessed individually.

Information Technology

Almost all IT activity in 2010/11 occurred against the backdrop of one major and strategic project - the acquisition and implementation of a purpose-built server. Due to the size and extensive office impact of this project, a lot of planned work had to be placed on hold. However, the opportunity was taken to upgrade Lifeline H2H's network infrastructure (router, modem and ADSL2+ broadband service) and decommission the proxy server. I am happy to report that the new server is providing the service levels necessary to support Lifeline H2H now and into the future.

Two significant projects, that could not be placed on hold, were the relocation of the CIH computers and the upgrade of the Lifeline H2H OpShop's dial-up internet and EFTPOS services. Replacement of the dial-up internet service with ADSL2+ broadband and the separation of the EFTPOS and internet services now provide much needed benefits for Lifeline H2H's retail operations.

Database Systems

Data related to each of the counselling services operated by the Centre, is retained in a suite of Database Management Systems, each of which was specifically designed to suit the particular service which would be using it. These were all developed in-house and therefore may be readily updated or extended, to accommodate any additional data or provide any further reports or analyses which may be required to complete funding applications or meet requests for reporting.

Further database systems are also in place to record telephone counsellors' shifts and professional development, and integrate these to create a record of their progression to achieve and maintain accreditation. Professional development undertaken by the financial counsellors is also recorded in a database system.

Other systems maintain the Centre's personnel records, asset register, and details of community groups which can be used for contact purposes associated with fund raising.

Support & Thanks

Lifeline H2H continues to provide an ever-increasing range of support service to those in need. This would not be possible without the leadership, enthusiasm and encouragement of our CEO Wendy Carver along with the ongoing support of our administrative services team who play their part, directly and indirectly in supporting our Centre's operations.

Joan Anderson
Operations Manager

Fundraising & Events

This financial year we have been involved in a variety of successful fundraising events and campaigns. All of our events have been well supported by an amazing network of Lifeline H2H volunteers, staff, and friends of friends, for whom we are very grateful.

The Rotary Club of Chatswood continues to be a huge support for our Centre. Their 2010 Golf Day was a great day and night at Monash Country Club, with \$50,000 raised for Lifeline H2H. We are thrilled to be the continuing major beneficiary of this event, and our special thanks to Peter Timmermann, Michael MacQuillan, and all who worked so hard to make this year's event such a success.

Pymble Golf Club Ladies Committees invited Lifeline H2H to be the beneficiary of their 2010 Melbourne Cup Lunch. Community Aid volunteer, Gwenny Kalaf, and the Committee worked all year to stage a fantastic event, and we are very grateful for their generous support.

We were also fortunate to be involved in the annual Ensemble Theatre night. Thank you to Peter and Sandra Bates, and all at the Ensemble Theatre, for their kind and generous support.

In 2010 we also implemented the new Loose Change for Lifeline H2H fundraising campaign at local schools including Shore, Knox, Abbotsleigh, PLC, Marist Sisters College, and Cheltenham Girls High School. With the dual aims of raising awareness about the role of Lifeline in the local community, and raising much needed funds to continue providing our services. This campaign went from strength to strength. Thank you to the schools and students who embraced the campaign.

May 2011 saw the return of our Lifeline H2H Gala Fundraising Dinner. 181 guests enjoyed a 3 course meal at Sergeants' Mess, Chowder Bay, with Rolling wines by our major sponsor Cumulus Estate Wines, and entertainment by the band Wet Zelco. Thank you to MC Natarsha Belling who donated her time to host the event, and thank you to fundraising committee members Wendy Caddey and Wendy Dreyfus who played a significant role in the event organisation, and provided all the glittering decorations that lit up the room.

Finally, none of these events would be possible without the internal support of staff members including Wendy Carver, Joan Anderson, Angela Dodd, Carolyn Yin, and office volunteer Sally Andrews.

Emma Bagley
Fundraiser & Event Co-ordinator

Retail Division

It is my pleasure to bring to you the Lifeline H2H Retail Division Annual Report.

With the view of creating a more viable business, the Op Shop and warehouse operations experienced significant changes during 2010/2011. Unfortunately part of these changes meant that we had to scale down staff numbers and take up offers from volunteers to assist with bin donation collections and warehouse management. These strategies generated efficient stock control which flowed through to increased shop sales.

Merchandising strategies such as stock rotation, colour co-ordination, and frequent window dressing changes were put in place to maximise and maintain increased sales. Theme displays highlighting feature days such as Mother's Day have been a fun approach and have proved to be very successful. Monthly spot sales have also been most effective.

Lifeline H2H's Book Shop, adjoining the Op Shop, continues to be a good revenue raiser. Part of the new strategies to improve our business also included implementing changes to the Book Shop. We are most grateful for Bob Page's significant contribution in reorganizing processes in the warehouse and storage areas which resulted in a quicker turn-around of donated goods being available for resale. Bob and other Bowden Brae Bookfair Committee members in conjunction with retail staff were responsible for upgrading and improving book sorting processes. Books are now provided on request from Op Shop volunteers who are responsible for keeping stock on the Book Shop shelves. Much thank

It is pleasing to see that our Op Shop/warehouse volunteer numbers remain stable. It is with gratitude and admiration I say a big thank you for the thoughtfulness, willingness and dedication of our volunteers who so cheerfully support the work of Lifeline H2H.

Keri Davison
Retail Manager

Treasurer's Report

Lifeline H2H's operating result for the 2010/2011 financial year shows a surplus of \$94,349. This confirms the continued turnaround of \$43,219 surplus last year from the substantial losses incurred in 2007 – 2008 and 2008 – 2009.

The financial year began with the Lifeline H2H Board adopting a budget which provided for a break-even result. The main reasons for the profitable variance were:

- The Cannabis Information Helpline (CIH), which operated from 1 October 2010 yielded income which had not been anticipated when setting the budget at the beginning of the financial year.
- Government and other grants of \$303,292 were \$45,698 above budget.
- Donations and bequests totalling \$57,569.
- A year of very successful fundraising activities including Lifeline H2H book fairs yielded a net contribution of \$377,337. This is a truly marvellous effort from a large number of people. Lifeline H2H simply could not continue to operate without this continued support.

Income from our retail operation at Asquith continued to lose ground throughout the year, resulting in difficult decisions to further scale down paid staff numbers and re-establish the business from a leaner, more cost-effective base. There were signs towards the end of the financial year that these strategies were proving to be effective.

Efforts in 2011- 2012 will focus on expanding our retail operations, so that, like other Lifeline Centres, we can develop economies of scale by spreading our warehouse costs over more than one retail outlet.

Last year the Treasurer's report referred to ongoing discussions with Ku-ring-gai Council regarding the tenancy of the Gordon Centre and the Lindfield Scout Hall. This is still work in progress, but we are optimistic that all outstanding matters can be brought to a satisfactory conclusion early in the 2011-2012 financial year.

This year's surplus increases Lifeline H2H accumulated funds to \$206,035, which means that the organisation's financial stability is continuing to recover to the levels of four years ago.

It may be wondered why a not-for-profit organization such as ours should be seeking to make profits. Lifeline H2H's financial position at 30 June 2009 left us highly vulnerable, Our accumulated funds at that time had reduced to \$68,467, which meant that any further losses would have placed our operations in jeopardy.

Your Board had no option other than to make the re-building of our reserves a key objective. The only way to achieve that goal is to operate at a surplus over a number of years, and plough those surpluses back into our operation.

Congratulations to all those who have contributed to the 2010 – 2011 outstanding result.

Peter Anderson
Treasurer

Statement of Financial Position

BALANCE SHEET AS AT 30 JUNE 2011

	2011		2010
Current Assets			
Cash and Deposits	291,712		173,791
Accounts Receivable	3,546	3,183	
Less: Provision for Doubtful Debts	<u>(0)</u>	<u>3,546</u>	<u>3,183</u>
Sundry Receivables	2,322		16,049
Prepayments	15,112		12,517
Total Current Assets	<u>312,692</u>		<u>205,540</u>
Non Current Assets			
Motor Vehicles	40,640		40,640
Furniture & Fixtures	57,239		56,996
Office Equipment	68,567		61,638
Shop Fixtures and Fittings	16,104		0
Confidential Helpline Call Centre	75,697		75,697
	<u>258,247</u>		<u>234,791</u>
Less Provision for Depreciation	<u>(207,033)</u>		<u>(179,092)</u>
	51,214		55,879
Total Non Current Assets	<u>51,214</u>		<u>55,879</u>
Total Assets	<u>363,906</u>		<u>261,419</u>
Current Liabilities			
Trade Creditors	555		3,254
Sundry Creditors	34,443		26,919
Accruals	1,515		8,095
Provision for Long Service Leave	43,856		44,733
Provision for Annual Leave	70,830		66,430
Income Received in Advance	6,600		230
Total Current Liabilities	<u>157,799</u>		<u>149,661</u>
Net Assets	<u>206,107</u>		<u>111,758</u>
Accumulated Funds			
Balance brought forward 1 July 2009	111,758		68,467
Surplus/(Deficit) arising during year	94,349		43,291
Total Accumulated Funds	<u>206,107</u>		<u>111,758</u>

Statement of Financial Performance

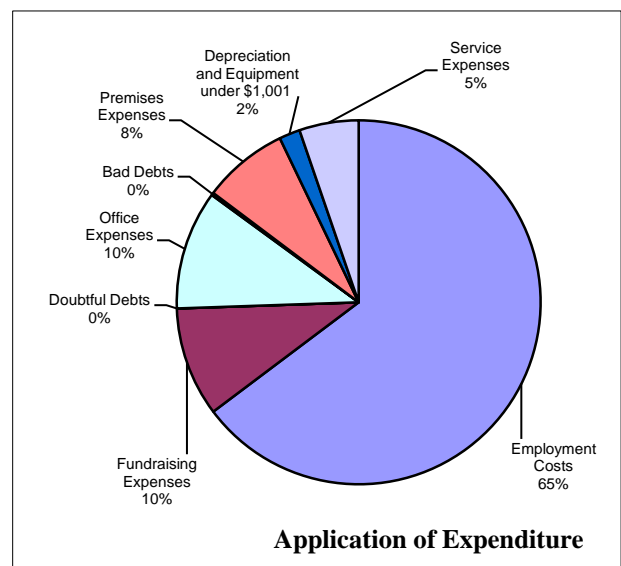
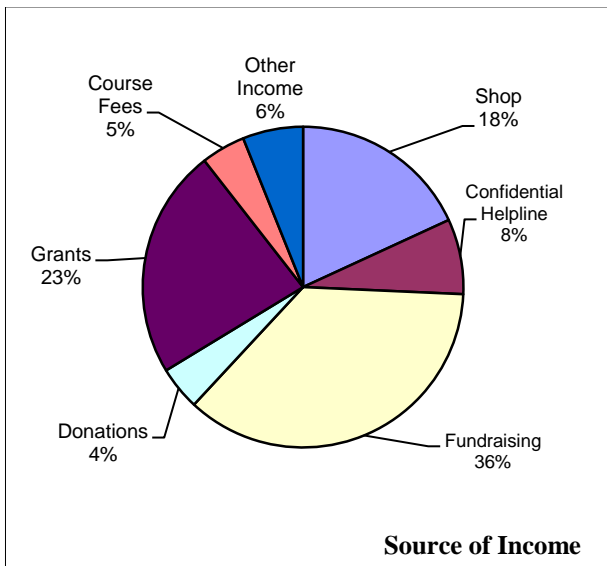
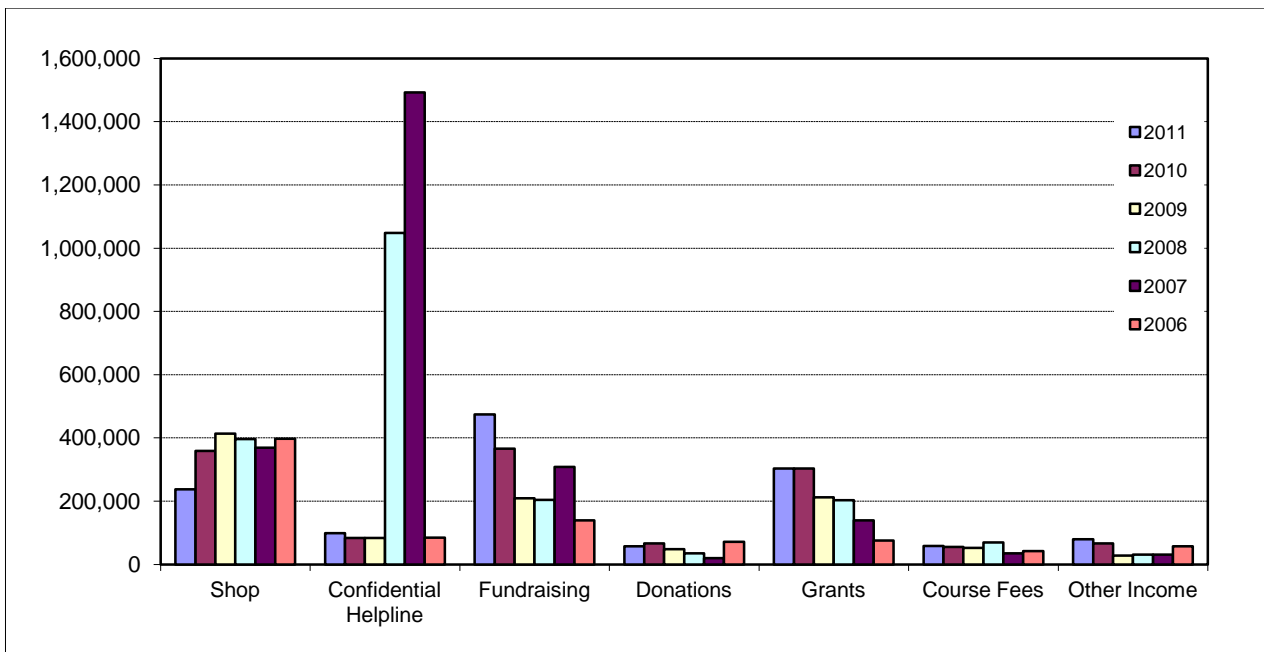
FOR YEAR ENDED 30 JUNE 2011

	2011	2010
LIFELINE SHOPS		
Sales Revenue	237,550	359,217
Cost of Sales	<u>218,671</u>	<u>300,640</u>
Shops' Contributions	18,879	58,577
SERVICES		
INCOME		
Govt, Council & Other Grants	303,292	302,753
Donations	57,569	30,658
Course Fees	58,353	55,073
Fundraising	474,268	366,438
Other Income	79,765	66,773
Confidential Helpline	<u>99,193</u>	<u>83,600</u>
Total Service Income	<u>1,072,440</u>	<u>905,295</u>
Amount available to provide our services	1,091,319	963,872
EXPENSES		
Employment Costs	645,417	614,879
Fundraising Expenses	96,931	63,279
Doubtful Debts	0	(259)
Office Expenses	105,443	104,285
Bad Debts	2,240	455
Premises Expenses	75,890	77,798
Depreciation and Equipment under \$1,001	18,505	13,738
Service Expenses	<u>52,544</u>	<u>46,406</u>
Total Expenses	<u>996,970</u>	<u>920,581</u>
Surplus/(Deficit)	94,349	43,291
Retained Profits at beginning of financial year	111,758	68,467
Retained Profits at end of financial year	<u>\$206,107</u>	<u>\$111,758</u>

Income and Expenditure

FIVE YEAR COMPARISON

	2011	2010	2009	2008	2007	2006
Shop	237,550	359,217	413,723	396,585	368,816	397,570
Confidential Helpline	99,193	83,600	83,600	1,048,306	1,492,210	84,378
Fundraising	474,268	366,438	208,743	204,347	308,315	139,320
Donations	57,569	66,773	48,480	35,197	19,448	71,615
Grants	303,292	302,753	212,245	202,684	139,142	75,307
Course Fees	58,353	55,073	52,391	69,474	34,883	42,551
Other Income	79,765	66,773	27,928	31,175	30,931	56,876



Notes Attached to the Financial Statements

1. ACCOUNTING PRINCIPLES AND METHODS ADOPTED IN THE ACCOUNTS

The financial statements have been prepared using the accrual accounting method. The financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991. The Board has determined that Lifeline H2H Inc. is not a reporting entity. The financial report has been prepared in accordance with the requirements of the above Acts and the following accounting standards:

- AAS 5 Materiality
- AAS 8 Events Occurring after reporting date.

The accounting policies applied are consistent with those applied in the previous year. No other applicable Accounting Standards, Urgent Issues Consensus views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

Principal accounting policies are:

Provisions: provisions are made for employee entitlements such as long service leave and annual leave in accordance with the relevant legislation.

Depreciation: fixed assets costing \$1,001 or more per item purchased on and after 1 July 2006 are depreciated over their estimated useful lives. Items costing \$1,000 or less are fully depreciated at the time of purchase.

Accrued and prepaid expenses and income are calculated and brought to account.

2. GRANTS AND SPECIAL FUNDING

During the year Lifeline H2H received as grants:

- \$81,051 (2010 \$81,526) from the NSW Home and Community Care program. This grant is applied specifically to fund our Community Aid services.
- \$59,981 (2010 \$52,138) from the COAG Mental Health – Telephone Counselling, Self Help and Web-Based Support Program.
- \$41,690 (2010 \$35,630) from the Responsible Gambling Fund. This was applied to support the costs of supporting a part-time Gambling Counsellor. .
- \$93,170 (2010 \$93,322) from the NSW Department of Fair Trading - Financial Counselling Grant to support the costs of Financial Counsellors.
- \$4,650 (2010 \$7,200) from Coopers Brewery Foundation Incorporated to cover the costs of the External Supervisor component of the Personal Counsellors' Project.
- \$15,923 (2010 \$15,000) from Pelathon Management Group trading as Chatswood Monkey Bar to contribute to the costs of providing gambling counselling services.
- \$17,298 (2010 \$29,756) from NSW Community Partnership Grant, to cover the costs of refurbishments at the Lindfield scout hall.
- \$5,000 (2010 \$0) from Australian Women's Coalition, to support suicide prevention services and suicide prevention programs.

Notes Attached to the Financial Statements continued

Lifeline H2H also received funding of \$59,346 (2010 \$57,487) from the Commonwealth Department of Family and Community Services for provision of emergency relief (ERF) to persons experiencing severe financial difficulties.

These funds are applied solely to the distribution of relief. The Centre acts as agent only for the Department. As the funds belong to the Department, not the Centre, they are accounted for separately from the Centre's ordinary accounts.

3. HELPLINES

Lifeline H2H received a service fee of \$20,900 (last year \$83,600) for allowing Lifeline Australia (LLA) to use Lifeline H2H premises for the provision of Helpline call services.

From 1 October 2010 Lifeline H2H operated the Cannabis Information Helpline for Lifeline Australia on a reimbursement of costs plus management fee basis. Costs were classified as fixed or variable. Remuneration to cover fixed costs was by an agreed set fee which included an allowance for management overheads; variable costs were reimbursed.

4. ASQUITH SHOPS' CONTRIBUTIONS

	2011	2010
Opportunity Shop	18,878	51,168
Top Line	0	7,409
Total	18,878	58,577

5. ADDITIONAL INFORMATION AND DECLARATIONS TO BE FURNISHED UNDER THE NSW CHARITABLE FUNDING ACT

Lifeline H2H is an authority holder in accordance with the NSW Charitable Fundraising Act, 1991. The following statements are provided in compliance with authority condition No 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in the Managers' reports appearing elsewhere in the Annual Report. There are no other material matters or occurrences to report.

During the year, Lifeline H2H obtained a surplus of \$18,878 (2010 \$58,577) from the collection and subsequent sale, through our shops, of donated second hand clothing, books, toys, furniture and other items. No indirect costs or any allocation of Gordon office expenses were charged to the shops. Our Book Fairs contributed a net surplus of \$234,268 (2010 \$252,677).

Donations were received amounting to \$57,569 (2010 \$30,658).

These amounts, together with income from other sources, were applied to meet the costs of providing our counselling and other welfare services and administration costs. A surplus of \$94,349 (2010 \$43,291) has been applied against accumulated funds.

Lifeline H2H did not conduct any appeals jointly with Traders during the financial period.

6 ACCUMULATED FUNDS

	2011	2010	2009	2008	2007	2006	2005
Accumulated Funds	206,107	111,758	68,467	136,370	256,375	242,499	261,273



STATEMENT OF THE BOARD

We state that

In the opinion of the Board of Lifeline Harbour to Hawkesbury Inc:

1. The revenue statement is drawn up so as to give a true and fair view of the results of the association for the year ended 30th June 2011.
2. The balance sheet is drawn up so as to give a true and fair view of the state of the association as at 30th June 2011.
3. At the date of this statement there are reasonable grounds to believe the association will be able to pay its debts as and when they fall due.
4. The provisions of the *Charitable Fundraising Act 1991* and the regulations under that act and the conditions attached to the authority have been complied with.
5. The internal controls of Lifeline Harbour to Hawkesbury are appropriate and effective in accounting for all income received.

On behalf of the Board

Chairperson

Handwritten signature of Pamela Pritchard in black ink.

Pamela Pritchard

Date: 1 - 9 - 2011

Treasurer

Handwritten signature of Peter Anderson in black ink.

Peter Anderson

Date: 1 - 9 - 2011



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
LIFELINE HARBOUR TO HAWKESBURY INC**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the balance sheet as at 30 June 2011, and the statement of financial performance, a summary of significant accounting policies, other explanatory notes and statement by the Board.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Association's Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991 and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act (NSW) 1984 and the Charitable Fundraising Act 1991. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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



Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Qualification

It is not always practicable for Lifeline Harbour to Hawkesbury Inc to establish accounting control over all sources of fundraising appeal activities prior to receipt of these funds and accordingly, it is not possible for our examination to include procedures which extend beyond the amounts of such income recorded in the accounting records of Lifeline Harbour to Hawkesbury Inc.

In respect of the above qualification however, based on our review of the internal controls, nothing has come to our attention, which would cause us to believe that the internal controls over revenue from fundraising appeal activities by Lifeline Harbour to Hawkesbury Inc are not appropriate.

Qualified Audit Opinion

In our opinion, subject to the above qualification, the financial report of Lifeline Harbour to Hawkesbury Inc are properly drawn up:

- (a) the special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30 June 2011 and the results of its operations for the year then ended in accordance with the accounting policies described in Note 1 to the financial report, the Association's Incorporations Act (NSW) 1984 and the Charitable Fundraising Act 1991;
- (b) the accounts and associated records of Lifeline Harbour to Hawkesbury Inc have been properly kept during the year in accordance with the Charitable Fundraising Act 1991; and
- (c) money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991.
- (d) there are reasonable grounds to believe that Lifeline Harbour to Hawkesbury Inc will be able to pay its debts as and when they fall due.


Rhodes Docherty & Co
Chartered Accountants


Maria Krnjulac

St Ives

Dated 13th September 2011

Years of Service

Based on Financial Year as at June 2011

Lifeline H2H recognises with sincere thanks these milestones of years of service

5 YEARS

Vanessa Corbridge

Maureen Garland

Christine Palmer

Colleen Wells

Kay Whitney

10 YEARS

Malcolm Braid

Anne Freer

Jean Hartshorne

Bernard Murrell

Claire Schmieg