



Lifeline

Harbour to Hawkesbury

annual report 2014



supporting our community

Our Vision

An Australia
free
of suicide





contents

Our History	4
Strategic Framework	5
Services that Lifeline Provides	6
President's Report	8
Chief Executive Officer's Report	10
Telephone Crisis Support Services	12
National Cannabis Information and Helpline	13
Training	14
Clinical Stream	16
Community Stream	19
Fundraising & Events	22
Book Fairs	23
Our Board	26
Treasurer's Report	29
Statement of Financial Position	31
Statement of Financial Performance	32
Income and Expenditure	33
Notes Attached to the Financial Statements	34
Statement of The Board	38
Auditor's Report	39
Our heartfelt thanks to ...	41
How can you be involved?	44

Lifeline Harbour to Hawkesbury's History

Lifeline is a not-for-profit organisation that provides access to crisis support, suicide prevention and mental health support services to Australians in crisis. For over 50 years, Lifeline has delivered a range of services that promote emotional wellbeing, encourage help-seeking and address suicide prevention and awareness in Australia.

Lifeline began as a telephone crisis support service in Sydney on 16 March 1963. Lifeline Harbour to Hawkesbury (previously known as Lifeline Hornsby Ku-ring-gai and Community Aid Inc) started operating as a telephone crisis support service in October 1968. Lifeline is now an international organisation, with 300 centres in 19 countries. In 2014 there were 42 accredited centres in Australia. As with many Lifeline centres, Lifeline Harbour to Hawkesbury has developed and evolved to provide other services to the community in addition to telephone crisis support.

We have a proud history of successes

- ④ 46 years as a service centre for Lifeline
- ④ One of the highest number of calls answered by Lifeline Centres nationally remaining in the top 5 for FY14
- ④ Providing a suite of crisis support and suicide prevention services in our community
- ④ Sustained high professional standards in all services
- ④ All personal and financial counsellors are accredited by external professional bodies
- ④ Playing a key role in supporting the National Office

Lifeline Harbour to Hawkesbury is accredited by Lifeline Australia. We share a common Vision to see an Australia free of suicide. All services provided by Lifeline Harbour to Hawkesbury are developed in response to community needs around crisis support and suicide prevention.

Our Strategic Framework

Our Vision

- ☉ An Australia free of suicide

Our Purpose

- ☉ To support Australians in times of crisis and equip individuals and communities to be resilient and suicide safe

Our Pathways

- ☉ Be a high performing Centre by ensuring strong governance, innovative leadership and measurable impacts for individuals in the community
- ☉ Provide a suite of Crisis Support and Suicide Prevention services by experienced, accredited professionals
- ☉ Connect and be relevant to our Community, by ensuring that we support, advocate and contribute

Our Strategic Priorities

- ☉ To ensure our future by maintaining a financially viable, sustainable Centre
- ☉ Meet the identified needs/demand within our Community
- ☉ Ensure our volunteer workforce is skilled, committed, recognised and rewarded
- ☉ Increase our profile in the community to raise awareness of services available
- ☉ Develop our Information and Technology capacity to ensure we maximise our efficiencies and effectiveness

Services that Lifeline Harbour to Hawkesbury Provides

Telephone Crisis Support Services

Telephone Crisis Support	13 11 14 telephone crisis support provided by volunteers
Paid Overnight Service	Paid staff providing overnight telephone crisis support to 13 11 14
SupportLine	Regular care calls for lonely and isolated people
Lifeline Suicide Crisis Support Program	One-on-one telephone support for those at risk of suicide or who have survived a suicide attempt
Cannabis Information Helpline	A national free-call service providing confidential evidence-based information on cannabis for the general community

Clinical Services

Personal Counselling	Face-to-face counselling without judgement or religious or cultural bias in a safe and respectful environment, by appointment, for couples and individuals
Psychological Services	A bulk-billed psychological service under Medicare's Better Access to Mental Health Scheme
Gambling Help Service	The service offers both individual and group gambling help counselling for individuals and family members by appointment
Suicide Bereavement Support Group	A safe and confidential environment for people to share their experience and support each other
Men's Anger Management Group	An 8-week program for men (over 18 years) experiencing difficulties controlling their anger
REACH Depression Group	A free 9-week educational support program developed by the Black Dog Institute for people with a mood disorder
Hoarding Group	A 15-week group program with individual sessions for people with a compulsive hoarding disorder where clutter interferes with the proper use of room and causes significant distress

Community Services

Financial Counselling	Face-to-face financial counselling, by appointment
Emergency Relief	Short term emergency assistance including food, utility vouchers and rent assistance
Community Aid	Transporting, shopping, visiting for the frail, aged and people with disabilities
Training	Telephone Crisis Support Training, Suicide Awareness, Applied Suicide Intervention Skills Training (ASIST), Customised Community & Workplace Training, safeTALK and Domestic Violence Alert (DV-Alert)

Retail

Op Shops	Sale of used clothing, homewares and books provides funds for Lifeline Harbour to Hawkesbury services
Bookfairs	We hold 4 annual bookfairs and 3 discount sales per year which all raise funds for Lifeline Harbour to Hawkesbury's Services



Volunteers are
not free, they are
priceless

A message from our Board President



Lifeline Harbour to Hawkesbury (Lifeline H2H) continues to be a high performing Lifeline centre in Australia. We continually strive towards Lifeline's national vision of an Australia free of suicide, by answering a significant number of Lifeline's national calls and providing a suite of crisis support services.

Our high level of service provision is achieved by the sterling commitment of staff and volunteers who give generously of their time and talents in all areas of operation. CEO Wendy Carver has again proved to be a professional, dedicated and compassionate leader taking the Centre forward in new ways while maintaining past programs.

Despite the strong competition for charity dollars, Lifeline H2H has once again ended the year with a financial surplus. This was achieved through outstanding fundraising and the careful monitoring of expenditure. Congratulations to all involved for providing the solid foundation essential for delivering our lifesaving services.

Our high level of service provision is achieved by the sterling commitment of staff and volunteers who give generously of their time and talents in all areas of operation.

During the year we farewelled three members of the board: Lindy Tallis, Shane Thompson and Robyn Gaspari AM. We have benefited greatly from their contributions. A key strategic commitment of the board is to ensure that it can fulfil its governance responsibilities by appointing members with appropriate skills and experience. This has been accomplished during the past year with the selection of three new board members: Chris Kinsella, David Scott and Paulus Briels, who bring valuable expertise in the areas of law, project management, financial strategy and mergers and acquisitions.

Our strategic plans continue to focus on ensuring that Lifeline Harbour to Hawkesbury is well positioned to support Lifeline Australia's national services as well as providing suicide prevention and crisis support services to our local community. During the year the board and management have been actively involved in the Lifeline Australia Structural Review, which will determine the most appropriate structure for Lifeline throughout Australia, now and into the future. Decisions regarding the future structure of Lifeline Australia will be made at its AGM in November 2014.

Thank you to all our Lifeline Harbour to Hawkesbury family, staff, volunteers and donors, for supporting us in our quest for an Australia free of suicide.

Pam Pritchard



A message from our Chief Executive Officer



In the last twelve months our Centre has maintained a clear focus on Lifeline's stated Purpose: 'To Support Australians in times of crisis and equip individuals and communities to be resilient and suicide safe'. Our efforts have been at both a national and local level.

Nationally, we have actively participated in a structural review process commissioned by Lifeline Australia. The review, which is yet to be finalized, aims to find and agree on a new national structure that will maximise Lifeline's capacity to save lives and work towards Lifeline's Vision of 'An Australia free of suicide'.

While the review has been carried out, Lifeline's core national telephone crisis support service (13 11 14) has continued to implement strategies to improve the answer call rate, along with the quality of crisis support provided. I am pleased to report that, over the last financial year, we have answered more calls than ever before, both nationally and locally at our own Centre. Nationally, Lifeline answered well over 700,000 calls and locally we answered over 98,000 calls – a significant percentage of Lifeline's total answer call rate.

By providing a suite of crisis support and suicide prevention services we have supported and equipped members of our local community to be resilient and suicide safe

Locally, our relatively new Management Team has worked tirelessly in all areas of our Centre to provide more efficient and effective service delivery and more efficient Centre and business operations.

By providing a suite of crisis support and suicide prevention services we have supported and equipped members of our local community to be resilient and suicide safe; all services meet identified needs in our community, and we provide them by phone as well as face-to-face in both one-on-one support and group formats. The outcomes achieved from all of our service areas include better mental health and improved emotional well-being. Our rigorous data collection proves that our services have had a positive impact. We have provided support to people in crisis, at risk of suicide or bereaved by suicide. We know that we have been successful with suicide and crisis interventions and we know that we have provided pathways and connections to other crisis support services in the wider community. We believe our services have collectively helped to reduce suicide and risk of suicide.

The end of the financial year saw us with a very pleasing financial surplus, which is essential to ensure a safety net for all of our crisis support services. The number one challenge our Lifeline Centre continued to address was the actual financial sustainability of our suite of services. While all levels of Government provided some financial assistance throughout the year, we were still left with a large hole in the funding required to meet this challenge. Members of our Board of Governance, management team, staff and volunteers have worked diligently in securing and

earning adequate funding. This commitment has seen growth in all areas of our business streams which include retail, book fairs/sales and fundraising events. We have also worked on maintaining strong relationships with funding partners such as Rotary Clubs, corporates, foundations and individuals.

Lifeline Harbour to Hawkesbury (Lifeline H2H) remains a predominantly volunteer organisation. None of our Lifeline Centre's achievements would have been remotely possible without our volunteers. Our volunteer numbers grew to nearly 500 over the last 12 months and they remain one of our Centre's most valuable and valued assets. Our volunteers contribute across the whole organisation, including our services, business, retail, book fairs, office and Board.

I would like to sincerely thank all of our magnificent volunteers and staff, as well as our donors and funding partners. With the on-going support of each and every one of you our commitment to supporting Australians in times of crisis will continue strongly into the year ahead.

Wendy Carver

“Our commitment to our community, funding bodies, partners and supporters is to be efficient and effective by doing the things that matter....well”

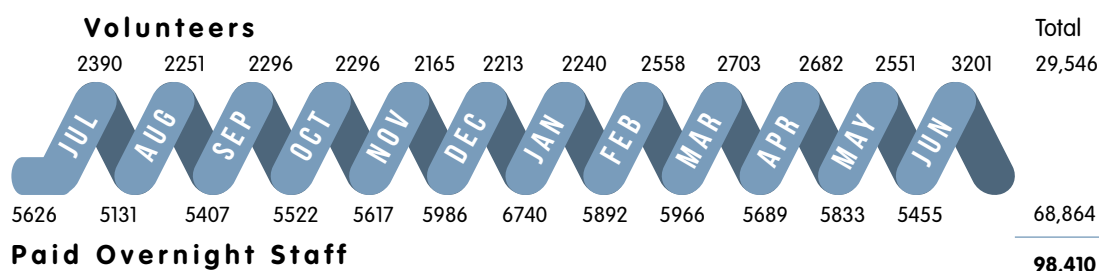
Telephone Crisis Support Services

Telephone Crisis Support – 13 11 14

Our Telephone Crisis Support Service has had a strong year with the paid and volunteer services answering a total of 98,400 calls for the year. This equates to 23,126 hours on the phone and an average of 270 calls a day. The biggest change for our volunteer Telephone Crisis Supporters (TCSs) and In Shift Supporters (ISSs) has been the introduction of the Work Force Management (WFM) system of online rostering, operating

nationally across all centres in an effort to answer more calls by matching staffing to caller need. This has been a fundamental change to the way TCSs and ISSs arrange and change their shifts and has required online training and a degree of perseverance and patience from all involved. We have been lucky enough to be aided by a new staff member, WFM Coordinator Sarah Thompson.

Lifeline Harbour to Hawkesbury - Total number of calls answered 2013-14



Paid Overnights

The service continued to operate 7 nights a week from midnight to 6am with 10 TCSs and 2 ISSs each night. TCSs are mostly recruited from the volunteer body with a small number of externally qualified people trained through a Fast Track course.

Support Line

Support Line is a phone service for socially isolated people. Many calls were made to Support Line clients throughout the year. Volunteer Chandra Pal is the main contributor to this service, along with TCSs Rob Mayrick and Maggy Franklin.

Lifeline Suicide Crisis Support Program (LSCSP)

Lifeline's Suicide Crisis Support Program is a phone service for people referred by the 13 11 14 crisis line who are identified to be at risk of suicide. The service was unfortunately only able to operate at a lower level over the last 12 months, with

four clients supported over short periods this year. A national approach to the service is needed for expansion to occur.

Black Dog Crisis Calls

This year, Lifeline H2H has provided a service to the Black Dog Institute, making crisis support calls to anyone who participates in one of Black Dog's online surveys and then indicates that they are at risk of suicide. We have provided this service for three surveys: Care After A Suicide Attempt and two surveys regarding suicidal behaviors in men. Our TCSs have made calls to 24 respondents as a result of these surveys.

National Office Crisis Calls

Our staff and TCSs continued to provide a crisis call service for Lifeline Australia, making contact with people accessing Lifeline Australia's website or sending emails to our National Office which suggest they are at risk. Lifeline H2H staff and TCSs have contacted 32 respondents in crisis.

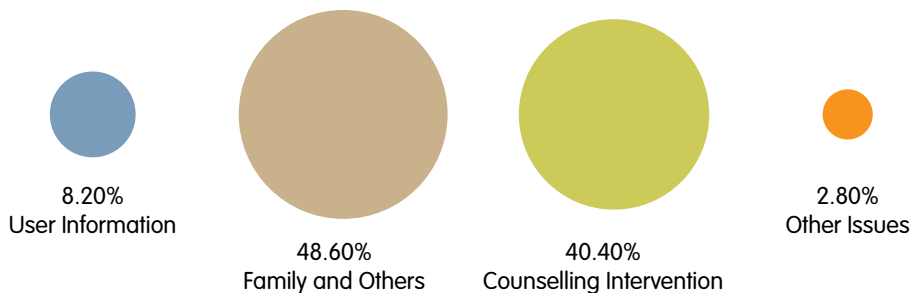
National Cannabis Information and Helpline

The Cannabis Information and Helpline (CIH) is a nationally available free call service. Throughout the year the service provided confidential evidence-based information on cannabis for the general community. CIH also provided both information and targeted counselling on communication and engagement strategies for cannabis users, their families and concerned others. The service provided information and referrals nationwide, linking into support services, resources and available literature. The Helpline is staffed by professionally trained telephone counsellors and operated from 11am to 7pm Monday to Friday including public holidays.

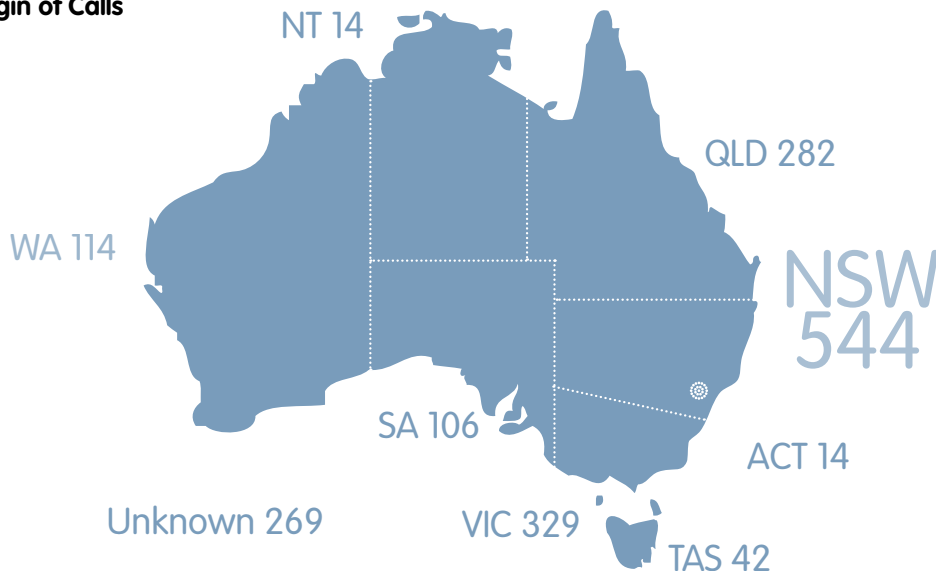
Lifeline Australia, as a consortium member of the National Cannabis Prevention and Information Centre (NCPIC), was contracted to develop and operate the Helpline which began in January 2008. On 1 October 2010, Lifeline H2H took over management of the National Cannabis Information Helpline. Despite several funding cuts during this time, Lifeline H2H has continued to provide this valuable service. The current contract to provide this national service ends on 31 December 2014. At this stage we are waiting to hear about future funding.

In the period July 2013 to June 2014, CIH took 1714 calls from cannabis users and concerned others.

Cannabis Information Helpline



Origin of Calls



Telephone Crisis Support Services

TRAINING

Telephone Crisis Support Training

Three National Telephone Crisis Support Training Courses were delivered in the past financial year, with a new training program being introduced at the beginning of 2014. This training is delivered by Rosanne Petters, Training Manager, assisted by Jan Blenkinsop and a very committed and skilled team of Facilitators who volunteer over and above their telephone crisis support shifts. This volunteer work ensures a high standard is maintained for our students throughout the training. 68 students were trained and 62 students successfully completed the training to probationary status.

We delivered Fast track training to upskill four externally qualified counsellors, for work on our Paid Overnight Service.

Domestic Violence Alert (DV-Alert) and Domestic Violence Awareness

In the past financial year Lifeline H2H has delivered:

- 3 x DV-Alert workshops. DV-Alert is an accredited 2-day workshop, funded by the Department of Social Services, designed to build the capacities of health, allied health and frontline workers who come in contact with people experiencing or at risk of domestic and family violence.
- 6 x DV Aware sessions. DV Aware is a 2-hour workshop designed to raise awareness of domestic violence. Three of these sessions were delivered to White Ribbon Ambassadors.

Applied Suicide Intervention Skills Training (ASIST)

Ceiny Maybury continued to deliver the 2 day ASIST training workshops for the Telephone Crisis Support students, as well as for other educational institutions.



safeTALK

Denny Woodburn and Di Fletcher continued to offer safeTALK Training in the forum of Suicide Awareness and First Response training to the community.

Mental Health First Aid Training

A 2-day Mental Health First Aid Training workshop has been introduced to the National Telephone Crisis Support Training. Two people have been trained to deliver this workshop in the next financial year. It will be offered to students, existing Telephone Crisis Supporters, and potentially be an opportunity for corporate training.

Kirstie D'Souza

Telephone Crisis Support Manager



“I was very fortunate to have been able to receive counselling services from you when I needed it most. It is very reassuring to know that there are people out there like yourself who care enough about others to make themselves available through a service like Lifeline.

Thank you.

Clinical Stream

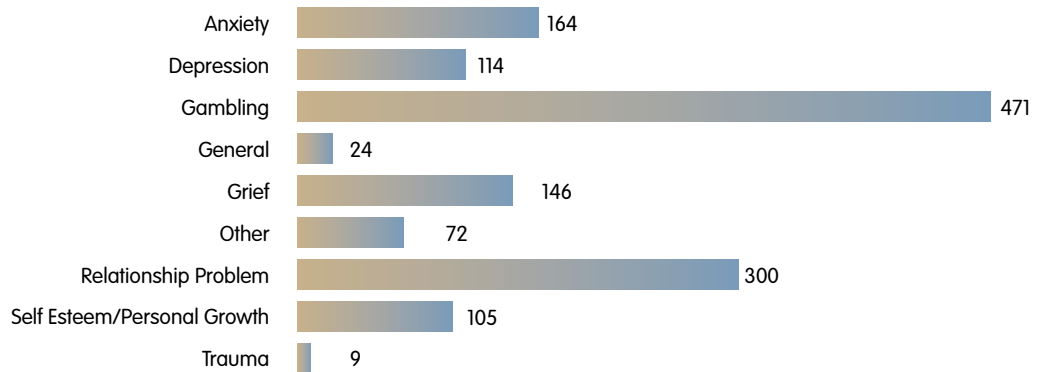
Face to Face Clinical Services

The Clinical Services support the community by offering a suite of non-crisis services that reduce emotional distress, promote resilience and improve coping skills in clients who may be at risk of suicide. These services can be offered individually or as group programs and support our community by increasing the availability of, and access to, local clinical therapeutic interventions.

Personal Counselling Service

This generalist counselling service sees clients with a wide range of presenting issues, including anxiety, depression, relationship and adjustment issues. The team of 16 volunteer counsellors, which includes an intern psychologist, saw a total of 187 clients who attended 1,393 sessions in 2013/2014. These client numbers are in line with client numbers over the past six years.

Personal Counselling presenting issues



Highlights

- Client Survey indicated high client satisfaction: The responses to the clinical services client satisfaction survey came from a range of clients who had accessed from one session to over 10 sessions. 97% felt confident that their counsellor had the skills to help them and 98% felt safe, heard and understood. Future surveys will focus on understanding what makes our service so effective.
- Recruitment of two new counsellors: Leonie Stewart-Weeks and Caroline McGrory joined the personal counsellor team. These new counsellors increase our counselling capacity and skills to see clients within the service

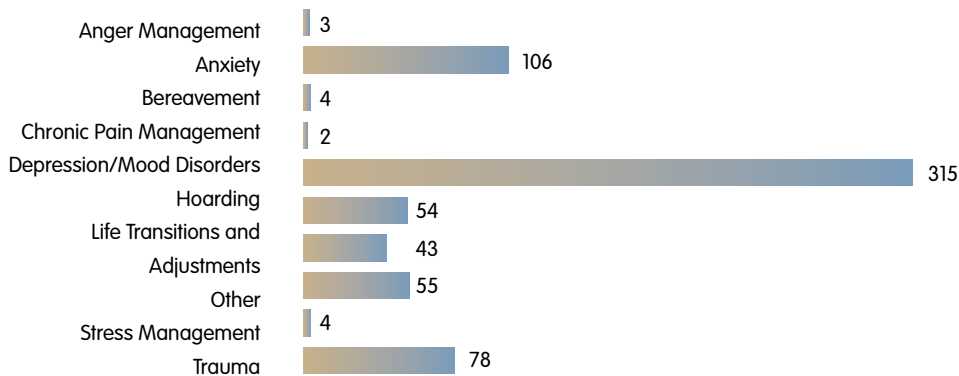
- Expansion of Counsellor Supervision opportunities: The introduction of guest supervisors has expanded access to counsellor supervision opportunities. Counsellors have access to supervision from the Lifeline H2H centre supervisor, Colleen Sullivan and two guest Supervisors: Louise George and Adrianna Glusman.

Bulk Billed Psychological Service

This service sees clients who have a mental health care plan referral or an Access to Allied Psychological Services referral from their General Practitioner. The service allows clients to access session-limited psychological treatment without incurring

any out of pocket expenses. Clients accessing this service have a range of clinically diagnosable mental health issues that significantly interfere with their current functioning. The team of three psychologists saw a total of 128 clients who attended 673 sessions in 2013/2014.

Bulk Billing: presenting issues



Highlights

Growing the Service: This service had a 71% percentage increase in the number of clients seen in the service in 2013/2014.

Increasing Referrals from GPs: Marketing of the service through initiatives like a one-day stall at Northern Sydney Medicare Local's (NSML) Local Health Expo, which provided an excellent opportunity to promote our services to GPs, Allied Health Professionals and other NGOs.

Gambling Help Service

The Gambling Help service, funded by the Responsible Gambling Fund ("RGF"), continues to provide a therapeutic counselling service and a financial counselling service for problem gamblers, their families and others. The team of 10 Gambling Help financial counsellors and 4 Gambling Help therapeutic counsellors saw a total of 62 clients who attended 650 sessions in 2013/2014. There has been a significant

increase in new problem gambling clients accessing the service.

Highlights

- Compliance with the Funding and Performance Agreement (F&PA):** Compliance with all aspects of F&PA has enabled the service to operate as a cost effective, high quality service that reduces the impact of problem gambling in the community.
- Introduction of Gambling Help:** All funded services are now required to identify as a Gambling Help service.
- Outreach Gambling Help Financial Counselling Service:** An Outreach Gambling Help Financial Counselling service opened in the Centrelink office at Hornsby. Financial Counsellor Linda Sterling-Levis is available to see clients on Thursday mornings.
- Gambling Help Support Group:** a Gambling Help Support group was developed and the first group ran in February-March 2014, facilitated by Jeanette Svehla and David Hollier.

Clinical Stream

- ⊗ Increased Promotional Activities: Chris Pettinger, the Gambling Help Community Engagement Officer continues to build strong relationships with key stakeholders and other human service agencies. Partnerships have been established with the Star Casino and New Horizons, a human service agency.
- ⊗ Positive Evaluation of the service: 92% of clients were available for a 6 month follow up. 52% reported reduced impact of gambling; 36% of clients were family members of problem gamblers, many of whom reported a reduced impact of problem gambling within their family.
- ⊗ Participation in Responsible Gambling Awareness Week, May 2014: This year the focus was on the promotion of responsible gambling in the workplace.
- ⊗ Selection for a NSML Innovation Grant: This grant allows Lifeline H2H to develop and offer training on the treatment of hoarding disorder to regional community workers.

REACH Depression/Bipolar Group

This 9-week group was developed by the Black Dog Institute and focuses on strategies to better manage symptoms of depression and bipolar. Lifeline piloted this group in 2011 and it continues to be well attended. In 2013/2014 Lifeline H2H ran two REACH groups with participants of the group numbering between 8 and 10.

Highlights

- ⊗ Amending Group Content to Comply with Medicare requirements: A Ku-ring-gai Council community grant enabled us to do this work and as a result psychologists facilitating the group can be paid through Medicare rebates.

Men's Anger Management Group

The Men's Anger Management Group helps men identify their anger triggers and explore strategies to manage their anger more effectively. This group was run once in 2013/2014. While we have identified the need for the group in the community, we are also aware of some potential barriers that we aim to address in the future.

Suicide Bereavement Support Group

This open group provides ongoing support to people bereaved by suicide and is the only group of this type available in Northern Sydney region. It is run every month and has between 8-10 people attending each month. Moving forward, the clinical services will focus on increasing counsellor capacity and skills to provide this vital support.

Simone Isemann
Clinical Services Manager

Group Programs

Hoarding Treatment Program

This program provides individual and group treatment for individuals with hoarding disorder. It is the only treatment program of this kind available in the Northern Sydney region. The pilot Hoarding Treatment Program ran from July-November 2013 and was attended by 11 participants. In 2014 Lifeline H2H offered a bi-weekly support group to participants of the pilot treatment group, and this was attended by 10 of the 11 participants.

Highlights

- ⊗ Partnering with Dr Jessica Grisham (UNSW) in Evaluating the Program: Lifeline H2H worked with Dr Jessica Grisham (UNSW) to evaluate the effectiveness of the program. Results from the treatment program indicated a statistically significant reduction in hoarding related behaviours and thinking patterns.
- ⊗ Funding to Run a 2014/2015 Program: Lifeline H2H secured funding from Northern Sydney Medicare Local (NSML) for the 15-week treatment program and 13-week support group in 2014/2015.

Community Stream

As part of our organisational restructure during November 2013, we created the Community Services division. Under the supervision of the Community Services Manager, this division incorporates three services – Financial Counselling, Emergency Relief, and Community Aid. The focus of each of these services is providing practical support to the local community.

Financial Counselling Service

Financial Counselling provides support to the local community through the provision of professional financial counselling services and advocacy work for people confronted with all levels of debt and financial distress.

This year saw a 10% increase in the number of people seeking financial counselling with a significant portion (43.1%) of the new clients being dependent on fixed government pensions or unemployment.

During the year we provided financial counselling support to a total of 323 people. This support included 885 hours of individual face-to-face financial counselling sessions and 930 hours of follow up and advocacy services.

Our team of 10 volunteer financial counsellors provide this community service. This dedicated team provides the equivalent of ten volunteer days per week supporting the community through Lifeline H2H. An additional two days per week are funded by the NSW Responsible Gambling Fund.

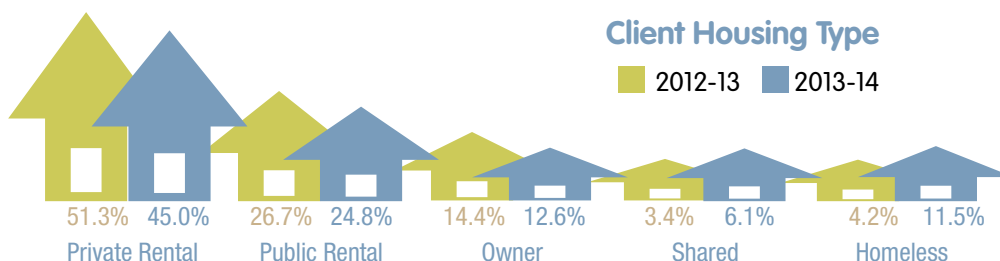
If Lifeline Australia's commonwealth funding application for a national financial counselling service is successful, Lifeline H2H's financial counselling service will be extended with a financial counselling service opening in the Ryde/Parramatta area.

FINANCIAL COUNSELLING STATISTICS 2013-14			
	Male	Female	Couple
Credit/Debt Related	30	34	4
Debt Recovery Action	20	10	0
Inadequate Income	22	28	3
Loss of Employment	18	8	2
Budgeting	11	13	1
Business Debts	6	6	2
Housing & Personal Issues	15	18	3
Other	14	4	2
TOTAL	136	121	17

Emergency Relief Service

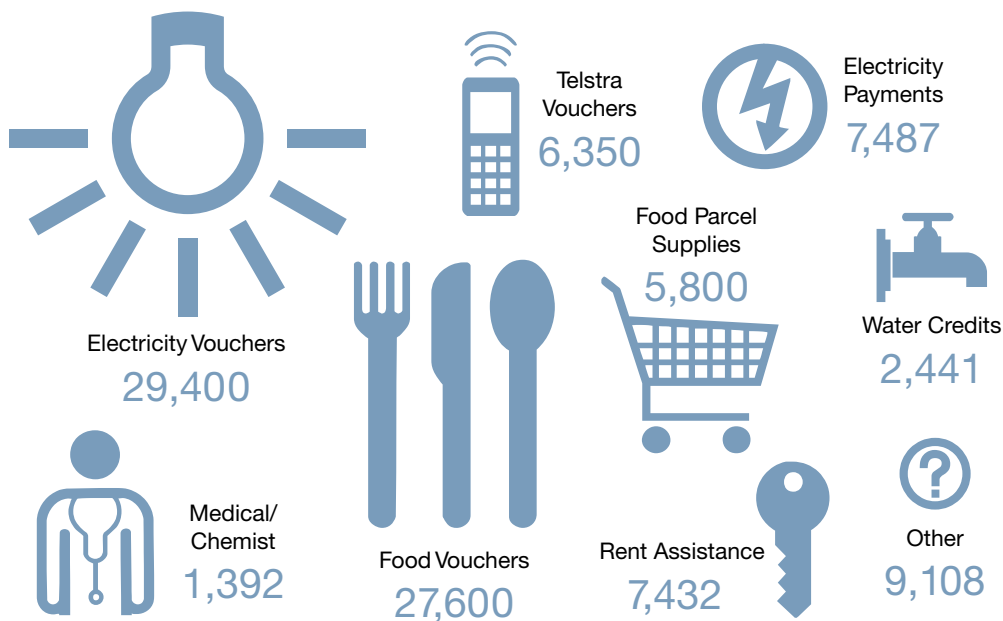
The purpose of the Emergency Relief Service is to provide immediate practical and financial support to people and families facing emergency situations. The practical assistance is provided to help the recipient recover from the emergency and achieve long term self-sustainability. Therefore an important function of the Emergency Relief Service is to provide the customer with information and referral services.

There was an increase of 9.9% in the number of people who had need of the Emergency Relief Services during 2013-14. A total value of vouchers, payments and food parcel supplies provided during the same period in support of the local community was \$97,010.



Community Stream

Type of Emergency Relief Services Provided



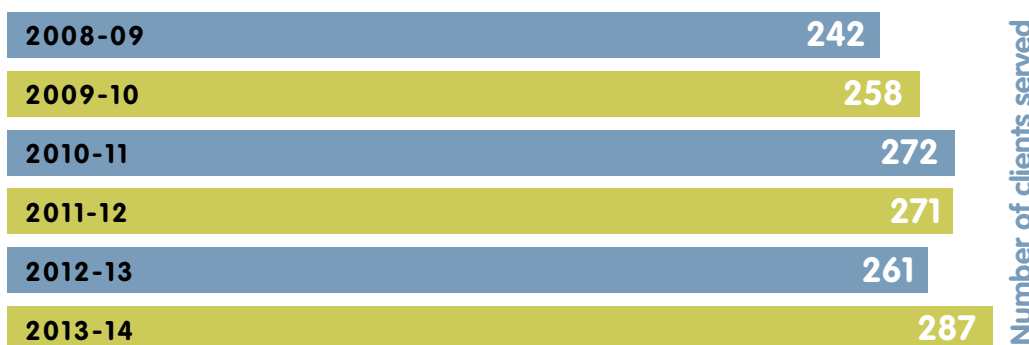
The largest portion (38.0%) of the value of services provided was assistance with electricity bills.

During the year, the service provided 376 food parcels to customers – a 20.9% increase on the previous year.

During 2013-14 there was a noticeable increase in the number of homeless people (predominately males). Of all the people presenting for assistance 11.5% were homeless compared with only 4.2% during the prior year.

A small team of two volunteers and two TAFE students completing their course placement hours provided this valuable service. Practical and material support was provided by a number of church and community organisations.

Number of People Receiving Emergency Relief Services



Community Aid Service

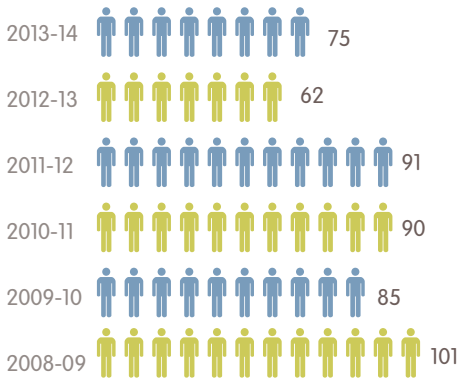
Lifeline H2H's Community Aid service is funded by the Commonwealth Department of Social Security under their Home and Community Care Program. The service provides support to frail aged (65 and over) and young people with disabilities. The service is also available to people who have the role of carer. The service assists clients in maintaining their independence in their own home for as long as it is safe for them to do so.

During the year a team of 46 volunteers provided services to 132 clients, which was a 9.1% increase in the number of people

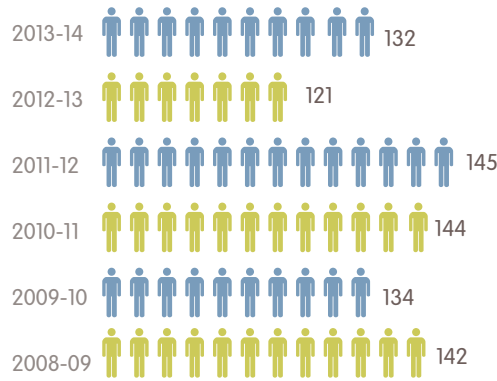
supported in 2012-13. The services provided included 2,336 (9.0% increase) individual motor vehicle trips. The transport provided included transport to attend medical and therapy appointments, taking the client shopping or just a social trip. The volunteer also provided social support visits where an elderly person was in a situation of social isolation. In total the volunteers provided 3,782 hours of services, which was a 3.0% increase on the hours of service in the previous year.

Graeme Daley
Community Services Manager

Community Aid Clients



Number of new clients referred



Number of clients served

Fundraising

This financial year Lifeline H2H focussed on growing three major annual fundraising events, in addition to our annual bookfairs and discount sales. The aim of this strategy is to build a sustainable fundraising platform with a range of established and recognisable events that appeal to a wide variety of individuals and corporate organisations. These events raise as much funding as possible to support Lifeline H2H's crisis support and suicide prevention services, while raising Lifeline's profile in the community.

We are extraordinarily grateful to our Centre's amazing network of volunteers, staff and friends, who continued to throw their energy and support behind our events, without which nothing would be possible.

In August 2013 we hosted the Sapphire Gala Ball at Luna Park to celebrate Lifeline H2H's 45th anniversary. This event was well supported by corporate sponsors, including Gala Ball Committee Chair, Phil McCarroll, and his company McCarroll's Automotive Group. Special guests included John Brogden, Chair of Lifeline Australia, Master of Ceremonies Paul Murray, and NSW Premier Barry O'Farrell.

In October 2013, the Rotary Club of Chatswood partnered again with Lifeline H2H as the major beneficiary of their Annual Charity Golf Day & Gala Dinner. The event was thoroughly enjoyable and our special thanks go to Lifeline's Chris Pettinger and Rotarian Michael MacQuillan, who worked tirelessly to make this event a success.

In March 2014, we were the charity partner of the 2014 Bobbin Head Cycle Classic (BHCC), organized by the Rotary Clubs of Turramurra, Ku-ring-gai, and St Ives. An enormous vote of thanks goes to the three Clubs, the Executive Committee of the BHCC, all of the dedicated volunteers who assisted on the day, and all involved in organising such a highly successful event.

Throughout the year Lifeline H2H's school campaign, Loose Change for Lifeline, once again received magnificent support from students at Ravenswood School for Girls. Our gratitude goes to the year 11 students for their fundraising efforts this year, and special mention to Mr Hugh Turnbull for his dedication and commitment to supporting Lifeline.

Our Lifeline Centre is also fortunate to receive wonderful support in the form of financial donations from individuals and corporations throughout the year. All of these donations, small and large, play a significant role in helping us achieve financial sustainability.

Finally, my sincere thanks to Lifeline H2H's office staff for their never ending support behind the scenes.

Emma Bagley
Fundraising Manager

Book Fairs

“This must be the best bookfair in the **WHOLE WORLD**”

- Sarah, age 10



Lindfield Depot

We had three well-supported sales this year, with the major event at Knox Grammar in July embodying all that is good about such two-way community partnerships. Knox provided us with a newer and larger hall for our bookfair which meant that we could display the fantastic stock, always a feature, to even better effect, and the crowds voted with their goodwill and their dollars.

Children's books are always popular, both at Knox and the Clearance Sale in August. "This must be the best bookfair in the **WHOLE WORLD**" was the verdict of Sarah, age 10. That's the sort of supporter we want to retain now and in the future.

We continue to look for ways to work smarter as well as harness the great dedication of our volunteers. At the Bookhall, we tried a number of improvement projects and variations to layout and scheduling. In promoting the sales, we moved into social media and more internet usage. By staying open to suggestions and reviewing the feedback as we go, we are confident that these initiatives will reap rewards in the future.

“We've been to other Lifeline bookfairs, they are really good, so we thought we'd try this one. They're fantastic.”

- Comment from one buyer

Hornsby Depot

During the financial year of 2013-14 the Hornsby book fair team continued to build a wonderful bond of camaraderie which produced two excellent book fairs and a \$1 Clearance sale.

The first of the book fairs was the 4th annual event held at the Hunters Hill town hall in November. While it maintains a strong level of support, it has not grown over the years; one popular explanation is that without passing traffic (Hunters Hill being on a peninsular) there are fewer opportunities for drop-in customers than at other venues.

Unfortunately, the monthly income being generated from our stall at the Thornleigh Farmers' Market was lost due to the closure of this event at the end of 2013.

In January, Judy & Bill Laidlaw arranged for a Children's book stall at a street fair. Conducted by the Pennant Hills Baptist Church, it returned revenue equivalent to three months takings from the Farmers Market.

Lifeline's Thornleigh book fair has now

established itself in the community and the 6th presentation, held in April, proved to be a record breaking event. The friendly atmosphere has always been a feature of this event and, together with wonderful involvement from the volunteer team, underpins the continued successful outcomes.

The Hornsby War Memorial Hall was again the venue for our \$1 Clearance Sale in May. Another sale, another record. The volume of customers, many of them regulars, highlights the fact that this event is very much on the book buyers' calendar. The set-up for this sale was made a lot easier this time around thanks to the wonderful support from an enthusiastic team from the Commonwealth Bank.

Another successful event in May was our participation with a book stall at the annual St Ives Village Festival on the Green. We are looking at this as an ongoing prospect as the result was very encouraging. The Hornsby team continued to supply books to the Asquith shop with Shirley Hilliard attending the shop weekly to determine the volume required to keep the shelves well stocked in all categories.



After our refit of June 2013, which gave the shop a more modern look, sales have been increasing, particularly in the relocated book selection.



Retail and Warehouse

I joined Lifeline H2H in March 2013, so this is my second report as Retail manager for the two Lifeline Retail Stores and Warehouse. We continue with an incentive scheme that encourages shop managers to exceed budgeted sales.

Our shops were involved in a Retail Pilot Project during the last Financial Year. The project was conducted by Lifeline Australia to determine the capacity of Lifeline opportunity shops, to increase revenue as a result of appropriate training, merchandising, operations and marketing events. The project came to a conclusion at the end of May with significant learnings that are documented in new policy and procedure manuals for all aspects of Lifeline retail. These manuals will be used to guide Lifeline H2H's retail business in the way forward. Our thanks go to Lifeline Australia for the opportunity to participate in the project and to The Retail Doctor Group, who ran the project, for their leadership, management and training. Particular thanks to Brian Walker, Richard Harling and Louise Davis from the Retail Doctor Group.

Our Asquith Store

Bob Williamson was appointed as Shop Manager in August 2013 and has made great

progress, especially in the warehouse, and in the areas of sorting and transport.

After our refit of June 2013, which gave the shop a more modern look, sales have been increasing, particularly in the relocated book selection.

Our Epping Store

Sales growth has continued in the last year and the introduction of small furniture pieces has been successful.

Our Manager, Stephanie Ashton, is a most enthusiastic and dedicated employee constantly striving to increase sales and deliver excellent customer service. The lease has been renewed for another three years.

As foreshadowed in the last years report, we have signed a lease on a third store at Pennant Hills, due to open in September 2014.

My thanks go to our paid staff and our wonderful teams of volunteers. I also appreciate the excellent support of the Hornsby and Lindfield Book Depots.

Ross Mulchay
Retail Manager

Our Board



President

Pam Pritchard

Pam has been the Board chair since 2009. She brought to the board senior executive and governance experience in many community based 'not for profit' organisations.

She started her working life as a classroom teacher and was Principal of Elanora Heights Primary School from 1988–1995. A change in career followed with a successful 10 years in Real Estate as Marketing and Sales Consultant based in Lindfield.

In 1993, she joined the Rotary Club of Turrumurra, was President of the club in 1997-98, District Governor in 2006-07 and has had many roles in leadership, training, mentoring, administration, event management and working at an international level.

Keeping her link with children, Pam was a Director on the Board of the children's charity, Stewart House, Curl Curl from 1985 to 2010, acted as Treasurer for 20 of those years and chaired the Audit, Risk and Compliance Committee.

Pam has also been a Director on the Council of International House, Sydney University since 2008.

Vice President

Carel Bothma

Carel joined the Board of Lifeline H2H Human Resources Committee in April 2012 and became a Board Member

in August 2012. Carel has an Honours degree in Commerce and a Masters in Human Resources Management with a post-graduate diploma in Leadership from the IMD in Switzerland.

His experience is gained from working in South Africa, Thailand, Malaysia and New Zealand for multinational organisations including Sara Lee and Tupperware. At Nutrimerics, Carel founded E3, a charity movement focusing on the education, empowerment and enlightenment of woman and children supporting "Look Good Feel Better" and "Brave Hearts". He is a board member of FACE and volunteer at a local surf lifesaving club. Carel is Human Resources Director at St Vincent's Health Network Sydney.

Vice President

Until 1 September 2013

Lindsay Tallis

Lindy was appointed to the Lifeline H2H Board in February 2010. She served as Vice-President from September 2012 and as Chair of the Fundraising, Marketing and Media Committee from August 2012 until her resignation on 30 September 2013. Lindy is an experienced non-executive director and board committee member working in the financial services and not-for-profit sectors. She is currently serving as an independent member of the Governance Committee of Lifeline Australia and as an independent member of the Finance, Risk and Audit Committee of Oxfam Australia. She is

also an independent member of the compliance committee of Capital Group Investment Management Limited. Lindy has over 25 years' experience in legal practice including over 15 years in general counsel roles in financial services working with boards and extensive experience in corporate governance, risk management and compliance. She holds undergraduate qualifications in law and economics and is a Graduate of the Australian Institute of Company Directors.

Treasurer

Lee-Anne Purbrick

Lee-Anne joined Lifeline H2H as a member of the Finance, Audit and Risk Committee in April 2012. She was appointed to the Board in February 2013 and chairs the Finance, Audit and Risk Committee.

Lee-Anne is a Chartered Accountant. She qualified in the United Kingdom and was first placed in her region in her professional stage qualification exams. She also holds a diploma in charity accounting.

Lee-Anne worked in the UK for 8 years advising in the not-for-profit sector before moving to South Africa in 2009. During her 18 months in South Africa she was the Africa Finance manager for International Air Transport Association (IATA) and was successful in migrating the IATA Africa finance department to the Middle East. In 2011 she moved to Australia and she



currently works at St Vincent's Health Australia as the Group's Financial Accountant.

**Board Member
David Scott**

David joined the Board of Lifeline H2H in September 2013. He is also the Chair of the Retail and Property Committee. David has Bachelor of Science (Hons) and Master of Business Administration degrees. He is presently undertaking further study for a Master of Policy Studies at UNSW.

Most recently David was a senior executive at Commonwealth Bank where he had responsibility for group mergers and acquisitions in the group strategy division. He is also a Fellow of the Australian Institution of Company Directors.

**Board Member
Tessa Marshall**

Tessa joined Lifeline H2H 14 years ago as a Telephone Crisis Supporter. She has been a member of the Board for 9 years and currently chairs the Human Resources Committee. Since joining Lifeline H2H, Tessa has fulfilled a variety of supervisory roles as well as assisting in many of the fundraising ventures. She is currently a volunteer face-to-face counsellor and co-facilitates the suicide bereavement support groups. Tessa has a Bachelor of Economics, a Graduate Diploma in Marketing and a Graduate Diploma in Counselling and Psychotherapy. She is a clinical

member of the Australian Human Resources Institute, Counsellors and Psychotherapists Association of NSW, and the Psychotherapy and Counselling Federation of Australia. Tessa is also an accredited facilitator for Myers-Briggs Type Indicator, MLQ360 and Certificate IV Training and Assessment.

Tessa runs her own business, Marshall Coaching Group which has been operating for 15 years, specialising in leadership development, coaching and training for corporate clients and career and personal counselling for private clinical clients. She is responsible for personally delivering many of the services, for driving overall business growth and for the senior account management of key clients.

**Board Member
Chris Kinsella**

Chris joined the Board of Lifeline H2H in August 2013. He is also a member of the Finance, Audit and Risk Committee for Lifeline H2H and is a lawyer and chartered accountant. Chris has over 30 years professional experience and has practised in Sydney, London and Singapore.

Chris has a Masters of Law from Cambridge University, a Masters of Economics from Macquarie University and undergraduate law and economics degrees from Sydney University. He also holds a diploma in Applied Finance and Investment from the Securities Institute (now known as Finsia).

He is also the partner in charge of the Maddocks Sydney office and a partner in the tax controversy team with a career focussed on consulting to Australian corporates and financial institutions regarding Australian income tax matters and dealing with the Australian Taxation Office. Chris also advises clients on their tax risk profile and how to manage their ATO relationship. In the year ended 30 June 2014 Chris was the partner in charge of the Maddocks Sydney office.

**Board Secretary
Merlyne Thompson**

Merlyne has been a member of Lifeline H2H for sixteen years, including the last five as a Board Member. She is Secretary to the Board, chairs the Membership Committee and serves on the Retail and Property Committee. In addition, Merlyne continues to work on the Telephone Crisis Support Line and contributes to various projects such as accreditations and our current review of volunteer policies and procedures. She is also actively involved with risk management and workplace health and safety activities for the centre. In 2014 she coordinated the revisions to the Board Governance Charter.

As well as working for Lifeline, Merlyne is a volunteer at the University of Sydney and at the Cancer Council NSW. She holds a Bachelor of Science degree and a Graduate Diploma in Administration (Financial Administration).



**Board Member
Paulus Briels**

Paulus joined the Board of Lifeline H2H in July 2013. Paulus has a diverse and extensive background with senior management roles in HR, Training, Operations, Sales & Marketing and Project Management in the Hotel Industry and IT.

He is now focusing on developing new HR Technology focused initiatives. He also consults and runs workshops for emerging organisations and start-ups to grow their potential and find pragmatic and innovative solutions for complex problems that work.

Paulus was born in the Netherlands and now lives with his family in Sydney near Manly. He has a passion for sailing, bush walking, mountain biking, classical music, theatre and is actively involved in the community.



**Board Member Until April 2014
Robyn Gaspari**

Robyn served as a Board Member of Lifeline H2H for 6 years. In that time she has held the positions of Board Secretary and Deputy Chair. She was also a member of the Funding, Marketing and Media Committee, and chaired NSW Centre Support. Robyn has a Bachelor of Arts and is a Justice of the Peace and a Rotary Paul Harris Fellow at ruby level.

Her employment experience includes 10 years in management roles in hospitality, 15 years in financial management, 2 years as a hospital chaplain, and over 25 years as a trainer, facilitator, conflict counsellor, mediator and a guest speaker through her own company, Gaspari Consultants Pty Ltd.

In the not for profit sector, Robyn continues to hold senior roles with Zonta International, Assisted Community Living at Chatswood, the Australian Women's Coalition, the National Council of Women NSW and Rotary International. She has also volunteered with the Cansupport program at Royal North Shore Hospital.



**Board Member From Feb 2012
Shane Thompson**

Shane joined Lifeline H2H in early 2011 to serve on the Retail Committee, as the Retail and Property Committee was called then. He was appointed to the Board in February 2012 and chaired the Retail and Property Committee, until his resignation from the Board in September 2013.

Shane has been with the Westfield Group for over 13 years. In his current role of General Manager - Development and Asset Management, he is responsible for the expansion, growth and asset management (ie. 'the long term view') of all Westfield Group interests in Queensland and Western Australia. Shane also manages Joint Venture partnerships for his portfolio with AMP, Lend Lease, Queensland Investment Corporation, Dexu and the new Westfield Retail Trust. Prior to joining Westfield in 2000, he held roles at Lend Lease and Shell Australia. Shane holds an honors degree in Engineering.

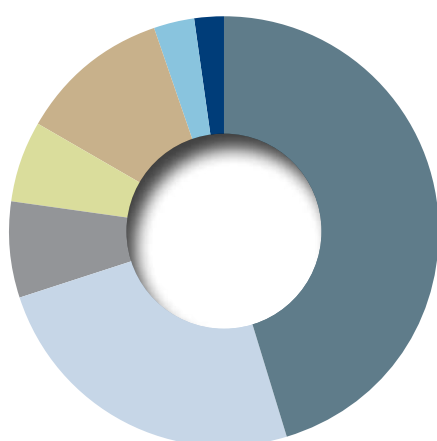
Treasurer's Report

LifelineH2H has had another extremely busy year and we achieved an operating surplus of \$145,262. Our strong financial base helps to ensure our sustainability in the future and allow us to continue our life-saving work in our community.

Revenue and other income grew by 21% during the year. This reflects success in fundraising, extra funding for our contracted services, and continued improvement in our retail and bookfair operations.

The following information provides an analysis of Lifeline H2H's revenue by funding source.

Source of Income



Contracted services	1,391,072
Sale of goods	761,863
Donations	218,410
Events	187,469
Grants	346,583
Course and service fees	92,798
Other income	67,670

Over the past couple of years we have been working hard to expand our fundraising initiatives. This has started to deliver results, with fundraising up 60% on the past year. Our supporters include Rotary Clubs and other service clubs, government organisations, private companies, and individual and community supporters. Our Sapphire Gull Ball in September 2013 was a tremendous success, generating an incredible profit of \$94,695. The Board would like to express its appreciation for the generous contributions of all our donors.

We continue to provide a suite of life saving services. We have revised our financial report this year to provide clarity on the costs of our various services. 78% of our costs were spent on our charitable activities which include our telephone crisis support service, clinical services and community services. Our telephone crisis support service mainly comprises of the 13 11 14 service and the Cannabis Information Helpline. Our clinical services mainly comprise personal counselling, gambling help, psychologist services and various group therapy programs. Our community services mainly comprise financial counselling, emergency relief and community aid.

Costs continue to be closely monitored and the increase in costs during the year included legislated increases to our award rates and superannuation. In addition, we spent \$10k investing in our infrastructure, ensuring that we build on a solid foundation developing new systems of supporting and engaging with donors.

Revenue Analysis \$'000s		
	FY14	FY13
Contracted services	1,391	1090
Sale of goods	762	657
Fundraising	406	163
Grants	347	465
Course and service fees	93	75
Other income	68	92

Treasurer's Report

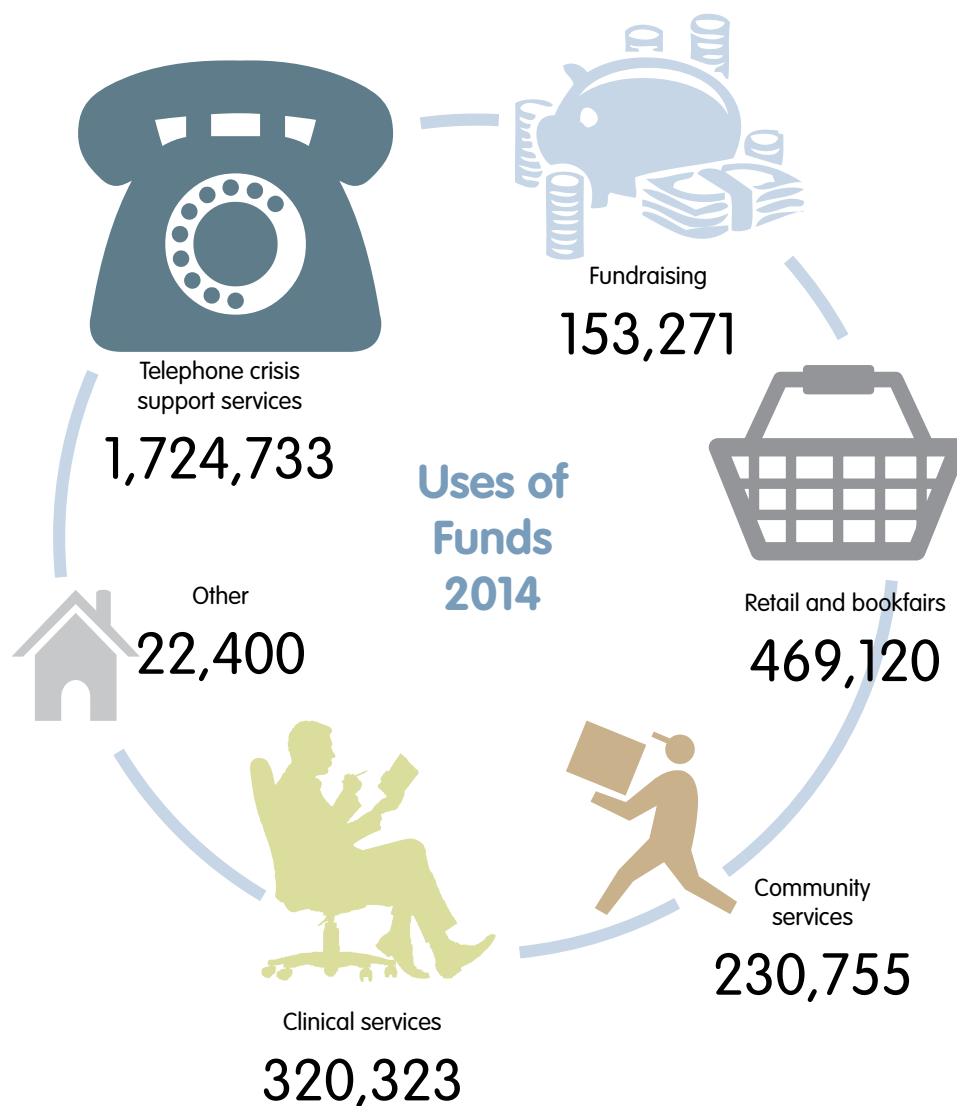
The infograph below provide a snapshot of our use of funds in 2014.

At the end of June Lifeline H2H's balance sheet reflects a healthy financial position with cash deposits of over \$940,000. With significant cash reserves, management of these funds is of critical importance. This money is managed in line with our risk tolerance policy, with cash being held in term deposits and interest bearing cash management accounts.

In accordance with the Finance, Audit & Risk Committee's Charter, our auditor, Maria Krnjulac from Rhodes Docherty & Co, attended two Committee meetings during the year.

Lifeline H2H's numerous achievements during the year are a reflection of the significant work and dedication of Wendy Carver and her team.

Lee-Anne Purbrick



Statement of Financial Position

Statement of Financial Position Balance Sheet as at 30 June 2014

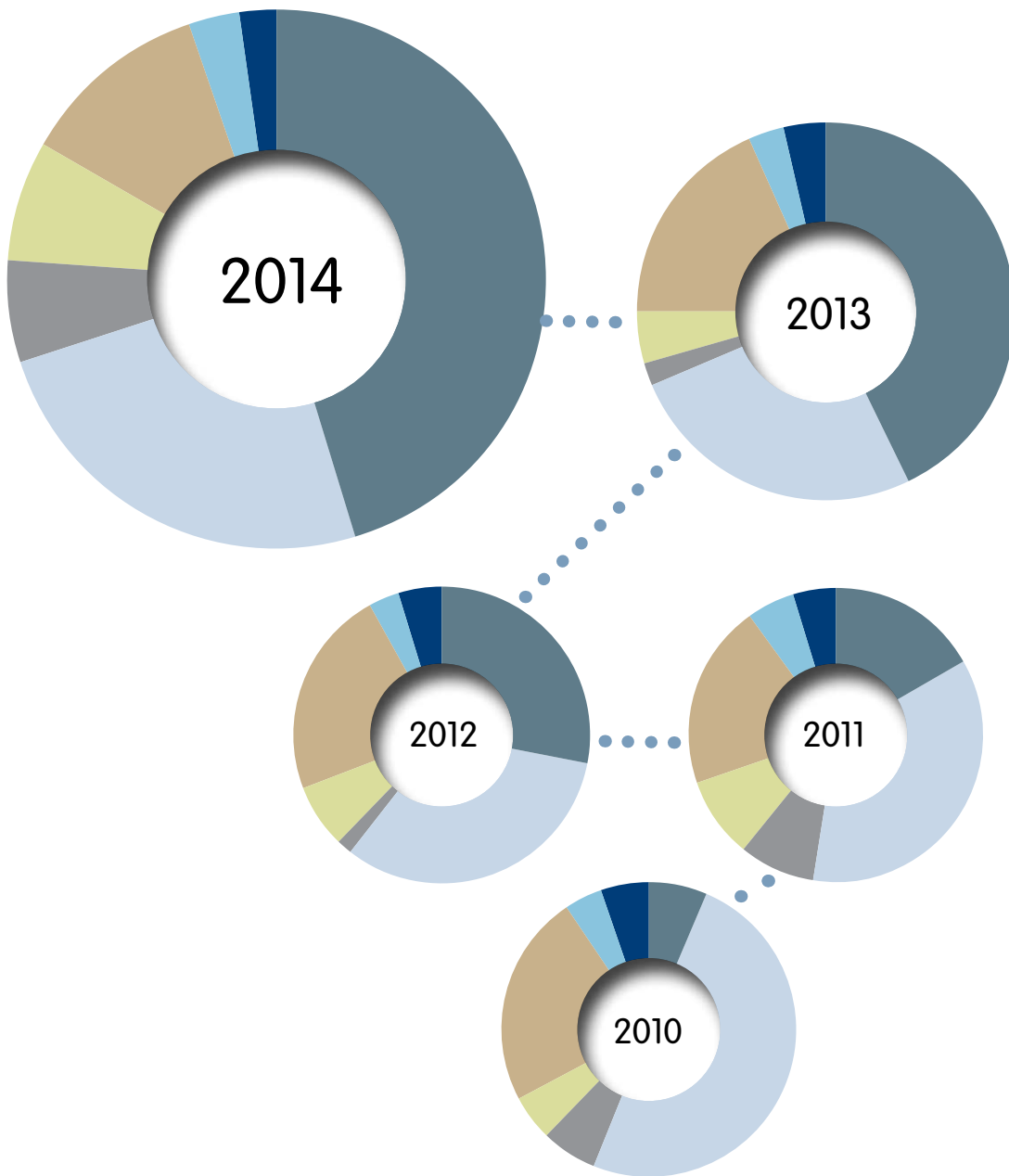
	Notes	2014 \$	2013 \$
Assets			
Current Assets			
Cash on hand and at bank		30,624	37,935
Short term deposits		909,747	635,434
Trade and other receivables	7	145,962	83,136
Total Current Assets		1,086,333	756,505
Non-Current Assets			
Motor Vehicles		82,214	40,640
Furniture and Fittings		131,231	131,232
Office Equipment		70,431	89,392
Shop Fixtures and Fittings		14,414	25,391
Warehouse Fixtures and Fittings		2,518	2,518
		300,808	289,172
Less Provision for Depreciation		169,791	176,045
Total Non-Current Assets		131,016	113,127
Total Assets		1,217,349	869,632
Current Liabilities			
Trade and other payables	8	233,220	143,794
Other liabilities	9	78,010	5,970
Provisions	10	198,821	152,832
Total Current Liabilities		510,050	302,596
Total liabilities		510,050	302,596
Net Assets		707,298	567,036
Equity			
Reserves	11	0	5,000
Retained surplus	12	707,298	562,036
		707,298	567,036

Statement of Financial Performance

Statement of Financial Performance For Year ended 30 June 2014

	Notes	2014 \$	2013 \$
Contracted services	3	1,391,072	1,090,108
Sale of goods	2	761,863	656,767
Fundraising			
Donations	5	218,410	114,416
Events		187,469	48,560
Grants	4	346,583	465,028
Course and service fees		92,798	74,869
Other income		67,670	91,582
Revenue and other income		3,065,864	2,541,330
Costs of generating funds			
Fundraising		153,271	65,310
Retail and bookfairs		469,120	451,024
Charitable services			
Telephone crisis support services		1,724,733	1,325,451
Clinical services		320,323	295,883
Community services		230,755	220,118
Other		22,400	25,615
Expenditure		2,920,602	2,383,401
Net surplus for the year		145,262	157,930

Income and Expenditure



Five Year Gross Revenue Comparison

	2014	2013	2012	2011	2010
Contracted Services	1,391,072	1,090,108	541,749	244,437	83,600
Sale of Goods	761,863	656,767	621,079	520,563	645,698
Fundraising Events	187,469	48,560	33,834	121,515	79,957
Donations	218,410	114,416	134,218	128,958	66,773
Grants	346,583	465,028	433,134	296,142	302,753
Course & Service Fees	92,798	74,869	64,267	75,643	55,073
Other Income	67,670	91,582	90,981	67,977	66,773

Notes Attached to the Financial Statements

Notes to the Financial Statements For Year ended 30 June 2014

Note 1: Accounting Policies

The financial statements have been prepared using the accrual accounting method. The financial report is a special purposes financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). 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 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.

Note 2: Revenue from the sale of goods	2014	2013
	\$	\$
Retail	480,430	394,993
Bookfairs	281,433	261,774
	761,863	656,767

Note 3: Revenue from Contracted Services

During the year Lifeline H2H provided services such as the Cannabis Information Helpline, Crisis Support Service and the Paid Overnight Service on behalf of Lifeline Australia.

The revenue received covered employment costs of the specialised counsellors, as well as the costs of management and administrative overheads.

Notes Attached to the Financial Statements continued

	2014	2013
	\$	\$
Note 4: Grants		
During the year Lifeline H2H received the following grants:		
Home and Community Care Program – this grant was applied specifically to fund our Community Aid services	79,995	124,866
NSW Department of Fair Trading Financial Counselling Grant – to support the costs of Financial Counselling Service	0	40,391
Responsible Gambling Fund – to support the costs of Problem Gambling Counselling Service	78,165	61,958
NSW Ministry of Health – to support Lifeline’s 13 11 14 Crisis Support Telephone Service in NSW	172,998	166,816
NSW Department of Human Services – Charitable Goods Transport Funding	6,825	7,498
NSW Community Building Partnership Grant – to cover the costs of new counselling rooms at Gordon	0	42,901
Hornsby Community Development Support Expenditure Program	3,000	2,000
Ku-ring-gai Council Grant	4,500	6,539
Willoughby Council Community Grant	0	4,000
Hornsby Shire Council Grant	0	600
Australian Chinese Charitable Fund	1,100	3,064
Turrumurra & Lindfield Community Banks Grant – to cover the costs of running REACH Depression Groups	0	4,395
	346,583	465,028

Note 5: Donations

During the year Lifeline H2H received donations generated by fund-raising initiatives, such as events conducted jointly with Rotary Clubs, as well as general unsolicited donations and bequests.

Notes Attached to the Financial Statements continued

	2014	2013
	\$	\$
Note 6: Expenses		
Net operating surplus includes the following specific expenses:		
Depreciation:		
- Furniture & fixtures	11,661	10,849
- Office equipment	6,262	6,246
- Shop fixtures & fittings	4,302	8,519
- Motor vehicles	390	0
	22,615	25,615
Audit and review of financial statements – Rhodes Docherty & Co	6,355	6,280
Note 7: Trade and other receivables		
Trade receivables	101,469	12,051
Other receivables	0	8,200
Deposits paid	19,950	14,295
Prepayments	24,543	51,090
	145,962	83,136
Note 8: Trade and other payables		
Trade payables	29,195	32,698
Accruals	34,073	48,884
Other payables	169,953	62,213
	233,220	143,794
Note 9: Other liabilities		
Deferred income	78,010	5,970
	78,010	5,970

Notes Attached to the Financial Statements continued

	2014 \$	2013 \$
Note 10: Provisions		
Provision for Long Service Leave	53,301	48,914
Provision for Annual Leave	145,520	103,918
	198,821	152,832
Note 11: Reserves		
Renovation Reserve	0	0
Motor Vehicle Replacement Reserve	0	5,000
	0	5,000
Note 12: Retained surplus		
Retained Profits at beginning of financial year	562,036	404,107
Current year surplus	145,263	157,929
Retained Profits at end of financial year	707,299	562,036

Note 13: 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 accordance with authority condition No. 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in Manager's 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 \$109,758 (2013 \$34,564) from the collection and subsequent sale, through our shops, of donated second hand clothing, books 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 \$200,220 (2013 \$184,276).

Donations were received amounting to \$218,410 (2013 \$114,416).

These amounts, together with income from other sources, were applied to the cost of providing our counselling and other services and administration costs. A surplus of \$145,262 was transferred to accumulated funds.

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

Note 14: Accumulated Funds

Accumulated Funds, including Specific Reserves				
2014	2013	2012	2011	2010
707,299	567,036	452,007	206,107	111,758



STATEMENT OF THE BOARD

We state that:

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

- (a) The financial statements and notes are in accordance with the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth), including:
 - (i) complying with Accounting Standards; and
 - (ii) giving a true and fair view of Lifeline Harbour to Hawkesbury Incorporated's financial position at 30 June 2014 and of its performance for the financial year ended on that date; and
- (b) 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 and payable.

On behalf of the Board.

Chairperson

A handwritten signature in black ink, appearing to read "P Pritchard".

Pamela Pritchard
25th September 2014

Treasurer

A handwritten signature in black ink, appearing to read "Lee-Anne Purbrick".

Lee-Anne Purbrick
25th September 2014

Auditor's Report

RHODES DOCHERTY & CO AUDIT SERVICES
Chartered Accountants



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 statement of financial position as at 30th June 2014, 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 entity 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 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth) 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 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). We disclaim any

Auditor's Report

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 internal control over all sources of fundraising appeal activities and revenue from sale of goods 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.

Qualified Audit Opinion

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

- The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2014 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 Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth);

- 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
- 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;
- 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.

Yours sincerely,
Rhodes Docherty & Co Audit Services Pty Limited,



Maria Krnjulac

Dated this 25th day of September 2014



Liability limited by a Scheme approved under the Professional Standards Legislation

ABN 47 137 997 338
Rhodes Docherty & Co
Audit Services Pty Ltd

Suite 202, 164A Mona Vale Rd, St Ives
PO Box 86, St Ives NSW 2075 Australia

Tel (02) 9988 4033 Fax (02) 9449 4229
Email accountants@rhodesdocherty.com.au
Website www.rhodesdocherty.com.au

Our heartfelt thanks to...

Our Volunteers

Lifeline Harbour to Hawkesbury once again extends our heartfelt thanks to our army of volunteers. We have almost 500 volunteers who give generously of their time and expertise and all contribute to providing crisis support and assist in preventing suicides within our community, as well as across the Nation. We continue to grow and achieve outstanding results in our community. You enable us in our mission to Save Lives.

A special thank you to all of you who have supported our fundraising events throughout the year. The financial success of our funding endeavours would not be possible without your ongoing support.

Our Government Funding Bodies

Department of Family & Community Services
Department of Health and Ageing
Department of Social Services
Ku-ring-gai Council
National Cannabis Prevention and Information Centre
NSW Department of Trade & Investment
NSW Ministry for Health
Northern Sydney Medicare Local
Responsible Gambling Fund

Our Advocates

The Hon Barry O'Farrell
John Brogden

Our Rotary Club Partners

Rotary Club of Chatswood Inc
Rotary Club of Ku-ring-gai
Rotary Club of Lindfield
Rotary Club of North Sydney
Rotary Club of Roseville Chase
Rotary Club of St Ives
Rotary Club of Turramurra
Rotary Club of Wahroonga
Rotary Club of West Pennant Hills & Cherrybrook

Our Corporate Partners

AAA Tyre Factory
Anticlockwise
Australian Chinese Charity Foundation
Australian Hearing Hub
Balance Water
Clayton Utz
Commonwealth Bank of Australia
Community Enterprise Foundation:
Turramurra and Lindfield
Cross Media Communication Pty Ltd
Cummulus Wines
Gilbert & Tobin
Global Orthopaedic Technology
Local Direct Network
McCarroll's Automotive Group
National Australia Bank
Pacific Boating
Partytime Hire
Plenary Group
Production Technology
SNAP Printing, Eastwood
Stephan Auto Body Pty Ltd
Quorra Pty Ltd
Unique Window Tinting Pty Ltd
Young Australian Chinese Charity Foundation

Thank you

Our Individual Supporters

Andrew Nixey
Andy & Libby King
Bill Shannon
BM Doctor
Bob Southerton
Cherri Carol
Debra Reid
Diane Drinkwater
Dinshaw & Gooloo Katrak
Elaine Cheong
GH & D Pollock
Graham Welch
Ian Salmon
Jack McCartney
Jacqueline Every-Burns
Jane Stone
Janice Irwin
James Rae & Co
Jennifer Williams
Jess McCosker
John Rawson
John Rowe
Judith Broadfoot
Judith Unger
Kathleen Hamilton
Kay House
Liana Kong
Lindy Tallis
Madeleine Gower
Malcolm Braid
McKnight Charitable Trust
Merren Carter
Michael & Carolyn Yin

Morry Waked
Mrs J. Fernandes
Nicola Robinson
Paul Murray
Phil McCarroll
Peter Chorley
Peter Timmerman
Peter Whyntie
Richard Morony
Robyn Phillips
Susan Bardwell
Timothy Howe
Tom Day
Violette Shamshoum

Our Community Partners

Asquith Leagues
Bunnings Thornleigh
Castle Hill Christadelphian Ecclesia
Gordon Uniting Church
Hornsby RSL Club
Lions Club of St Ives Inc
Monkey Bar Chatswood
North Shore Temple Emanuel
Pennant Hills Baptist Church
Ravenswood Girls High
St Ives Shopping Village
St Patricks Day Foundation
TISM Foundation
Turrumurra Uniting Church Women's Day
Fellowship

Bequests

Woodend Pty Ltd

Thank you

We celebrate and give thanks to the following people for their commitment and dedication to Lifeline Harbour to Hawkesbury.

25 years of Service

Cherie Donaldson

Jane Stone

Pam Baxter

Michael Fawkner

Lynette Freeland

Rosemary Broadley

Eleanor Galt

20 years of Service

Judith Wigglesworth

Lyndell Ford

Christine Morling

Gordon Crossley

Elisabeth Lohmüller

David Oates

Annette Packham

15 years of Service

Hugh Seccombe

Barbara Gautschi

John Rawson

Kirsty Reid

Catherine Wilson

Sylvia Gratton

Lisa Rumble

Peter Anderson

Ralph Kaye

Carol Shaw

Bellinda Constable

Lyndell Van Noort

Lorraine Delprado

Erina Booker

10 years of Service

Jennifer Heward

Marianne Marin

Philip Summerfield

Ron Smith

Colleen Sullivan

Diane Drinkwater

Paul Bicknell

Mary Barr

Danielle Connors

Diana Claasz

Stewart Barr

Sarah Mcpherson

Ian Whitaker

Eve Nairn

Carolyn Bunting

Nicola Harding

John Nairn

Keith Knight

Phyllis Harricks

Alison Rose

Kari Fordham

Timothy Harricks

Bill Laidlaw

Elizabeth Lawson

Judy Laidlaw

Barrie Butt

Ric Bouvier

Alison Cater

How can you be involved?

Lifeline Harbour to Hawkesbury has 15 services and programs that provide crisis support within our local community. We are a not for profit organisation and rely on support from within our community to continue the lifesaving work that we provide locally and nationally.

- ☉ Make a donation
- ☉ Become a Telephone Crisis Supporter
- ☉ Assist with our Book fairs and other fundraising events
- ☉ Volunteer at one of our Retail Shops
- ☉ Help us raise awareness of the issues surrounding Suicide and Crisis help



To be a part of something bigger or for further information on how you can help or be involved, contact us on the details below.

Lifeline Harbour to Hawkesbury

4 Park Avenue Gordon NSW 2072

☎ 02 9498 8805 ☎ 9498 2338

✉ admin@lifelineh2h.org.au 🌐 lifelineh2h.org.au



www.facebook.com/LifelineH2H



[LifelineH2H](https://twitter.com/LifelineH2H)

INCORPORATION

Lifeline Harbour to Hawkesbury is incorporated under the Associations Incorporations Act 2009 - ABN 56 766 506 533

CHARITABLE STATUS, TAX CONCESSIONS AND FUNDRAISING

Lifeline Harbour to Hawkesbury Incorporated holds a charitable fundraising authority and is endorsed as an Income Tax Exempt Charity.

Lifeline Harbour to Hawkesbury Incorporated has been endorsed by the Australian Taxation Office as a Deductible Gift Recipient.

Designed and printed by Snap at Phillip St Parramatta - 02 9633 4808