

lifeline

ANNUAL REPORT

2019 – 2020



In many ways, it has been a year of transformation for Australia. Moving from drought, to bush fire, to flooding, to COVID-19, across the country our people have been challenged with change and uncertainty.

We are honoured to be able to share this poem by W T Herring, a farmer who has faced the effects of years of extreme drought in Broken Hill. He shares the first signs of transition from drought and his personal journey towards recovery with our readers:

Some Rains Have Fallen

Some rains have fallen
The grasses are growin
New stresses and pains
Within me are showin

With feeding no more
That daily task gone
But now I'm stressed
From sundown to dawn

Nights are the worst
Demons come to call
Their debts want paying
It's taking my all

To keep treading water
And living with fears
My account over drawn
I'm still in arrears

Then comes the days
No better are they
My real life's debts
They're wanting them paid

Three plus hard years
Of relentless solid drought
Has taken its toll
Of everything I'm out

Out of needed time
To enjoy the rain
Out of new ideas
To ease the pain

Out of wanted answers
To settle the bank
Fresh out of humble
To those I should thank

These new living times
No clarity they bring
With daily rule changes
The demons they sing

Their pound of flesh
They want paid soon
The banks close behind
Maybe sealing my doom

To those I owe
My gratitude for time
I'll honour my word
For every single dime

Life I'll not give
To demons or banks
These issues I'll face
With or without thanks

W T Herring

**We are here to listen, without judgement.
We're here for you.**

Phone: 13 11 14 Visit: lifeline.org.au

Incorporation: Lifeline Australia (ABN 84 081 031 263) is a public company limited by guarantee. It had 22 Members at 30 June 2020 and a National Board of Directors. Its registered office is located at Level 12, 70 Philip St Sydney NSW 2000.

Charitable status, tax concessions and fundraising:

Lifeline Australia is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution (PBI). The Australian Taxation Office (ATO) has endorsed the company as an Income Tax Exempt Charity. As a result, it receives income and certain other tax concessions, along with exemptions consistent with its status as a PBI which relate to Goods and Services and Fringe Benefits taxes. Lifeline Australia is also endorsed by the ATO as a Deductible Gift Recipient (DGR).

CONTENTS

● Who we are	4
● What we do	5
● Lifeline in Community	6
● FY Highlights	7
● Message from the Chairman	8
● CEO's Introduction	10
● Our Vital Volunteers	12
● Transforming service capability to facilitate connection	13
● Connecting with Community	16
● Transforming service provision through Research and Advocacy	18
● The Lifeline Lived Experience Advisory Group	20
● Transforming outcomes through education	21
● Our Audience Reach	22
● Corporate Governance	24
● Lifeline Australia Members	26
● People and Culture	28
● Strength in connection	30
● Chairman's Luncheons	32
● Lifesaving Fundraising	33
● Principal Partners	37
● National Partners	38
● Thank You to Major Partners and Supporters	39
● Thank You	42
● Financial Summary	43
● Annex 2019-2020	45

● WHO WE ARE

Lifeline Australia supports the delivery of services by Lifeline Centres.

Lifeline is a partnership between **10,000** committed volunteers, our employees, our **Member Centres**, of which there are **41** located in communities around the nation, and **Lifeline Australia**.

Together, we provide the crucial moments of connection that bring hope and save lives. We are united in our vision to achieve an Australia free of suicide and our determination to ensure that no person has to face their darkest moments alone.



41

41
Lifeline Centres
working in local
communities across
every state and
territory of Australia.



22

22
Members

10k

10,000
Volunteers

3,364

3,364
Trained Crisis
Supporters



● WHAT WE DO Lifeline Digital

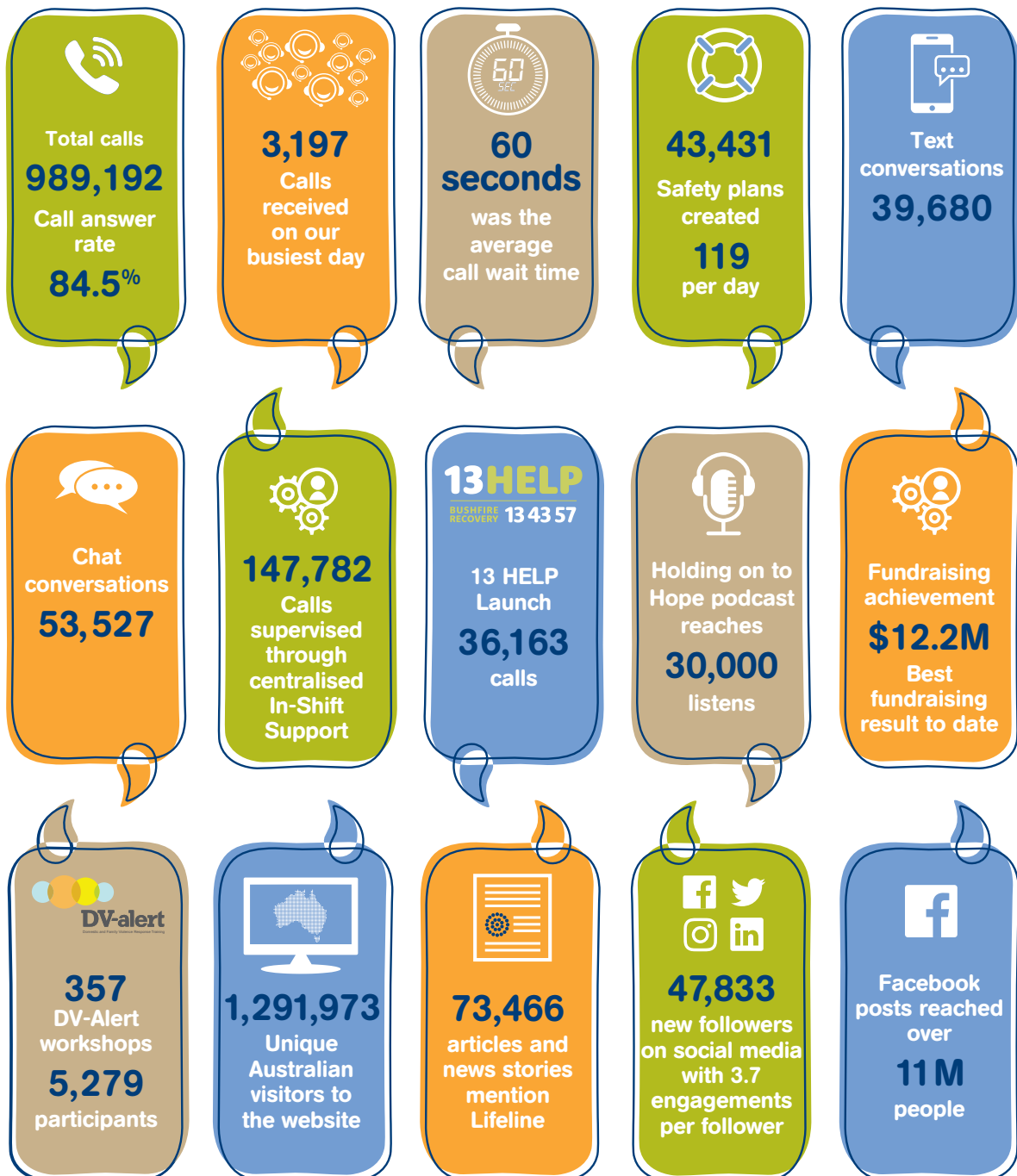




● FY HIGHLIGHTS

“Everyone I’ve spoken to at Lifeline has been truly special and truly amazing. Thank you with all my heart and soul for helping to keep my life in place.”

“Today I hit rock bottom and had to ring your service twice. The two people I spoke to were so kind and supportive and helped me through a terrible time. I don’t know what I would have done without Lifeline. Thank you from the bottom of my heart.”



In a year that saw Australians devastated by the impacts of bushfires and the COVID-19 pandemic, Lifeline's offer of unconditional support was more relevant than ever, and our standing as Australia's leading suicide prevention service was more important than ever before.

We saw record demand for our crisis support services in FY20 (including a **25 per cent increase** during the pandemic) and expect that this will continue as the impacts of these events play out over the years to come. Thankfully, the transformation of Lifeline in recent years, enabled by government and supporter funding, have ensured that we were able to increase our capacity to meet the growing demand and be there for Australians in their darkest moments.

For the 2019-20 financial year, Lifeline Australia (and its controlled entities) reported a consolidated deficit of \$1.2m, due to the impact of the first-time adoption of the new accounting standards AASB 15 Revenue, AASB 1058 Income of Not for Profit Entities, and AASB 16 Leases. Excluding the adoption of the new accounting standards which creates a one-off impact, an underlying net surplus of \$528,929 was achieved which was a pleasing result.

Advocacy

Despite the significant challenge our society has faced over the last 12 months, we are buoyed by the Prime Minister's commitment towards an Australia free of suicide and support for a whole-of-government approach to suicide prevention. Commitments from NSW Premier Gladys Berejiklian for a 20 per cent decrease in suicides by 2023 are genuine and important.

Through FY20 we have presented Lifeline's collective voice through engagement with the Productivity Commission of Inquiry into Mental Health, Royal Commission into Victoria's Mental Health System, Senate Inquiry into the Australian Government's Response to the COVID-19 Pandemic, NSW Bushfire Inquiry and the recommendations of the Prime Minister's National Suicide Prevention Adviser. We have been encouraged by the focus of the Nation's media on delivering important messages to the community about maintaining mental wellbeing and reaching out for support when needed.

Delivering for Members

On the back of over \$10M additional funding from the Commonwealth, NSW and Victorian Governments and funds raised through the Emergency Appeal, we distributed significant funding to Members to support their delivery of Lifeline services during the initial shutdown.

Within the context of COVID-19, the Board identified support to the Network as a top priority (along with continuity of service delivery and the health and wellbeing of employees). We were pleased to waive membership affiliation fees, ensure continuity of grant funding payments to Centres and deliver significant funding for Centres to offset the immediate financial impacts of COVID-19.

In FY20 we launched the Lifeline HR Advisory Service in partnership with Wentworth Advantage. This service provides Members with access to dedicated HR, IR and WHS support and advice at no cost.

Thank you

I would like to acknowledge the extraordinary efforts of our **10,000 volunteers** for their resilience, commitment and generosity in giving of themselves to save lives. When we needed to answer more calls, our crisis supporters stepped up and gave us more time. Our services would not exist without our volunteers and we asked more of them than ever before in FY20.

We thank the Commonwealth, State and Territory governments for their recognition of Lifeline as an essential service which allowed us to continue service delivery safely within centres. We are also particularly grateful for additional funding provided by the Commonwealth and a number of state and territory governments to specifically support Lifeline services and our Centres during the pandemic.

We also thank our valued corporate partners and individual supporters whose financial generosity makes the work of Lifeline possible. Some of these partners are acknowledged in more detail in this report.

Finally, I thank my fellow Directors. This year Sheryl Weil retired from the Board having served for six years, including four years as Chair of our Service Committee. Sheryl possesses a great passion for Lifeline and the life-saving services that we provide to Australians in need, and made an immense contribution to the organisation in her capacity as a Director. We are grateful to have new Directors Linda O'Farrell and Michelle Harpur contributing their expertise to the Board.

As an organisation, we are on a transformational journey aimed at enhancing our capability and capacity to deliver for our Members and those who need our support. This has involved much change and I thank our CEO Colin Seery and staff at Lifeline Australia for their commitment and dedication to our vision through this period.



Looking ahead

In FY21 we continue to improve, enhance and expand our services – they are needed more than ever.

As Australia's leading suicide prevention service, we worry about the cascading effects on mental health posed by long-term social and economic impacts of the COVID-19 pandemic.

We remain firmly and proudly committed to ensuring that no person in Australia has to face their darkest moments alone.

John Brogden AM

A handwritten signature in blue ink, which appears to read 'John Brogden', written in a cursive style.

Lifeline Australia Chairman

FY 2020 has been a critical year for Lifeline and the support we offer Australians.

As Australia's largest suicide prevention service receiving over 1 million individual contacts per year, Lifeline can be looked to as a barometer of the mental wellbeing of the nation.

Over the summer, we had already faced a significant challenge presented by the bushfires. Lifeline experienced a sustained spike in calls, hitting at our busiest time of the year. We normally receive around 2,500 calls per day as people who are doing it tough struggle with the additional pressure to be joyful through the Christmas period. However, from 1 December, we saw a **10% increase in calls** that did not abate throughout the summer. With the support of the Federal government and our generous corporate and individual supporters, we launched **13 HELP** (13 43 57), a dedicated **Bushfire Recovery Line** and our Crisis Supporter volunteers came to the fore, responding with offers to do additional shifts, so we could be there to provide support to every Australian who needed us.

Then came February/March, and the onset of **COVID-19** which brought additional challenges.

Firstly, the physical distancing restrictions introduced to reduce spread ensured that all Lifeline's community based fundraising activity ground to a halt.

Our centres had to cancel gala dinners, shut down retail, put a halt to surfing, cycling, running events around the nation. Our famous bookfairs that raise millions for service delivery had to be indefinitely postponed. We responded with our first ever national emergency appeal and those that could, rallied behind us.



Meanwhile, our call numbers surged as Australians turned to us for support as they struggled through the isolation caused by physical distancing. March saw our **busiest day on record**, with **3,197** Australians calling Lifeline on Good Friday.

Our calls have remained at around 3,000 per day ever since. We are now receiving close to **90,000** calls a month. That's an Australian in crisis phoning 13 11 14 **every 30 seconds**.

Despite the increase in calls, I am pleased to report that our mandatory FY20 target to improve on the 80% call answer rate has been met. Pleasingly, we achieved a **Call Answer Rate** (CAR) of **84.5%** for FY20. The improved performance continues, with a CAR now consistently **above 90%**.

We continue to invest in the technology, systems and initiatives to support our digital transformation. Our COVID-19 response saw us achieve operational growth in consolidated revenue of 37% which we utilised to bring digital service delivery plans forward and increase capacity to respond to need:

- We were ready to ensure Lifeline's 13 11 14 service would continue for any Australian who needed us, even if the lock-down meant our volunteer crisis supporters could no longer attend a centre to receive calls.
- Throughout the epidemic, we've ramped up our online crisis chat service and increased capacity for our text service.
- Through technology, we have improved our ability to predict call patterns which has enabled improvements to our rostering performance.
- Our **Centralised In-Shift Support** service has been established to significantly increase our capacity to provide supervision and support to Crisis Supporters while sharing supervisors across the network.
- We will also soon be launching a **Tele-health Counselling** service with thanks to the support of NRMA and RACV to provide ongoing clinical support for those in bushfire affected communities who are now facing the additional challenge of recovery without being able to connect with their community.

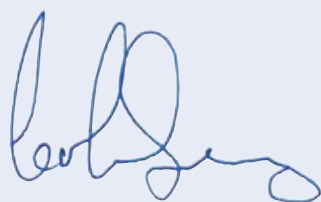
The last seven months have been a whirlwind for all of us at Lifeline, but never has our team been prouder to be delivering services within an organisation that Australians turn to when they need us most.

I would like to thank the Board of Directors for their support and guidance during these challenging times for myself and the staff.

We are incredibly grateful to our volunteers, donors, government funders, corporate supporters and employees. You have all helped to ensure that Lifeline not only met the needs of Australians as they faced significant crises, but that we exceeded the expectations of those who turned to us for support.

Thank you for helping us save lives.

COLIN SEERY



**Chief Executive Officer
Lifeline Australia**

● OUR VITAL VOLUNTEERS



“Volunteering
makes my
heart bigger.”

Antonia, Volunteer Crisis Supporter

Lifeline's volunteers and their ability to connect and offer hope to those who seek the support of Lifeline are the reason we are Australia's leading suicide prevention service. This year, our volunteers have proven to be unsung heroes during times of crisis. With the onset of the bushfires, our volunteers responded by signing up to do additional shifts to help us offer support to community members experiencing the tragedy of bushfire, then in February, they continued to increase their commitment as Australians turned to Lifeline in record numbers throughout the COVID-19 pandemic. We are more grateful than ever for our volunteers for being there to offer hope to Australians through this difficult time.

“Volunteers are the backbone of Lifeline. They come with a unified sense of purpose, to connect with others and bring hope. Especially through these challenging times, we are most grateful for the contribution every volunteer makes to the delivery of our services.”

– Colin Seery, CEO

Lifeline Text volunteers

After the successful trial of Lifeline Text, Lifeline Australia set up an online volunteer recruitment portal which has streamlined the volunteer process and created the opportunity to volunteer on a national scale for the first time. The online volunteer recruitment portal guides a volunteer through the application process with links to mandatory background checks, making the process as simple as possible.

Volunteer celebration

Due to COVID-19 the Outstanding Volunteer of the Year Award was postponed until 20th November 2020 to be part of the Member's Forum and Annual General Meeting. Throughout Volunteer Week, we were very pleased to acknowledge 280 volunteers with lengths of service above 5 years and 26 Volunteers with over 20 Years of Service to Lifeline.

● TRANSFORMING SERVICE CAPABILITY TO FACILITATE CONNECTION

When bushfires and COVID-19 presented unprecedented challenge for Australians, Lifeline, was quickly turned to for support. This created the need to rapidly advance some elements of our digital service transformation while introducing emergency responses to needs arising within many communities across Australia.

13 HELP (13 43 57) Bushfire Recovery Line

On December 1, 2019, Lifeline received a 10% increase in calls as a direct consequence of the summer's bushfire season. Over the summer, the increase fluctuated between 10-15%, but it never abated. This was the first time in our 57-year history that Lifeline had experienced such service demand. Our volunteers ensured we were there to answer the calls throughout the summer as they raised their hands to do additional shifts. Over the summer, Lifeline listened to the needs of the community and partnered with the Federal Government and Corporate supporters to develop bushfire responses that would mitigate the impact of crisis and risk of suicide.

On February 17, we launched a dedicated 24-hour bushfire recovery line, 13 HELP (13 43 57). The line provided access to crisis support and specialised referral to services in bushfire affected communities. By June 30, the bushfire recovery line had received **36,163** calls.

The Lifeline network came to the fore throughout the season. Lifeline Australia worked to secure funds to ensure our centres on the ground that were working to provide support for bushfire affected communities had the support they needed to continue service delivery, while Centres in unaffected regions increased 13 11 14 service delivery capacity to relieve them.

CARE roll-out

As part of our commitment to continuous improvement, the CARE practice framework was developed. Two years in the making, this year we implemented the framework with training of 3,364 Crisis Supporters across the nation. Co-designed with Lived Experience Advisory Group members and Lifeline Crisis Supporters, the CARE framework is underpinned by clinical research and was developed in consultation with external subject matter experts. It provides a comprehensive, fit-for-purpose framework that supports the Crisis Supporter's interactions with help seekers at every step.



13HELP

**BUSHFIRE
RECOVERY** 13 43 57

 Lifeline

The CARE framework is now fully embedded with all Lifeline's Crisis Supporters now utilising the framework that deepens the connection between our Crisis Supporters and the person seeking our help. At the end of 2019, we upskilled every existing Crisis Supporter across the framework and every new Crisis Supporter has been trained from January onwards.

● TRANSFORMING SERVICE CAPABILITY TO FACILITATE CONNECTION

Centralised In-Shift Support Service

After a successful pilot across six Centres, the In-Shift Support (ISS) Service was made business as usual in April and has transformed the way we use technology to provide in-call support to Crisis Supporters (CS). Whereas once a Crisis Supporter had to juggle two phones and quickly summarise to the In-Shift Supervisor what the caller was saying, the new support service allows instant messaging between a CS and an ISS while on a call. If required, an ISS can listen in to hear both sides of the conversation and once a call has ended, the CS can contact the ISS for a debrief. Decentralisation has meant the Lifeline network can tap into support from available ISS's in different geographic locations. Both CS's and ISS's have reported the transformation has delivered great results in improving the support available for help-seekers in distress while also maintaining the wellbeing of CS and ISS alike. The centralised ISS service supervised 147,782 calls from help seekers predominantly originating from country and rural areas of Australia.

Agility to respond throughout pandemic

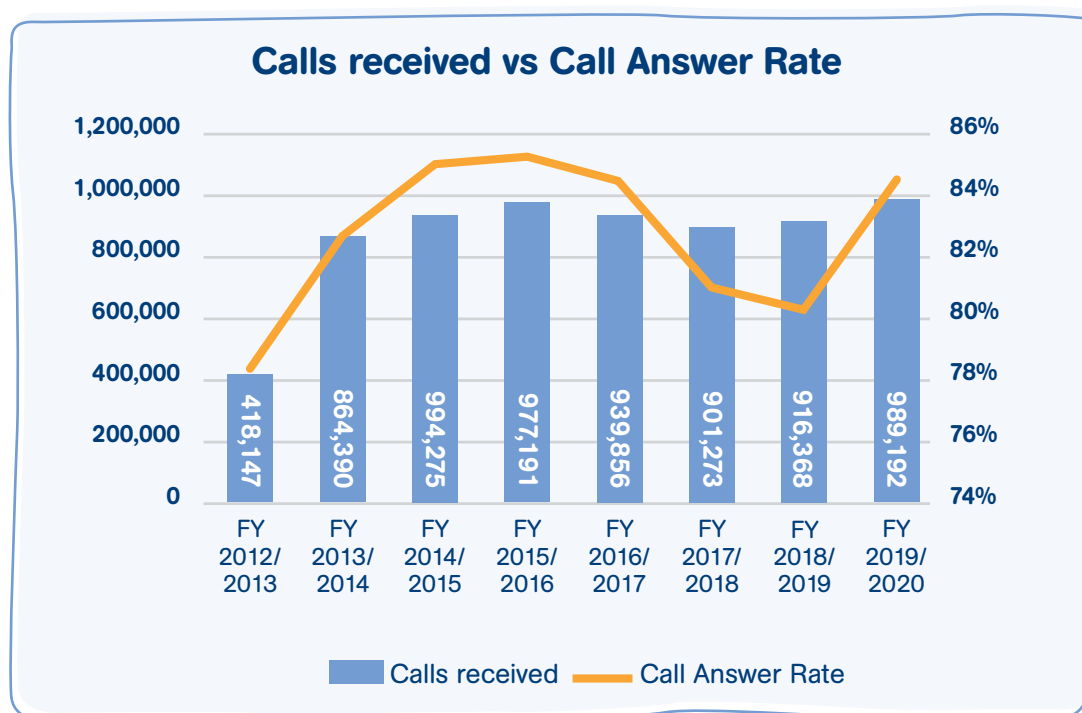
In mid-February, while still experiencing a 10% increase in calls due to the effects of bushfire, Lifeline experienced yet another increase in calls as the threat of coronavirus became real with its arrival in Australia. Our volunteer Crisis Supporters

throughout the summer had already responded by increasing voluntary hours, but when we asked for yet more support, they rose to the challenge again. Throughout the COVID-19 pandemic, our volunteers contributed an additional 5,000 hours per month.

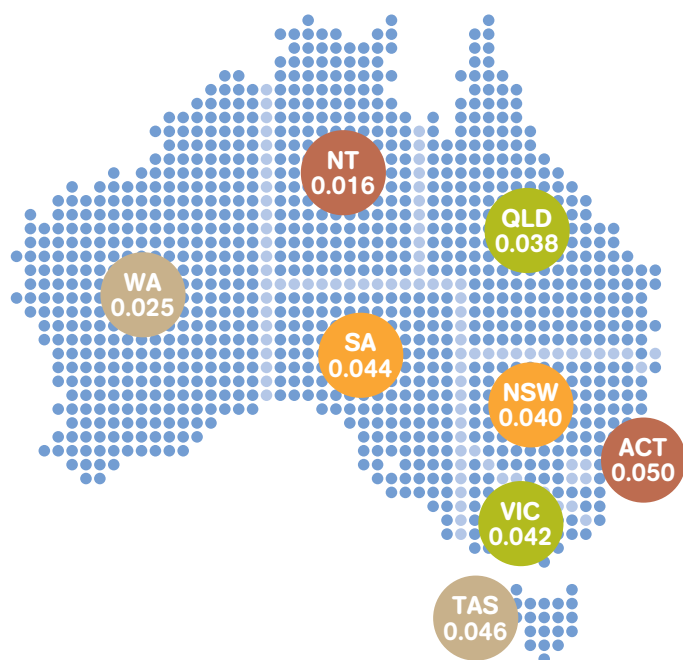
When the virus first hit, Lifeline Australia immediately grasped the significance and threat to service delivery. With a 10,000 strong volunteer workforce, a large number of those we rely on to maintain our services are in high-risk age groups and there was the very real concern that centres around the country may be forced to close. To ensure our services could continue to stay connected with Australians who need us, our service delivery team developed the capacity to provide services remotely should it be required, to ensure we could continue to be there for any Australian who needed us. Lifeline was deemed an essential service shortly after, but the work that has been completed is foundational for advancing our digital capability.

Service Delivery

With the support of our volunteers, our employees who also worked hours above and beyond their normal duties and corporate, philanthropic and government funding, Lifeline is proud to have been able to significantly increase our capacity to provide Crisis Support to meet the needs of Australians experiencing crisis.



Calls offered by state per '000 of population:



Indeed, Australians are turning to Lifeline in greater numbers than ever before throughout the pandemic. With the transformation of work-force capacity and our ability to use technology to predict call numbers and roster accordingly, the 13 11 14 service is receiving more calls and achieving higher call answer rates and operational performance than ever before.

Throughout the year, our focus has remained on improving access to Lifeline's services. Part of improved access is to reduce the time a person who calls us has to wait to reach support. In October 2019, the average call wait time was 201 seconds, but through predictive technology and the support of the Network, we have reduced this time to 60 seconds. This is world class performance for a crisis line and especially significant at a time when we are facing increasing demand.

Learning and Development

In March, due to physical distancing restrictions Lifeline Australia's Learning & Development team had to redesign our face to face training for online facilitation to ensure the Network could continue to train Crisis Supporters. The L&D team put in an incredible effort to ensure no service delivery disruption was caused and our Network could continue training crisis supporters. Across the Network, trainers learned a new set of skills in online facilitation.

The way you've designed the Crisis Supporter Worker training has addressed many issues we encounter in the phone room: the early and continued emphasis on self-awareness has been brilliant in challenging people's own values about helping and given them so much opportunity to begin examining how their beliefs impact on their ability to support others; the focus on skills upfront has also equipped them really well to think about connection through skills... the Decision Support Tool is fantastic.

– Kelli Rowe, Lifeline Adelaide.

Future transformation

Throughout the year, there have been many opportunities to learn what the needs of Australians are and to respond rapidly to meet those needs. We are committed to continuing to explore digital technology to increase our capacity to reduce suicide. In the next year we look forward to facilitating tele-health counselling sessions for communities recovering from bushfire, we will also continue to invest resourcing in analytics and insights to maximise our responsiveness to those who need us.



What I like about volunteering is the people who are a part of the program. Along the way I have met some incredible people who are willing to give their time to listen and allow the space for others to be heard. From the support staff to the supervisors there is a culture of caring and listening to others which makes it feel like you matter and what we do makes an impact.

– Volunteer, Lifeline Sydney & Sutherland.

Lifeline in Community

Lifeline Direct (LLD) provides services within the community that are designed to specifically meet local needs. Despite the challenges presented through COVID-19, our commitment to nurturing connections with people who are struggling has been maintained and in some cases, enhanced, as we worked together with our communities to tackle the challenges imposed by COVID-19.

In October 2019, LLD expanded our community support when Lifeline Geelong amalgamated with LLD which resulted in more services being offered in that local community as well as an increase in the number of calls answered on 13 11 14.

In financial news, LLD realised a surplus budget in FY20, its first since inception in July 2017.

Lifeline Direct 13 11 14 service support

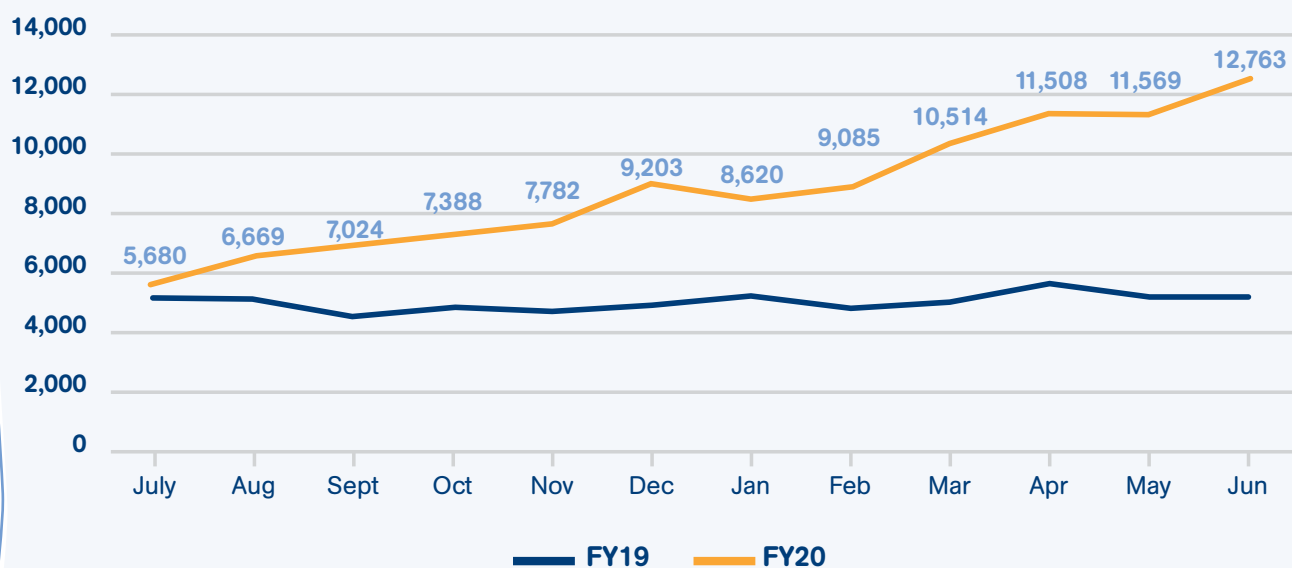
LLD has more than doubled its capacity to support the 13 11 14 service, answering a total of 107,805 calls in FY20, almost double that of FY19.

LLD also supported Lifeline Text service capacity by creating a bridging course to enable counselling professionals to move into Crisis Support for Text.

Face to Face counselling

During FY20 LLD provided 3,859 counselling sessions without charge to people confronting crises or generally facing a challenging period in their lives. While the service did go into recess for 2-3 weeks due to COVID-19, our volunteers and counselling team moved quickly to provide the counselling service via telehealth adapting and developing the systems, tools and practices so we could continue meeting people when they seek help.

Lifeline Direct Calls – FY19 vs FY20



Training

Our training programs aim to equip as many skilled suicide prevention caregivers as possible and include skills-for-life training for community members, and short courses or dedicated workplace training for managers, team leaders and HR professionals.

With the challenge of COVID-19 we also had to transform our training delivery. Since mid-June 2020, we have been delivering the majority of our training modules remotely. This change has enabled greater flexibility to deliver training with trainers in decentralised locations.

In FY20, LLD delivered 205 training events, connecting with 3,798 participants across our six regions.

Feedback from participants:

Putting into practice, some of the programs and processes will help me with my confidence and knowledge of managing suicidality...

– Advanced training in Suicide Prevention participant.

“Everyone should do this course.”

– SafeTALK program participant

“Informative workshop that I hope reaches more communities.”

– SafeTALK program participant

Community Suicide Prevention Services

LLD delivered a number of community-led suicide prevention programs covering the Northern Rivers (NSW) Region, the Great South Coast of Victoria and six LGAs in the Hunter, New England and Central Coast of NSW. Our suicide prevention team connected with thousands of people throughout the year, supporting communities to build capacity to respond to suicide and reduce risk in their region.

Quote from Richmond River Area, National Parks and Wildlife team:

Lifeline has delivered suicide prevention safeTALK training to the Richmond River Area National Parks staff and have always made themselves available for follow up conversations. While we hope staff never have to use these skills, they are now aware of the tools that could change a person’s mind and prevent further suicides.

Suicide in Public Places

Lifeline has continued its important work engaging with communities across Australia to identify and improve safety at public locations where suicides are frequent.

Connecting with community plays an integral role in ensuring local strategies are responsive to local context. With support from the Australian Government Department of Health, Lifeline has proactively engaged with over 200 community stakeholders including councils, emergency services and health organisations in over 32 locations nationally to tailor local suicide prevention strategies.

Lifeline Australia has led cross-sector collaboration to improve coordination of services and resources and

engaged with key suicide prevention agencies for ongoing collaboration. The first Site Intervention National Advisory Group meeting was held in February 2020, with consecutive meetings held quarterly, bringing together thought leaders, researchers, suicide prevention agencies and community to guide best practice and contribute to evidence in the prevention of suicides in public places.

With special thanks to our Advisory Group Members: Mr Angus Nardi, Mr Bob Herbert, Mr Boe Rambaldini, Dr Emily Hindman, Ms Georgia Dempster, Prof Jane Pirkis, Dr Kairi Kolves, Mr Marc Bryant, Dr Mark Larsen, C/Ins Matt Hanlon, Ms Sue Johansson, Ms Thilini Perera, Dr Anna Brooks.

● TRANSFORMING SERVICE PROVISION THROUGH RESEARCH AND ADVOCACY



Wellbeing and Healing Through Connection and Culture Report

Pat Dudgeon, Abigail Bray, Gracelyn Smallwood, Roz Walker and Tania Dalton

Lifeline Australia commissioned a report from a group of eminent researchers in the field of Aboriginal and Torres Strait Islander mental health and suicide prevention. The work was led by Professor Pat Dudgeon from the University of Western Australia.

The report's purpose is to serve as a single authoritative source of information on emerging research and knowledge, key themes and principles as regards Aboriginal and Torres Strait Islander cultural perspectives and concepts of healing and social and emotional wellbeing as they relate to suicide prevention.

In line with best practice, and in the words of the authors, the review "prioritises Indigenous knowledge of healing and wellbeing and provides examples of culturally appropriate and effective practices."

Ultimately, the report will be a key document informing Lifeline's knowledge and practice around culturally responsive suicide prevention services for Aboriginal and Torres Strait Islander peoples.

Eclipse: A support group for those who have attempted suicide



The Eclipse program is an 8-week program modelled on 'Survivors of Suicide Attempt' support groups offered by Didi Hirsch in Los Angeles,

California. This program teaches specific skills to reduce suicidality while increasing resilience and behaviours that can assist in people identifying and seeking help when they need it. The Lifeline Research Foundation is working with the University of New England and Sydney University to provide evidence-based research on support group outcomes. Data is collected from consenting participants prior to group commencement, during and post group. The participants also return 1 month and 6 months post group for follow up interviews to measure the changes of suicidal thoughts over time. To date, the evaluation of data is displaying a strong significant improvement in participants resilience and the reduction of sense of burdensomeness over time. The Lifeline Research Foundation has engaged Lifeline Mid Coast to pilot an online Eclipse program with the aim to deliver online group sessions so that people in rural, remote and isolated areas can access this suicide prevention program.



It's nice to hear everyone's stories – now I don't feel like I am the only one who has been through all this stuff.

– Eclipse Group participant.

Research Foundation Advocacy Submissions 2019-2020

● NSW Bushfire Inquiry (April 2020)

The 2019-20 bushfire season imposed many devastating impacts, including those specific to mental health, with implications for suicidality. In this submission to the NSW Bushfire Inquiry for the NSW State Government, Lifeline Australia consulted with Lifeline Centre CEOs from around the state about their regions' experiences throughout the bushfire crisis. Based on their reflections Lifeline Australia endorsed a commitment to digital and in-community offerings as a part of any coordinated response to future disasters, summarised as a series of four recommendations.



Lifeline South Coast engaged with communities heavily impacted by bushfires on the NSW South Coast. Our activities were focused on providing general information about mental health, general information about Lifeline services, being available to provide face-to-face support, and providing financial counselling. Through listening we learnt the value of having people available face-to-face to be able to listen. Lifeline people bring those skills of non-judgemental listening, understanding people in crisis, the experience to identify and talk about suicide, and appropriately escalate a situation if required.

– Renee Green, CEO Lifeline South Coast

● Prime Minister's National Suicide Prevention Adviser - Initial Advice to the Prime Minister (April 2020)

Lifeline Australia provided feedback to the National Suicide Prevention Adviser, Christine Morgan, on her initial advice to the Prime Minister on six suicide prevention priority areas. The feedback identified the opportunities that the priority areas would provide in creating an Australia with zero suicide, and identified gaps where the priority areas might be enhanced.

● Mental Health Response Plan to COVID-19 (May, 2020)

Lifeline Australia was invited to comment on the Mental Health Response Plan to COVID-19. Lifeline's perspective is that in response to COVID-19 as well as future pandemics and natural disasters, clinical and non-clinical, digital and community-based services, mental health and suicide prevention services must be designated essential services. Nationally, the response to COVID-19 should prioritise ongoing provision of an ecosystem of services of varying degrees of intensity for those experiencing distress and suicidality. In addition, it is particularly important that the movement of help seekers through that ecosystem is smooth and user-friendly.

● COVID-19 Senate Committee Inquiry (May 2020)

Lifeline Australia's submission to the Mental Health Commission highlighted the central role of not-for-profit mental health organisations in the provision of crisis support, which was pivotal in the context of the COVID-19 pandemic. Using scientific literature as a basis, overlaid with our experience as Australia's leading national suicide prevention service, Lifeline offered its perspective on the national response to COVID-19 across phases of recovery. The submission emphasised the challenges and protective factors for not-for-profit organisations in providing service continuity in the COVID-19 era. The submission also addressed the impact of COVID-19 on the Australian public's mental health and suicidality across ongoing virus response and recovery phases including 1) *current arrangements of quarantine and isolation*, 2) *easing of current restrictions*, 3) *occurrence of surges and potential impact of re-imposition of local restrictions*, and 4) *long term recovery*.

● THE LIFELINE LIVED EXPERIENCE ADVISORY GROUP

The Lifeline Lived Experience Group (LLEAG) was formed in recognition of the essential and expected role of obtaining and utilising expert knowledge from those with lived experience of mental health issues, crisis experiences and suicidality. The LLEAG meets every 2-months to provide considered, balanced and timely advice to Lifeline Australia on issues related to Lifeline Crisis Support Services.

During 2019-2020 the LLEAG met to provide advice in the following areas:

- The needs of people in crisis and that of their families, friends and carers
- Suitable and practical methods of measuring outcomes across Lifeline services
- Issues of accessibility and diversity (cultural, language, sexuality, age, gender)
- Participatory consultation and co-design of new Lifeline Australia initiatives, such as the Lifeline Short-form Messaging Training package, and website redevelopment
- Insights into the development of an Aboriginal and Torres Strait Islander crisis support service
- Feedback and advice on a range of Lifeline Australia projects including the engagement of community members living near sites people use to take their lives; the evaluation of the Eclipse support program for survivors of suicide; and the methodology of the Building a Lifeline of the Future (Outcomes measurement) project
- Contribution to marketing collateral including the COVID-19 emergency fundraising strategy, crisis text service advertising, and crisis supporter recruitment.

Graeme Holdsworth



"In suicide prevention, we have no option than to position lived experience knowledge at the forefront of research, policy, and practice. Without this knowledge any reforms and service improvements will fall short of what people need and what people deserve. Lifeline has made a substantial first step along this path with their Lived Experience Advisory Group and it has been a pleasure to be part of it."

Leilani Darwin



"It's a privilege to be able to share my lived experience and advocate and elevate our inclusion in the work of LLA."

Imbi Pyman



"In this last 12 months I have continued to be inspired by the wonderful Lifeline organisation. At a time where connection has never been more important, it has been evident that Lifelines services and ability to change, adapt and deliver has been extraordinary."

Ingrid Ozols



"It is a joy and privilege to be a member of the LEAG within LLA. The personal and collective life experiences and narratives, skills and knowledge that is within this safe and supportive group of generous people is extraordinary. We bring the best out of painful traumatic situations, giving hope, and to make a difference to individuals, families and communities in their times of anguish, isolation and in need of comfort. Through the LEAG we try to influence LLA's work from a day to day, minute to minute, and with every human that our Lifeline Family comes into contact with."

Dave Peters



"The ongoing inclusion of the voice of lived experience has been actively supported by LLA over the past two years with the establishment of the Lived Experience Advisory Group."

Over the past year I've seen the support and engagement with the group increase substantially, allowing for the principles of co-design to be used, bringing the voice of lifeline service users into the design, development and evaluation of programs and services at Lifeline.

It's immensely satisfying to be part of the processes that ensure Lifeline continues to support and meet the needs of the communities who rely upon them."

Hayley Purdon



"In the last 12 months, the LLEAG has provided real and frank insight into existing, new and possible directions for Lifeline Australia. We are a group who are really passionate and fearless in ensuring those with direct experience of suicide are supported in the best way possible. Lifeline Australia have taken our advice with maturity, using it to shape activities and public messages that have impact and prevent suicide."

● TRANSFORMING OUTCOMES THROUGH EDUCATION

DV-Alert



During FY20, the DV-alert program delivered a total of **357 workshops, training 5,279** front line workers to recognise, respond and refer issues associated with Domestic and Family Violence. A further 309 students completed training via self-paced accredited e-learning. The workshops comprised accredited 2-day General, Indigenous, Multicultural, Settlement, and Working with Women with a Disability coursework, as well as non-accredited Working with Interpreters, Complex Forms of Violence, DV-aware, and Brothers Standing Tall sessions.

Delivery of face to face workshops ceased when COVID-19 restrictions were implemented in March with DV-alert having delivered 62% of the total contracted workshop activity for the FY (585 workshops).

Project activity during FY20 included:

- Developing and piloting a new workshop stream, Working with Men Who Use Violence
- Completing a scoping / discovery exercise on ensuring the DV-alert program recognises the unique needs of the Diverse Sexual Orientation and Gender Identity Community

● TRANSFORMATIONAL STORIES

Holding on to Hope Podcast

Holding onto Hope is a podcast series in which people who have come through the darkness of suicidality share the connection that gave them hope to continue living. There are **20 episodes** on the Holding on to Hope podcast with a new episode launched every 6 – 8 weeks. There has been **30,000** downloads of episodes to date and the series was aired on Vision Australia Radio in 2020.



In a recent survey of participants, 100% said they felt the podcast contributed to their post traumatic growth and many participants explained they had received direct feedback that their episode had helped another person either seek or give help. An example of that feedback came from Ronnie, wife of podcast participant Ross who is a Firefighter who experienced PTSD. Ronnie told us she received a call from a gentleman who had listened to Ross' podcast. He received a phone call from his sister-in-law saying his brother was in crisis and experiencing suicidality. Having listened to Ross' podcast, he was able to suggest how to remain calm, have an open conversation with him, assure him that professional help was available, assure him that he was not alone and that he would be supported by his family every step of the way. The brother was consequently voluntarily admitted to hospital where he received appropriate treatment and ongoing support.

The listener said:

Listening to that podcast literally saved a life. I would not have known what advice to offer if I had not listened to it.

Lifeline Australia is grateful to all **Holding on to Hope contributors** for choosing to share their personal lived experience openly and courageously in order to offer hope and inspiration to others.



Dr Kieran, Psychiatrist. Doctor Kieran's story of Holding on to Hope through mental illness and using his experience to help others.

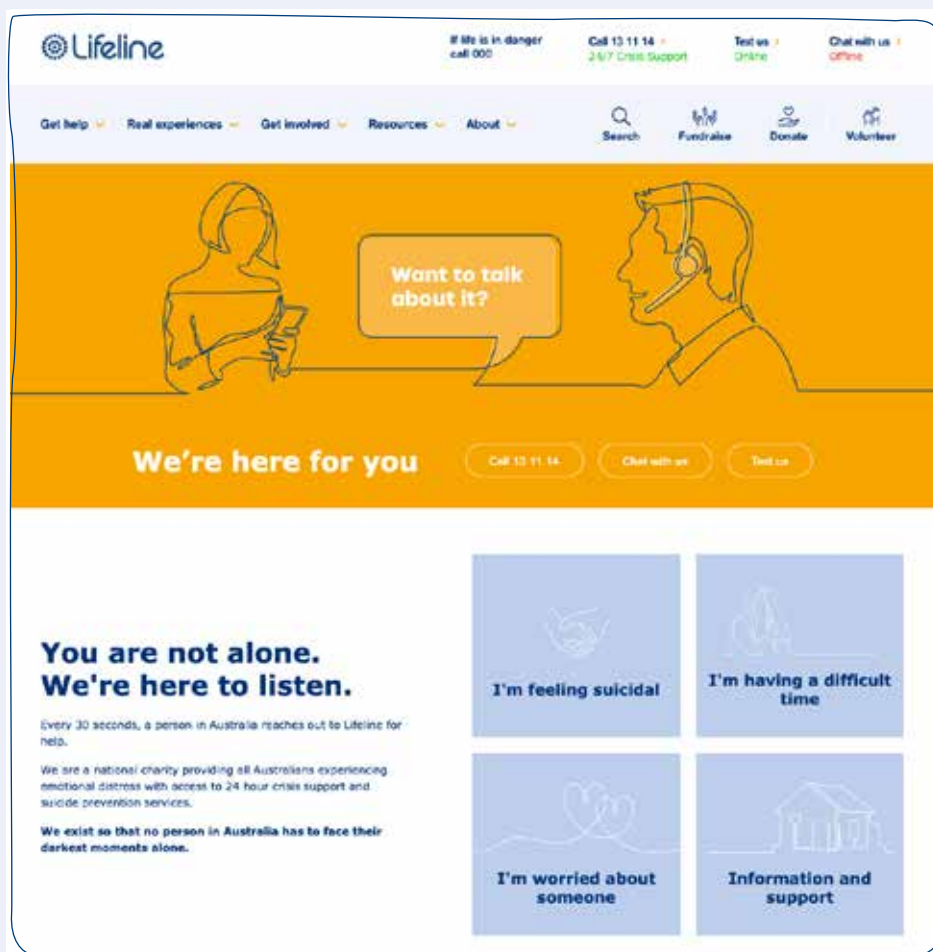


Chris's story of holding on to hope after surviving three major bushfires including Victoria's Black Saturday and the PTSD it caused.

● OUR AUDIENCE REACH

Lifeline communications are designed with the advice of our Lived Experience Advisory Group and clinical team. Across digital platforms, broadcast, print and out of home placements it's important that our messages encourage help-seeking and reduce stigma, while promoting Lifeline's work and the importance of connection in maintaining mental well-being.

Website



Throughout the year, Lifeline Australia developed and launched a new website. The Lifeline website is an integral component of our service delivery, it acts as a gateway to our crisis services and for many of our visitors, the visit will be the only interaction they will have with Lifeline.

In FY19/20 the most common reasons for Australians to access Lifeline.org.au was to connect with our crisis support services (voice, chat and text), get information and support, and find out more about Lifeline and support our work.

We are grateful to the Grenet Foundation who provided funding to support the development of Lifeline Australia's new website.

Website

Australian
unique
page views:
3,513,660

Australian
unique
visitors:
1,291,973

Unique
page views
of help topic
pages:
491,373

Media

Lifeline was mentioned in articles and news stories across print, broadcast and digital platforms.

73,466
Media
Placements

Social Media

200,000+
Followers

47,833
New followers
with 3.7
engagements
each

**Facebook
Posts
reached
11 M+**

**Total
Engagement
746,316**

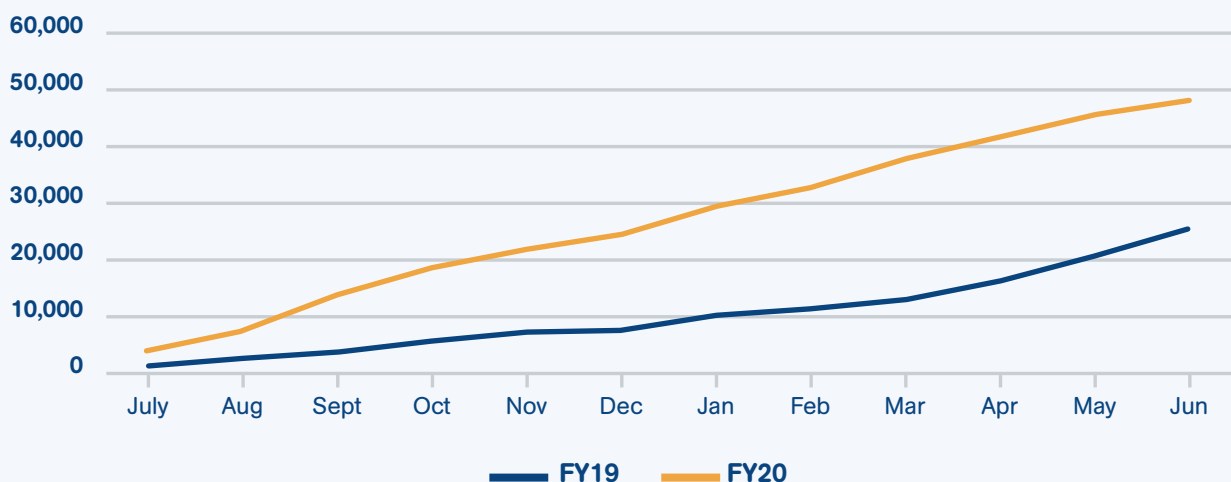
Out of Home placements

With support of **oOH! Media**, Lifeline messaging encouraging people to reach out for support when needed was placed on 9,232 billboards around the nation.

The **Hello Neighbour!** campaign was requested for inclusion in the National Archives documenting Australia's response to COVID-19.



Total number of new social media followers
Month-on-Month increase



● CORPORATE GOVERNANCE

Lifeline Australia is a company limited by guarantee established to support the organisation, establishment, development and operation of Lifeline National Services and Lifeline Centres throughout Australia. Lifeline Australia develops and conducts programs, projects and initiatives to enable people to overcome isolation and cope with problems and crisis affecting mental health, well-being, life and safety.

The Lifeline Australia Board is committed to achieving and demonstrating the highest standards of corporate governance. Our corporate governance framework and practices are underpinned by the *Corporations Act 2001 (Cth)*, *Australian Charities and Not-for-Profits Commission Act 2012 (Cth)* and Lifeline Australia's core governance documents (including the Constitution and Board Charter).

Our approach to corporate governance is based on a set of values and behaviours that underpin day-to-day activities, provide transparency and protect stakeholder interests. The Board and Executive Leadership Team are committed to pursuing excellence in corporate governance, as it is fundamental to Lifeline's sustainability and performance.

Corporate Governance Framework

The appended diagram illustrates Lifeline Australia's corporate governance framework. It reflects the relationship between the Board, its Committees, the CEO and the Executive Leadership Team, and the numerous independent assurance functions.



Website

Further details regarding Lifeline Australia's approach to corporate governance are available at: <https://www.lifeline.org.au/about/governance/>. This website provides access to core governance documents, and other policies/documents of interest to our Members and stakeholders.

The Lifeline Australia Board

The Lifeline Australia Board is responsible for the stewardship and future well-being of Lifeline Australia and bears ultimate responsibility for the

organisation achieving the purpose for which it exists. In providing strategic leadership, the Board provides input that assists in identifying and understanding emerging trends and issues likely to affect the wellbeing of Lifeline, Member Centres, stakeholders and help seekers. The Board monitors corporate performance against the strategic direction, including assessing operating results to evaluate whether the business is being properly managed, and identifies and evaluates the principal risks faced by Lifeline.

The Board is comprised of eight directors elected or appointed by the Members of Lifeline Australia and three directors appointed by the Board.

Name	Position - 30 June 2020
Mr John Brogden AM	Chairman, Independent Director
Mrs Jacinta Munro	Deputy Chair and Chair – Audit and Risk Committee, Independent Director
Mr Travis Dillon	Independent Director
Rev. Geoff Flynn	Non-Independent Director
Ms Michelle Harpur	Independent Director
Dr Daniel Mainville	Non-Independent Director
Mr Bruce Mansfield	Independent Director
Mr Brent McCracken	Non-Independent Director
Mr Geoffrey McClellan	Chair – Governance Committee, Independent Director
Ms Linda O'Farrell	Independent Director
Mr Tony Windever	Chair – Service Committee, Independent Director

The Board's Charter, Diversity Policy, and Code of Conduct and Ethics are available at: <https://www.lifeline.org.au/about/governance/>

Key Focus Areas of the Board During FY20

Throughout FY20, the Board has overseen and provided direction to the significant transformation that Lifeline Australia has undertaken, with a particular focus on the areas below.

- Oversight of Lifeline's strategic direction across the areas of 'Lifeline Digital' and 'Lifeline Community' to improve access and broaden reach for those seeking help.
- The performance of Lifeline's National Services, in particular improving the 13 11 14 call answer rate and expanding Lifeline Text.
- Guidance on Lifeline's digital transformation strategy to improve the quality, accessibility and effectiveness of the core crisis support services.

- Reviewing policies to improve the Company's system of corporate governance and operational controls.
- Revising the organisation's Enterprise Risk Management Framework to ensure a fit-for-purpose approach to risk management at a strategic and operational level.
- Leadership on advocacy activities to strengthen the Lifeline brand nationally and influence public policy outcomes.
- Progressing reforms to the Lifeline Australia Constitution in close collaboration with Lifeline Australia's Members via the 'Be Clearer' Working Group.

● LIFELINE AUSTRALIA MEMBERS

At our core, Lifeline Australia is a Member-centric organisation and one of our great strengths lies in the diversity of our distributed Network comprising Lifeline Australia (National Office), Members, and Lifeline Centres located in every state and territory across Australia.

Lifeline Australia has two classes of Membership:

- 17 Affiliate Members; and
- Five Non-Affiliate Members

Affiliate Members

Lifeline Australia has 17 Affiliate Members who collectively own/ operate 41 accredited Lifeline Centres across Australia (see table below).

Non-Affiliate Members

A Non-Affiliate Member is an individual or a body corporate and represent the communities served by Lifeline Direct Centres. Lifeline Australia's five Non-Affiliate Members are:

- Mrs Mary Graham
- Mr Chris Liddell
- Mr Craig Corby
- Ms Anne Charlton
- Mr Joe Crosbie

State	Member Organisation	Centre(s) owned and operated
ACT	Lifeline Canberra Inc.	Canberra
NSW	Lifeline Broken Hill Inc.	Broken Hill Country to Coast
	Lifeline Central West Inc.	Central West NSW, Dubbo
	Lifeline Harbour to Hawkesbury Inc.	Harbour to Hawkesbury
	ERAC Australia Ltd.	Albury Wodonga
	Lifeline Northern Beaches Inc.	Northern Beaches
	The Uniting Church in Australia Property Trust (NSW) represented by Uniting Care NSW ACT	Macarthur, Mid Coast, North Coast, South Coast, Sydney & Sutherland, Western Sydney
TAS	Lifeline Tasmania Inc.	Hobart, Devonport
VIC	The Uniting Church in Australia (VIC.TAS) Property Trust	Ballarat, Melbourne
	Lifeline Central Vic & Mallee Inc.	Central Victoria & Mallee Region
	Lifeline Gippsland Inc.	Gippsland
NT	Lifeline Central Australia Inc.	Central Australia
QLD	The Uniting Church in Australia Property Trust (Q.) Trading as UnitingCare Queensland	Brisbane, Far North Queensland, Bundaberg, Central Queensland, Fraser District, Gold Coast, Greater Sunshine Coast, Caboolture, Ipswich & West Moreton, Mackay-Whitsunday, North Queensland
	Lifeline Darling Downs & South West Queensland Ltd.	Darling Downs and South West Queensland
SA	Uniting Communities Adelaide	Adelaide
	Lifeline South East (SA) Inc.	South East SA
WA	Living Stone Foundation Inc.	Western Australia

Lifeline Executive Leadership team

Name	Position - 30 June 2020
Mr Colin Seery	Chief Executive Officer
Ms Samantha McGivern	Chief Operating Officer
Ms Thilini Perera	Executive Director, Strategy and Stakeholder Relations and Company Secretary
Ms Lisa Cheng	Executive Director, Marketing and Fundraising
Mr Chris Harwood	Executive Director, Service Design and Delivery
Mr Robert Sams	Executive Director, Lifeline Direct



There is a privilege that comes with sitting with an individual who is in distress and hearing their story. People who call Lifeline are struggling with many different day to day issues and to be a part of their support structure makes me feel very humbled and privileged that they feel comfortable to allow me into their life in such a special way.

– Volunteer, Lifeline Sydney & Sutherland



What I find satisfying about volunteering is knowing the people I assist are so appreciative, and the small effort from me makes a big difference to them. When I volunteer I feel happy and so grateful, not just that I have the time and the ability to help, but that I have the privilege to hear the amazing life stories of my clients.

– Opportunity shop volunteer



What I like and find satisfying about volunteering is meeting new people and being able to help them do something they are unable to do by themselves. My specialty is driving customers, to either a doctor's appointment, shopping for them and or with them and also to social outings eg Hornsby RSL. I always enjoy chatting to them and sharing past experiences and family stories.

– Volunteer, Lifeline Harbour to Hawkesbury



Our Employees

During the year ended 30 June 2020, Lifeline Australia has undertaken significant restructuring including the relocation of the head office from Canberra to Sydney, centralisation of all roles in Sydney, change of structure at Executive Leadership levels, operational growth to support emergency relief in response to Bushfires in Summer 2019/20, COVID-19 pandemic response to members, introduction of a new In-Shift Supervisor workforce, and management of changes required to support Lifeline Australia staff with remote working arrangements during the pandemic.

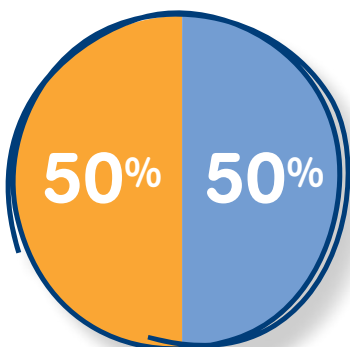
Lifeline Australia maintains our strong commitment to diversity and inclusivity through a variety of practices and strategies. And we support our team's physical and emotional wellbeing through a robust WHS program and energetic WHS committee. The WHS committee meets on a monthly basis and provides inputs to executive consultation on key matters such as the COVID-19 Safety plan.

EAP services, professional development opportunities, paid parental leave provisions, paid study leave, and flu vaccinations all contribute to a workforce who feel supported and connected.

At June 2020, Lifeline Australia had 115 employees compared with 85 in June 2019. The workforce has grown due to the new ISS cohort as well as growth in services explained throughout.

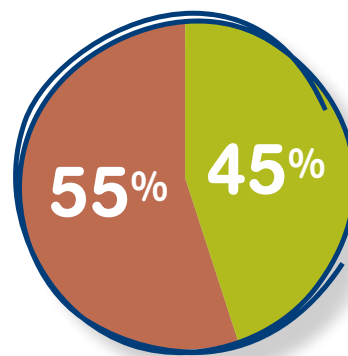
Executive Team:

50% Female / 50% Male



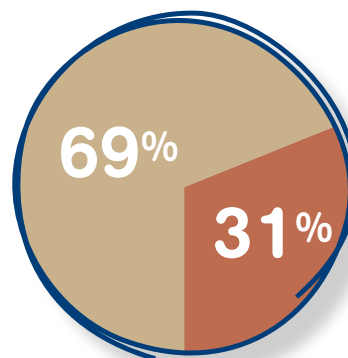
18 Managers:

55% Female / 45% Male



Employees:

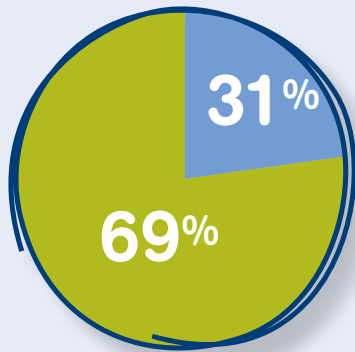
69% Female / 31% Male



Lifeline Direct:

216 Employees

69% Female / 31% Male



97 current employees started in FY2020, of these 70 are Crisis Supporters



653 Volunteers



869 People in Total Across more than 35 locations across Northern NSW, New England, Newcastle/Hunter and Central Coast (NSW) and Geelong & South West Victoria (Warrnambool) in Victoria.



“ Out of all the things I do in my life, Lifeline is the one I am most proud of. Giving back to the community and connecting with people in crisis is very meaningful. ”

– Gina, Lifeline Telephone Crisis Supporter

AIS Community Custodians



We really appreciated the opportunity to have AIS Athletes come to Broken Hill.

We live in a remote community and don't get the chance to engage with Olympic athletes. This initiative provided this opportunity and also demonstrated to our community that they're not alone...even the champions struggle at times with mental health. The athletes were very flexible to suit our community needs, very engaging, professional and amazing in their ability to connect with all kinds of people.

– Scott Hammond, Lifeline Broken Hill, January 2020



The opportunity to meet athletes from different disciplines, and bring our various experiences together in order to help change the stigma surrounding mental health, fills me with hope for the future. Our passion as a group breeds support and thanks to Lifeline we have been able to help start making positive change toward mental health in Australia.

This program has added pride and strength to my role as an athlete and I have learnt and enjoyed the experiences I've been lucky enough to have.

– Monique Murphy, Paralympian Swimmer and Lifeline Community Custodian

AIS Community Custodians

The Lifeline Community Custodians program in partnership with the Australian Institute of Sport continued through 2019/2020. Twenty-two elite athletes were chosen as Community Custodians this year, working with Lifeline to raise awareness of suicide and mental illness, reduce stigma and encourage people who are at-risk to seek help. Many of the participating athletes have personal experience of suicide and mental illness and are passionate about community engagement and decreasing the suicide rates in Australia.

The athletes typically attend community events, spread messages of hope and tell their own personal stories of resilience. Although with COVID-19 restrictions the engagements of our Custodians looked a bit different, the Custodians worked hard to engage communities through virtual means; particularly through the 'Athletes for Lifeline' Instagram live series.



Athlete

Alexandra Viney
Amanda Bateman
Amber Merritt
Belle Brockoff
Catilin Thwaites
Catriona Bissett
Dane Bird-Smith
Erik Horrie
Georgia Wilson
Jenna O'Hea
Jonathan Goerlach

Sport

Rowing – Para
Rowing
Basketball – Para
Snowboard – Cross
Netball
Athletics
Athletics
Rowing – Para
Hockey
Basketball
Triathlon

Athlete

Josh Di Nucci
Juliet Haslam
Karen Murphy
Kristy Harris
Lily Gresele
Louise Ellery
Matt Lewsi
Monique Murphy
Natasha Van Eldik
Nathan Katz
Rachael Lynch

Sport

Gymnastics
Hockey
Bowls
Boxing
Gymnastics
Athletics – Para
Wheelchair Rugby – Para
Swimming – Para
Bowls
Judo
Hockey



Big Anxiety Festival – The S Word

On October 10th 2019, World Mental Health Day, Lifeline partnered with the Big Anxiety Festival to bring to life an activation in Circular Quay, Sydney. An initiative of the University of NSW, The Big Anxiety is the largest mental health festival in the world, holding 60 events across Sydney to raise awareness and create connections needed for our collective mental health.

Lifeline participated in 'The S-Word', an interactive space designed to remove the stigma of suicide and discussions around it. A large 'S' was placed on the lawn in front of the Museum of Contemporary Art, and volunteer Crisis Supporters were present to walk with members of the public to talk to them about suicide and how to start the conversation.

The event was a success, generating positive feedback from participants and volunteers alike. There were two crisis interventions on the day, and a volunteer reflected that:

The lady I was speaking to found our being there at that moment something of a miracle. If we made a difference to even just one person today, then it was all worth it.

Our supporters

Lifeline's supporters make it possible for us to ensure we can be there to support people in crisis. We are committed to regularly communicating with our supporters to ensure they are fully aware of the significant impact their support has on our organisation and our ability to ensure that we can be here to listen without judgement to people who need us, all day, every day.

As part of this commitment, this year Lifeline conducted its first national supporter survey to better understand why our supporters choose Lifeline and how they hope to connect with our organisation. We found our supporters share a close proximity to suicide with only 16% of supporters saying they have had no personal exposure to suicide. More than one-quarter of our supporters have been personally impacted by suicide and a further 25% are close to someone who has been impacted. Our supporters are firm in their belief that the most important role Lifeline plays is in helping people facing a crisis to cope (41%), supporting people through mental health challenges (32%) and providing someone to talk to for those who are isolated and lonely (31%). Our supporters believe the main benefit we provide is a non-judgemental listening ear and our 13 11 14 service's 24-hour accessibility.

Feedback from our donors:

I will be forever grateful to Lifeline for answering calls from my granddaughter when she was at her lowest point and overdosing on several occasions. She has come through it and after a lot of help has got her life and self-esteem back. Her future is bright, and I will never forget what the volunteers did for her.

“Working in a professional role and being a single mum with few family supports meant that when I was faced with several crushing events at once my mental health plummeted and left me in crisis. I found it difficult to speak to anyone and relied on Lifeline Chat for a place to be heard and find some connection to someone who was understanding and supported and encouraged me to seek the support and services I needed.

● CHAIRMAN'S LUNCHEONS



13 HELP (13 43 57)

Following the worst bushfire season in Australian history, on February 17, 2020 Lifeline Australia launched 13 HELP (13 43 57). 13 HELP is a dedicated bushfire response line to support those in bushfire affected regions.

The launch of the helpline was supported by a special Chairman's Lunch, held in Sydney at the Fullerton Hotel in Martin Place. Lifeline Chairman John Brogden welcomed special guests Shane Fitzsimmons, Commissioner of the NSW Rural Fire Service, Andrew Denton, Andrew Constance MP and a special performance of 'True Blue' by John Williamson.

The event had a goal of fundraising \$1 million for those impacted by the bushfires, and raised a total of **\$1.7 million**.



2019 Chairman's Lunch

On August 15th, Lifeline Chairman John Brogden held a Chairman's Lunch at the Hyatt Regency in Sydney to help Lifeline's Crisis Supporters answer their life saving calls. The event welcomed The Hon Josh Frydenberg MP, Treasurer of Australia in conversation with Chris Bath, and a talk from Lifeline Ambassador Brendan Cullen.

The goal of this lunch was to raise \$500,000 to fund Lifeline's phone lines and enable our Crisis Supporters to answer the calls of more than 17,600 Australians in crisis. The event ended with an incredible **\$690,000** raised.

Special thanks to supporters of our Chairman's Luncheons: **Woolworths, Santos, Count Charitable, Fidelity International, Payce Foundation, Scrimshaw Foundation, John Holland Group, Fantastic Furniture, AMP, ING, Western Earthmoving, Facebook Bridging Hope Charity Foundation, Hilton Grugeon, and TFE Hotels** for their generous support.



● LIFESAVING FUNDRAISING

This year has been a critical year for Lifeline. Faced with the challenge of a summer of devastating bushfires and COVID-19, it was essential that fundraising efforts were ramped up so that Lifeline could respond to the increasing need for our services. All of Lifeline's supporters, whether they are individuals, corporates or institutional donors give to Lifeline because of the deep care and respect they have for the work we do. The funds raised from activities detailed on the following pages have contributed to transforming Lifeline's service capacity by fast tracking digital capabilities and increasing paid service hours so that we could be there for Australians as they faced the challenges of 2019/2020.

Out of the Shadows

Each year, Lifeline observes World Suicide Prevention Day on 10th September both on a national scale and at a local level. Centres around Australia hold walks for their local communities to reflect and mourn those loved and lost to suicide. The walks are usually held at sunrise to symbolise the desire to bring suicide out of the darkness and into the light. Walkers join to connect with each other's experience, raise awareness, generate hope and commit to preventing further deaths by suicide. In 2019, there were 30 walks registered.



“We walked the first couple of years after Matthew died and it was really wonderful, to actually walk in darkness and then into the light, with the sun coming up over the river... the fact it is out of the darkness into the light indicates the death of a loved one and us rising to a new dawn, a new era without them. It was good to share with others what we've been going through in a supportive environment.”

– Ruth and Robert, Matthew's parents, Hobart.





I wish I did the Crisis Supporter training 20 years ago. It's made me a better listener. I'm a better friend, a better teacher, a better husband and a better dad. I get so much from volunteering at Lifeline.

– Andrew, volunteer Crisis Supporter

Liptember

Liptember has supported Lifeline since inception in 2014.

The campaign is dedicated to raising funds and awareness for women's mental health, encouraging and inspiring people to listen, share, and learn by committing to wear lipstick throughout September and seeking sponsorship.

Research indicates that women have higher rates of suicidal behaviour, i.e. ideation, planning and suicide attempts compared to men. With a strong collective of female volunteer crisis supporters, together in our partnership we are committed to empowering women and all Australians to be suicide-safe through connection, compassion and hope.

Liptember has made a total contribution of \$1,365,000 to Lifeline since it began. The campaign has funded over 35,000 life-saving calls.

Through funding of Lifeline's 24-hour crisis support and suicide prevention services, Liptember is helping us reach help seekers to provide them support anywhere, anytime in their darkest moments.

City to Surf

Big thanks to our fun runners who stepped up for Lifeline in August 2019 raising \$64,038. Over 247 people conquered the legendary heartbreak hill on their run to iconic Bondi beach while raising awareness around mental wellbeing and suicide. Thank you for this extraordinary effort.

Digital fundraising

This year, Lifeline's community fundraising team transformed our capabilities to support community members in their fundraising efforts by introducing the Fundraisin' Portal. We were delighted with the response. This year, members of the community raised funds for Lifeline in lieu of birthday gifts, pushed their body or connected with friends to encourage support for Lifeline. Your efforts raised \$750,369 which has helped us answer 19,240 calls.

Metro Trains

Our friends at Metro Trains made October their mental wellness month and worked with Lifeline to create a mentally aware workplace. Lifeline provided tool kits and resources to ensure the teams all had access to suicide safe information and support through a new wellness portal. In return, the team at Metro Trains held 28 separate events where staff would donate to participate - this included their staff Christmas party. The team at Metro Trains raised \$25,300 to help us ensure no person has to face their darkest moments alone.

PayPal at Checkout

In March, PayPal approached Lifeline to be a charity partner for their COVID-19 response. Since then, PayPal have been asking customers to take a small action to make a big difference at their give check-out campaign. To date, over 40,000 Australians have supported Lifeline through this initiative with PayPal donating \$49,505 on their behalf. PayPal have committed to supporting Lifeline Australia into the next financial year, which will see them connect us to more Australians.

Connecting creatively through COVID-19

With the onset of COVID-19 shortly after the devastating bushfires of our 2019 summer, Lifeline was stretched to its limits, but with the help of our wonderful volunteers and supporters, we've been able to ensure that we not only rose to the challenge, but were able to significantly increase our capacity to respond and increase accessibility to service.

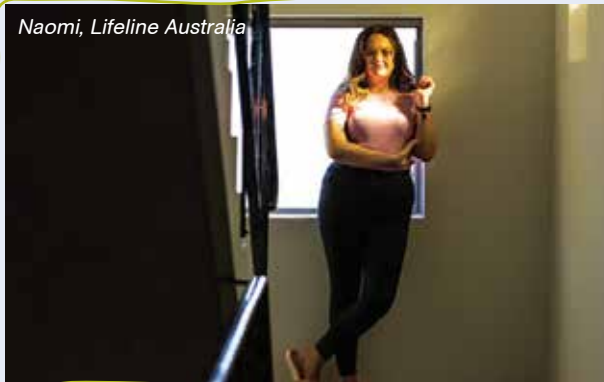
Doortraits – Jim Barker

Jim Barker, a Sydney photographer saw his work dry up overnight due to COVID-19. So, he devoted his time to connecting with people in their doorways to capture the hearts of a community in lockdown. The result was a vibrant exhibition of resilience, joy and challenge in which Lifeline volunteers and staff are also celebrated. Proceeds of the exhibition were donated to Lifeline to help save lives.

Colin, Lifeline Australia



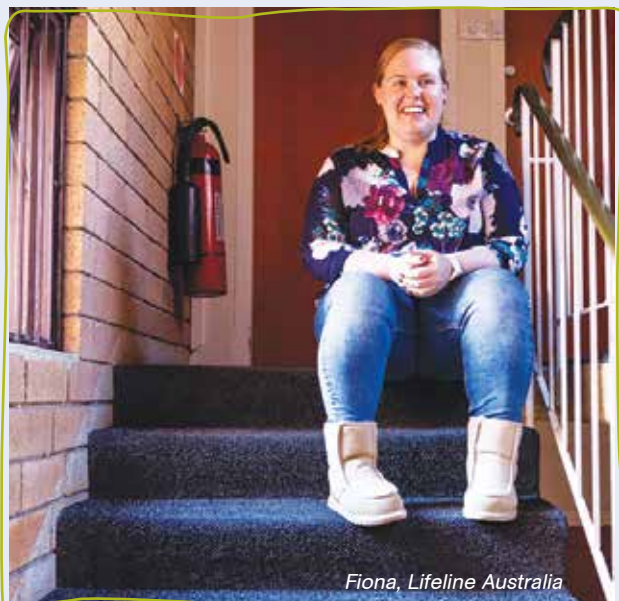
Naomi, Lifeline Australia



Ruben, Volunteer Crisis Supporter



Wendy, Lifeline Harbour to Hawkesbury



Fiona, Lifeline Australia

Lifeline's first National Emergency Appeal



As COVID-19 took hold in Australia and the restrictions came into being, around the nation Lifeline centres had to cancel a number of fundraising and revenue generating activities. This saw significant losses for centres who had booked events now cancelled.

In response, Lifeline Australia united with centres to launch our first National Emergency Appeal. The appeal achieved significant media coverage as it coincided with Australians turning to Lifeline for support in greater numbers than ever before. Meanwhile, corporate support and individual donors got behind the campaign to help us ensure we could continue to answer the increasing number of calls.

South 32

South 32 approached Lifeline in March to offer support for mental health initiatives that would support Australians to maintain wellbeing throughout COVID-19. Their generous donation of \$350,000 saw Lifeline Centres across WA, NSW, TAS, NT and Queensland receive funding to provide community-based COVID-19 Emergency Response services and ensure crisis supporters could be paid to respond to increased calls in shifts that are difficult to fill for volunteers.

Facebook

To assist with promotion of the 13 HELP Bushfire Recovery Line, Facebook provided \$25,000 worth of advertising space to assist Lifeline to get our help-seeking messaging direct to bushfire affected communities. Facebook also responded to our Emergency Appeal with a \$50,000 donation.

YouFoodz support Lifeline's Emergency Appeal

YouFoodz donated meals and grocery boxes of up to \$25,000 in-kind to five Lifeline centres (including Lifeline WA, Geelong VIC, SouthCoast QLD, Harbour to Hawkesbury and Tasmania).

These boxes went to clients of welfare and support programs, crisis supporter volunteers and centre volunteers as a token of support from YouFoodz.

There was also an opportunity for YouFoodz customers to add a \$2, \$5, or \$10 donation via their website, for which every dollar donated was matched by YouFoodz up to \$10,000 (totalling up to \$20,000).

All went to the Emergency Appeal to support participating centres.



We are extremely grateful to Youfoodz for their generous support to our dedicated volunteers. Through bushfire, flood and the pandemic, we have seen an incredible amount of dedication from our Crisis Supporters who have volunteered extra hours to support our callers over the past few months. This delivery comes at a valuable time for our volunteers and will have a far-reaching impact.

– Paige Pollard, Lifeline South Coast

Kleenex

Kleenex supported the Emergency Appeal with a \$150,000 matched giving day.

UBS

The sales desk at UBS also responded to the emergency appeal by collectively agreeing to donate funds from their Brokerage Day to Lifeline.

We are truly grateful for all the support received.

● PRINCIPAL PARTNERS

Woolworths Group



Woolworths Group Managing Director, Brad Banducci, announces support for Lifeline at the Chairman's luncheon.

Over the past year, Woolworths has continued their long-term support of Lifeline in funding three initiatives that have been critical in enabling Lifeline to increase accessibility to those experiencing crisis and provide connection, compassion and hope.

1. Lifeline Text – Woolworths' support over the last three years helped implement a new Crisis Text service. This new channel was shown to have successfully addressed previous barriers to accessing crisis support. The evaluation also showed that many help seekers are also more comfortable utilising text, as opposed to the telephone service. Offering multiple channels of support – Phone, Chat and Text – is essential in ensuring that a full safety net of crisis support is available to everyone in the community.

2. Drought Support – Woolworths are supporting six projects in rural and regional Australia, providing face-to-face counselling, training and resources to bolster the wellbeing of people impacted by drought and to develop their community connections. Projects like that led by Lifeline Crisis Support volunteer and Queensland dairy farmer Ross Blanch, allows Lifeline to travel to drought-stricken areas to visit those directly affected. Ross provides support to farmers within the safety of their own homes or in community settings such as pubs and milk bars.

3. Community Recovery – through the STAND Appeal Woolworths are assisting Lifeline to provide life-saving support to vulnerable communities affected by natural disaster through the delivery of Psychological First Aid and counselling in affected communities. This support will be critical to ensuring affected communities have every chance to build resilience and recover.

IAG

After Australian communities experienced the devastation of the summer's bushfires and then the challenge of community recovery through COVID-19 lockdown, NRMA Insurance and RACV joined forces to provide \$2 million in funding to Lifeline to enable critical tele-health suicide prevention services for vulnerable communities.

The joint NRMA Insurance and RACV funding under the IAG banner will enable Lifeline Australia to:

- Provide more than 8,000 tele-health counselling sessions for people in communities affected by drought, bushfire, flood and COVID-19.
- Provide e-learning Accidental Counsellor training for up to 3,000 people in communities across Australia, with a focus on those who have regular contact with other community members. This training will equip people with the skills to recognise the signs of mental distress or ill health and the ability to respond effectively and refer people to the most appropriate services.
- Distribute thousands of tool-kits and resources within affected regions so that people are aware of the support that is available to them.



● NATIONAL PARTNERS

AFL

“The mental health and wellbeing of everyone involved in our game is a growing focus for us, and we are proud to partner with Lifeline to encourage Australians, especially young Australians, to stay connected and ask for help if they’re struggling.”

– Mr Gillon McLachlan,
AFL Chief Executive Officer.

In November 2019, the AFL formalised their commitment to supporting and promoting the mental health of players and the AFL community across all levels of the sport. As part of that commitment, the AFL has chosen to partner with Lifeline to reduce the stigma of mental health issues and promote mental health and wellbeing.

AFL is supporting the Lifeline network through Club, community engagement, education and fundraising. With the AFL’s support, Lifeline hopes to both increase the number of volunteers we can recruit and train each year and extend Lifeline’s services.



nib and nib foundation

nib and nib foundation responded to the unprecedented toll on the mental health and wellbeing of Australians throughout the COVID-19 pandemic with a \$500,000 commitment to assist Lifeline Australia to increase the capacity of Lifeline Text, Australia’s first text-based crisis support service. The support provided will assist Lifeline to double the number of daily service operating hours and train an additional 60 volunteers to ensure an increase of 10,000 crisis interventions over the next year. nib also donated advertising space to support the Lifeline Emergency Appeal and nib employees got behind the partnership by volunteering to become the newest members of the Lifeline Text Crisis Support team.

● THANK YOU TO OUR MAJOR PARTNERS AND SUPPORTERS

PRINCIPLE PARTNERS AND SUPPORTERS



PACKER FAMILY
FOUNDATION



NATIONAL PARTNERS



PARTNERS



lifeline

Corporate Sponsors

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 Annie Corlett AM
 Belmont 16 Foot Sailing Club
 Leo and Ann Browne
 David Cable
 East Warrnambool Rotary Club
 Michael and Gloria Flynn
 Gosford RSL Club Limited
 Peter Halas
 Murray Mandel
 Kyle Mangini
 Robyn McCosker
 Vicki Mendyk Charity Golf Day
 James Munro
 Gabrielle Noonan
 Palmer Family (Perth)
 Dylan Regtop
 Bryan J Rollins
 Bruce Saint
 Mitchell and Sara Skinner
 Pam Stanley
 Josephine Sukkar AM
 Tony Sukkar AM
 Seamus Taaffe
 Emma Tremelling
 Kay Valder OA
 Ian F Rodwell AO
 Rotary Club of North Gosford Inc
 Sisters of the Little Company of Mary
 Wallsend Diggers Club

Trusts and Foundations

Association of Financial Advisers Foundation
[ACME Foundation](#)
Attaway Foundation
[Bloomfield Group Foundation](#)
Bruce And Joy Reid Trust
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Davies Family Foundation
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The Corio Foundation
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The Jibb Foundation
[The Randall Foundation](#)
The Roberts Family Foundation
[Turnbull Foundation](#)
Vaux Family Foundation Pty Limited

Estates and Tributes

Estate of the Late Guy Kendall White
[Estate of the Late A Cowan](#)
Estate of the Late Sim
[Estate of the Late Margaret Anne Ireland](#)
Estate of the Late Mrs Beadle
[Estate of the Late Susan Hobbs](#)
Estate of the Late Thelma Rae Clarson
[Estate of the Late Yvonne Aileen Smith](#)
In Memory of Don Didsbury

Pro-Bono Supporters

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Government

NSW Ministry of Health
[NSW Department of Planning, Industry & Environment](#)
Newcastle City Council
[Victorian Department of Jobs, Precincts & Regions](#)
Victorian Department of Health and Human Services
[Central Coast Council](#)
Australian Government Department of Health
[Australian Government Department of Social Services](#)
Northern Territory Department of Health
[Tasmanian Department of Health](#)

● THANK YOU

It is with great pleasure and pride that I share the results within this report. FY20 has been a challenge for us all, but through the support and generosity of our volunteers, supporters, donors, partners, lived experience advisors and employees, we have been able to transform Australia's largest suicide prevention service to respond to the challenges of bushfire and COVID-19, ensuring that we could continue to connect with those who need us.

It is only through the collective efforts of thousands of Australians that Lifeline can ensure that no person has to face their darkest moments alone.

Thank you for all you do.



Colin Seery

**Chief Executive Officer
Lifeline Australia**



First-time adoption of new accounting standards

For the 2019-20 financial year, Lifeline Australia (and its controlled entities) reported a consolidated deficit of \$1.2m, due to the impact of the first-time adoption of the new accounting standards AASB 15 Revenue, AASB 1058 Income of Not for Profit Entities, and AASB 16 Leases. Without the adoption of the new accounting standards, a net surplus of \$528,929 was generated as follows:

The impact of the new standards for the year ended 30 June 2020 is as follows:

	As reported under AASB 15/1058	Adjustment	Amounts without adoption of AASB15/1058
Consolidated statement of comprehensive income			
Revenue	\$	\$	\$
- Grants	43,569,231	570,304	44,139,535
- Donations and bequests	10,919,261	1,198,045	12,117,306
Surplus / (deficit) for the year	(1,239,420)	1,768,349	528,929

Management expect the impact of the new accounting standards to be a one-off occurrence during the 2019-20 financial year. Current management forecasts show a return to a marginal surplus result for the 2020-21 financial year.

Notwithstanding the impacts of the new accounting standards, Lifeline Australia (and its controlled entities) reported a \$13.8m increase in Government Grants during the financial year. New government grants were received from Federal and State governments for the purpose of funding activities related to the global COVID-19 pandemic and the 2020 Australian Bushfire Emergency.

Lifeline Australia's controlled entity, Lifeline Direct, reported a small surplus for the financial year, reflecting an improved financial performance from the previous year.

Financial Position

The Financial Position of Lifeline Australia (and its controlled entities) remains strong, with Net Assets of \$13.7m reported as at 30 June 2020.

The adoption of the new accounting standards resulted in a one-off statutory adjustment to the opening retained surplus balance of \$2.4m on the 1st July 2019 offsetting the adverse accounting standards impact of 30 June 2020. Overall, Net Assets remained positive following the combined impacts of these adjustments.

● FINANCIAL SUMMARY

2020	Retained surplus \$
Opening balance at 1 July 2019 as previously reported	12,592,971
Adjustment on adoption of AASB 15 and AASB 1058	2,352,224
Balance at 1 July 2019 - restated	14,945,195
Net deficit for the year	(1,239,420)
Closing balance at 30 June 2020	13,705,775

During the financial year, working capital was deployed for the purposes of new Information Technology platforms associated with the Voice and Text services, as well as the finalisation of the Sydney Relocation strategy.

Financial results at a glance (Lifeline Australia and Controlled Entities)			
	30 June 2019	30 June 2020	FY20 Percentage Growth
Revenue			
Government Grants	29,721,443	43,569,231	73%
Fundraising	8,428,332	10,919,261	18%
Sale of Goods/Services	6,115,479	4,201,306	7%
Other Income (including Other comprehensive income)	1,219,019	1,389,750	2%
Total Income	45,484,273	60,079,548	100%
Use of funds			
Services	27,228,736	42,999,635	70%
Lifeline Direct	9,090,389	11,163,489	18%
Fundraising	3,259,399	3,147,509	5%
Marketing and Research	761,188	838,321	1%
Administration	2,445,417	3,170,015	5%
Total Expenses	42,785,129	61,318,968	100%
Total comprehensive income for the year	2,699,144	(1,239,420)	
AASB15/1058 adjustment during FY20	0	1,768,349	
Underlying surplus excluding AASB15/1058 adjustments	2,699,144	528,929	



Lifeline Australia and Controlled Entities
ABN 84 081 031 263

FINANCIAL STATEMENTS
For the year ended 30 June 2020

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

Financial Statements for the year ended 30 June 2020

Table of Contents	Page
Directors' Report	1
Auditor's Independence Declaration	6
Independent Auditor's Report	7
Directors' Declaration	9
Consolidated Statement of Comprehensive Income	10
Consolidated Statement of Financial Position	11
Consolidated Statement of Changes in Equity	12
Consolidated Statement of Cash Flows	12
Notes to the Financial Statements	13

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT

Your Directors present this report on the company for the financial year ended 30 June 2020.

DIRECTORS

The names of each person who has been a Director during the year and to the end of this report are:

Mr John Brogden AM
Mr Travis Dillon
Rev Geoff Flynn
Dr Daniel Mainville
Mr Bruce Mansfield
Ms Linda O'Farrell
Mr Grant Foster

Mr Geoffrey McClellan
Mr Brent McCracken
Mrs Jacinta Munro
Mrs Sheryl Weil
Mr Tony Windever
Ms Michelle Harpur

INFORMATION ON DIRECTORS

Mr John Brogden AM
Chairman

(Director since 28/11/2009 to 5/11/2011; and since 2/11/2012)

Director qualifications: MPA, FAICD.

Experience: John is the Chief Executive Officer of Landcom. Between 2015 and 2017 John was MD & CEO of the Australian Institute of Company Directors (AICD). From 2009 to 2015 John was the CEO of the Financial Services Council and from 2006 to 2009 he was CEO of Manchester Unity Australia. From 1996 to 2005 John was the Member for Pittwater in the NSW Parliament and from 2002 to 2005 Leader of the Opposition. John is also the Chairman of Furlough House Retirement Village, Patron of Kookaburra Kids, Sailability Pittwater, Bilgola Surf Lifesaving Club and Avalon Beach Surf Lifesaving Club. In 2014 John was made a Member of the Order of Australia (AM) for significant service to the community.

Mr Travis Dillon
(Director since 10/11/2017)

Director qualifications: MBA, Adv Dip RBM, MAICD.

Experience: Travis has nearly 30 years' experience in the agribusiness industry. Having worked previously for Ruralco Holdings Limited & Wesfarmers subsidiary Landmark. His previous directorships include several of the Ruralco entities along with AuctionsPlus Pty Ltd, the market leader in online transactions of livestock services. Travis is currently non-executive director of Terragen Holdings and S&W Seeds. Over his career Travis has had extensive involvement in Rural & Regional Australia and is passionate about bringing this experience to Lifeline.

Mrs Jacinta Munro
Deputy Chair
(Director since 16/4/2013)
(Approved leave of absence from 10 December 2019 to 3 February 2020.)

Director qualifications: BBus (Accounting), CA, GAICD.

Experience: Jacinta is a Chartered Accountant with 30 years' experience with KPMG, with over fifteen years as Partner. Jacinta currently has the role of Partner responsible for Regulatory Compliance. Her experience spans audit, governance, compliance and risk advisory services and she has extensive experience working with Boards. She is a graduate and member of the AICD and is a key figure in the financial services industry in Melbourne.

Rev Geoff Flynn
(Director since 17/2/2016)

Director qualifications: BE (Communications), BD, MA (Pastoral Supervision).

Experience: Geoff is currently the Minister / Executive Officer of the Wollongong Mission of The Uniting Church in Australia which has a long history of supporting persons in crisis through Lifeline South Coast and its Community Care Centre. Geoff has 25 years' experience serving in leadership positions within the Church including the NSW/ACT Boards of the UCA Synod and UnitingCare (now Uniting).

Geoff is passionate about promoting mental health, and is an experienced Defence and Mental Health Chaplain, and Clinical Pastoral Educator. He has a strong interest in Public Theology and the integration of Christian proclamation and community service.

Mr Geoffrey McClellan
(Director since 17/10/2011)

Director qualifications: BEc, LLB

Experience: He is a Senior Litigation Advisor at one of Australia's largest law firms, Herbert Smith Freehills, where he was Chairman and Senior Partner of Freehills for six and a half years. Geoff is widely recognised as one of Australia's leading commercial litigators and has extensive experience advising major public companies across a broad range of significant strategic issues. He brings to the Board, from both his professional practice and the leadership of a major law firm, extensive experience in matters of corporate governance, strategy and organisational change. Geoff is a Director of Oxfam Australia.

Mr Grant Foster
(Director since 20/7/2015 to 11/7/2019)

Director qualifications: MBA, MAICD

Experience: Grant was one of the founding Directors of strategic consultancy Ellis Foster McVeigh and an adjunct faculty member at Macquarie Graduate School of Management (UNSW). He held senior marketing roles in Australia, US and European listed technology businesses and was one of Australia's leading consultants in business and brand strategy, working with clients in Australia, New Zealand, Asia and the United Kingdom. Grant had an MBA from Bond University, had completed the Executive Program at Stanford University and was a member of the AICD.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT (CONTINUED)

Dr Daniel Mainville
(Director since 17/11/2017)

Director qualifications: BSc (Eng)(Honours), M.Sc., PhD, GAICD, FARFL

Experience: Daniel has served on the Board of Lifeline Gippsland Inc. since 2014. Living in regional Victoria, Daniel brings to the Board a passion for helping rural and regional communities embrace diversity and build resilience. His broad portfolio of skills and experiences include navigating regulatory processes, stakeholder management, relationship building, strategic thinking, business development, and governance. His career spans government, consulting, private industry and the not-for-profit sector. His skillset is grounded in advanced technical qualifications in environmental engineering. Daniel is a Fellow of the Australian Rural Leadership Foundation and a Graduate member of the Australian Institute of Company Directors.

Mr Bruce Mansfield
(Director since 19/4/2013)

Director qualifications: BCom, MAICD, F Fin

Experience: Bruce is currently an advisor to Andrew and Nicola Forrest's Minderoo Foundation, a private philanthropic foundation in Australia, with Bruce's area of focus covering cancer, tobacco control and technology-based welfare delivery. Bruce joined Minderoo in September 2017 as Chief Operating Officer, prior to this, Bruce was Managing Director of eftpos Payments Australia Ltd from August 2010 to August 2017. Prior to joining eftpos, Bruce held a number of senior executive positions for Visa Inc. globally where he worked for over 18 years including Executive Vice President of a number of local and global business operations spanning Australia, New Zealand, Asia Pacific and International operations. He has substantial board experience in the NFP sector, including six years on the National Board of Save the Children Australia Limited. Bruce is a member of the Financial Services Institute of Australasia and the Australian Institute of Company Directors.

Mr Brent McCracken
(Director since 17/11/2017)

Director qualifications: B Soc Sc, Grad Dip Adult Ed, Executive MPA

Experience: Brent is the Group Executive of Family and Disability Services, UnitingCare Queensland. Brent has over 30 years' experience working in the community services sector in a variety of roles including as a case worker, client services manager, teacher, funder and contract manager, operational manager and senior leader in Victoria, NSW and Queensland. Prior to joining UnitingCare Queensland, Brent was the Regional Executive Director, North Coast with the Department of Communities, Child Safety and Disability Services, responsible for leading the delivery of child and family, disability, community recovery, domestic and family violence and community services and initiatives in the northern suburbs of Brisbane, Sunshine Coast and Gympie regions.

Mrs Sheryl Weil
(Director since 29/11/2013 to 22/11/2019)

Director qualifications: GAICD

Experience: Sheryl has more than 33 years' experience in the financial services industry with Macquarie Bank including 10 years as an Executive Director, most recently as Head of the Macquarie Group Queensland Office and as Head of Service and Operations for the banking and Financial Services group of Macquarie. Sheryl has extensive experience in leadership, global operations, client service provision and change management. Sheryl has a demonstrated track record in the practical application of high-performance culture and a commitment to best practice governance that allows organisations, their people and communities to prosper. She is a Graduate and Member of the AICD. Sheryl is on the Board of the Australian Brandenburg Orchestra. She is also involved with MS Research and the Big Issue and was previously a longstanding member of the Macquarie Group Foundation Board and a Non-Executive Director of the Schizophrenia Research Institute.

Mr Tony Windever
(Director since 21/8/2017)

Director qualifications: BEc

Experience: Tony has more than 20 years' experience in the information technology industry. An accomplished senior executive with experience spanning national, regional and global theatres. Tony has successfully led IT services and software organisations of scale and complexity. With strategic and operational experience across all enterprise functions, Tony has a notable track record in sales, marketing, product management, customer experience management and service delivery. His most recent role was Managing Director for Unisys Asia Pacific and Chairman of the Unisys Australia Board. Prior to that Tony held executive leadership positions at Adobe and Dell where he led numerous businesses to significant growth through the development, sale, delivery and management of innovative and complex solutions for government and commercial clients.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT (CONTINUED)

Ms Michelle Harpur
(Director since 22/11/2019)

Director qualifications: BA, LLB, GAICD

Experience: Michelle is a Telephone Crisis Supporter based in Maroochydore. Michelle is also a lawyer with over 30 years' experience as a commercial litigator across different industries. Since early in her career as a partner of national and international firms, she has been involved in management, sitting on her firms' boards and executive committees. She was one of the early female managing partners of a law firm, and throughout her career has been a champion of diversity in the workplace. Since 2016, Michelle has been the principal of Harpur Phillips, and is a trusted advisor to a small number of clients, advising mainly on governance and risk management. Michelle is a graduate member of the Australian Institute of Company Directors. She is a director of Eildon Capital Limited, and Chair of its Audit and Risk Committee.

Ms Linda O'Farrell
(Director since 20/11/2019)

Qualifications: BEc

Experience: Linda O'Farrell is a senior executive with extensive experience in the Western Australian resources sector. Linda has shaped people strategy for leading resource companies including Newcrest, BHP, Mount Gibson Iron and since 2013 has led the People and Infrastructure Services teams for Fortescue Metals Group (FMG). In 2015 Linda was honoured to be awarded the CME Women in Resources Champion award and has continued to contribute to empowering women through her involvement with Dress for Success WA (2017) and Chief Executive Women. Linda joined the Board of the Australian Institute of Management WA in 2018 and the board of Australian Mines and Metals in 2018.

BOARD and COMMITTEE MEMBERSHIP

Board Chair – Mr John Brogden AM (since 2/11/2012)

Board Deputy Chair – Mrs Jacinta Munro (since 18/11/2016)

Audit and Risk Committee

Chair – Mrs Jacinta Munro (Member since 16/4/2013 and Chair since 20/11/2017).

Membership – Mr Bruce Mansfield (Member since 19/4/2013 and Chair to 20/11/2017), Mr Geoffrey McClellan (since 1/7/2017), Mr Travis Dillon (since 13/12/2019), Mr Samuel Hinchliffe (co-opted since 22/4/2015), Dr Leila Fourie (co-opted from 11/7/2018 to 23/9/2019), Ms Zoe Henham (co-opted since 15/3/2020).

Governance Committee

Chair – Mr Geoffrey McClellan (Member since 17/10/2011 and Chair since 6/7/2012).

Membership – Rev Geoff Flynn (since 17/2/2016), Dr Daniel Mainville (since 17/11/2017), Ms Michelle Harpur (since 13/12/2019), Ms Kristy Do (co-opted since 15/3/2018).

Service Committee

Chair – Mr Tony Windever (Member since 21/8/2017 and Chair since 13/12/2019)

Membership – Mrs Sheryl Weil (Member from 29/11/2013 to 22/11/2019 and Chair from 20/7/2015 to 22/11/2019), Mr Brent McCracken (since 17/11/2017), Ms Michelle Harpur (since 13/12/2019), Ms Linda O'Farrell (since 13/12/2019), Mr Peter Morrison (co-opted since 1/7/2019)

Lifeline Direct Steering Committee

(The Lifeline Direct Steering Committee was disbanded on 26 August 2019).

Chair – Mr Travis Dillon (Member since 4/5/2018 and Chair since 27/6/2018).

Membership – Mr Grant Foster (Member since 4/5/2018 to 11/7/2019 and Chair to 27/6/2018), Mr Brent McCracken (since 4/5/2018), Mr Dave Smith (co-opted since 4/5/2018), Mr Gary Webb (co-opted since 4/5/2018).

MEMBERS

As at 30 June 2020 there were 21 members of Lifeline Australia. If the company was wound up, each member would be required to contribute \$2.

PERFORMANCE MEASURES

Lifeline Australia measures and reports on both financial and non-financial data to the Board. The financial reports provide information pertaining to performance against budgets and viability of the organisation. The non-financial measures include information on National Service performance, progress on strategic projects, work health and safety, statutory and regulatory obligations, compliance matters, and human resource matters.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT (CONTINUED)

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

On 19 July 2019 the Board of Lifeline Direct (following endorsement by the Board of Lifeline Australia) approved the acceptance of Lifeline Geelong Barwon Region Inc.'s surplus assets and service operations by Lifeline Direct as part of Lifeline Geelong Barwon Region Inc opting-in to Lifeline Direct.

On 19 July 2019 the Board of Lifeline Australia approved a Relocation Strategy to centralise operations from multi-site locations to Sydney during FY19/20 (with the exception of Lifeline Direct activities). As at 30 June 2020, the relocation program was deemed largely completed with operations being conducted primarily from Sydney, NSW.

AFTER BALANCE DATE EVENTS

As noted above, with Lifeline Geelong Barwon Inc opting into Lifeline Direct the Associations' members resolved for the 'surplus assets' to be transferred to Lifeline Direct upon completion of the liquidation which is expected to occur in Quarter 2 of the financial year ending 2021.

No other matters have occurred subsequent to balance date that require disclosure.

FUTURE DEVELOPMENTS

There are no significant future developments that require disclosure other than those events detailed under the heading of 'After Balance Date Events'.

ENVIRONMENTAL ISSUES

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

MEETING OF DIRECTORS

LIFELINE AUSTRALIA

During the financial year, 10 meetings of Lifeline Australia Directors were held. Attendance by each Director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	10	9
Mrs Jacinta Munro	9	9*
Mr Travis Dillon	10	9
Rev Geoff Flynn	10	9
Dr Daniel Mainville	10	10
Mr Bruce Mansfield	10	8
Mr Geoffrey McClellan	10	10
Mr Brent McCracken	10	9
Mrs Sheryl Weil	4	4
Mr Tony Windever	10	10
Ms Michelle Harpur	6	6
Ms Linda O'Farrell	7	6

LIFELINE DIRECT

During the financial year, seven meetings of Lifeline Direct Limited Directors were held. Attendance by each Director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	7	4
Mrs Jacinta Munro	6	6*
Mr Travis Dillon	7	6
Rev Geoff Flynn	7	6
Dr Daniel Mainville	7	7
Mr Bruce Mansfield	7	5
Mr Geoffrey McClellan	7	6
Mr Brent McCracken	7	6
Mrs Sheryl Weil	3	3
Mr Tony Windever	7	6
Ms Michelle Harpur	4	3
Ms Linda O'Farrell	4	4

* Mrs Jacinta Munro was granted a leave of absence for the period 10 December 2019 to 3 February 2020.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' REPORT (CONTINUED)

AUDITORS INDEPENDENCE DECLARATION

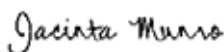
A copy of the auditor's independence declaration in accordance with Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 for the year ended 30 June 2020 has been received and is set out on the following page.

This report is made in accordance with a resolution of directors.

On behalf of the directors



.....
John Brogden
Director



.....
Jacinta Munro
Director

Dated: 22 October 2020



RSM Australia Partners

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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Australia LTD and its controlled entity for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.

A stylized handwritten signature of "RSM" in dark ink.

RSM AUSTRALIA PARTNERS

Canberra, Australian Capital Territory
Dated: 22 October 2020

A handwritten signature of Rodney Miller in dark ink, consisting of a stylized "R" followed by a long horizontal stroke.

RODNEY MILLER
Partner

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

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INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF

LIFELINE AUSTRALIA LIMITED AND IT'S CONTROLLED ENTITY

Qualified Opinion

We have audited the financial report of Lifeline Australia Limited (the Company) and its subsidiary (the Group), which comprises the consolidated statement of financial position as at 30 June 2020, the consolidated statement of comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion except for the matter described in the *Basis for Qualified Opinion* section of our report, the accompanying financial report of the Group is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act 2012), including:

- (i) giving a true and fair view of the Group's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Qualified Opinion

Lifeline Direct Limited (the Subsidiary), in common with similar not-for-profit companies, does not have a comprehensive system of internal control over all revenue, such as store income and cash donations. Revenues of this nature are a significant source of revenue for the Subsidiary. The Subsidiary has determined that it is impracticable to establish control over the collection of this revenue prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to this revenue had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion whether store revenue and cash donations that the Subsidiary recorded are complete.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of *Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *ACNC Act 2012*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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



Other Information

The directors are responsible for the other information. The other information comprises the information included in the Group's annual report for the year ended 30 June 2020 but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *ACNC Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Group to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

RSM Australia Partners

Canberra, Australian Capital Territory
Dated: 22 October 2020

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

DIRECTORS' DECLARATION

The Directors of the Company declare that:

The consolidated financial statements and notes, as set out on pages 10 to 24 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012:

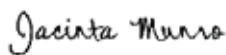
- (a) comply with Australian Accounting Standards-Reduced Disclosure Requirements; and
- (b) give a true and fair view of the financial position as at 30 June 2020 and of the performance for the year ended on that date of the Company and the consolidated entity;

In the Directors' opinion there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



.....
John Brogden
Director



.....
Jacinta Munro
Director

Dated: 22 October 2020

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	Consolidated	
	2020	2019
	\$	\$
Revenue		
<i>Operating activities:</i>		
Grants	43,569,231	29,721,443
Donations and Sponsorships	10,919,261	8,404,511
Training Income	379,518	1,630,301
Sale of goods	4,376,019	5,236,494
Functions revenue	80,849	70,297
	<u>59,324,878</u>	<u>45,063,046</u>
<i>Other revenue:</i>		
Affiliation fees	3,000	529,526
Interest and dividends	280,144	415,349
Government subsidies	1,091,000	6,294
Other revenue	139,393	219,816
	<u>1,513,537</u>	<u>1,170,985</u>
Gains/(losses) on disposal of assets	(204,636)	1,558
Total income	<u>60,633,779</u>	<u>46,235,589</u>
Purchase of goods and services for resale	(554,231)	(751,316)
Gross operating surplus for the year	<u>60,079,548</u>	<u>45,484,273</u>
Expenses		
Employee benefits expense	(22,997,251)	(14,640,174)
Consultants, subcontractors and IT costs	(6,504,920)	(6,069,867)
Amortisation of right-of-use assets	(1,437,242)	-
Lease interest expense	(229,987)	-
Depreciation and amortisation of other non-financial assets	(974,862)	(780,890)
Occupancy costs	(1,020,839)	(1,590,078)
Marketing and communications	(1,332,790)	(1,270,023)
Meeting and travel costs	(1,080,545)	(1,402,769)
Other administrative costs	(1,719,852)	(1,860,413)
Staff recruitment costs	(486,862)	(902,806)
Payments to Lifeline centres	(21,782,063)	(12,555,484)
Telecommunications	(1,751,755)	(1,712,625)
Total expenses	<u>(61,318,968)</u>	<u>(42,785,129)</u>
Net surplus/(deficit) for the year	<u>(1,239,420)</u>	<u>2,699,144</u>
Other comprehensive income	-	-
Total comprehensive income for the year	<u>(1,239,420)</u>	<u>2,699,144</u>

The accompanying notes form part of these financial statements

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	20,941,318	21,557,794
Trade and other receivables	4	1,603,380	1,051,894
Inventories		18,187	17,136
Other current assets	5	493,470	362,482
TOTAL CURRENT ASSETS		23,056,355	22,989,306
NON-CURRENT ASSETS			
Financial assets	6	1,619,062	1,762,004
Other assets	5	87,511	79,354
Property, plant and equipment	7	2,445,693	1,585,826
Intangible assets	8	1,270,905	186,820
Right-of-use assets	9	8,875,293	-
TOTAL NON-CURRENT ASSETS		14,298,464	3,614,004
TOTAL ASSETS		37,354,819	26,603,310
LIABILITIES			
CURRENT LIABILITIES			
Payables	10	3,927,473	4,450,734
Lease liabilities	11	1,927,078	-
Provisions	12	1,094,079	919,595
Unearned revenue	13	8,162,135	8,245,850
TOTAL CURRENT LIABILITIES		15,110,765	13,616,179
NON-CURRENT LIABILITIES			
Unearned revenue	13	1,000,000	-
Lease liabilities	11	7,284,888	-
Provisions	12	253,391	394,160
TOTAL NON-CURRENT LIABILITIES		8,538,279	394,160
TOTAL LIABILITIES		23,649,044	14,010,339
NET ASSETS		13,705,775	12,592,971
EQUITY			
Retained earnings		13,705,775	12,592,971
TOTAL EQUITY		13,705,775	12,592,971

The accompanying notes form part of these financial statements

11

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	Retained surplus \$	Total \$
2019		
Opening balance at 1 July 2018	9,797,950	9,797,950
Net surplus for the year	2,699,144	2,699,144
Reclassification on adoption of AASB 9	95,877	95,877
Closing balance at 30 June 2019	12,592,971	12,592,971
2020		
Opening balance at 1 July 2019 as previously reported	12,592,971	12,592,971
Adjustment on adoption of AASB 15 and AASB 1058 (Note1)	2,352,224	2,352,224
Balance at 1 July 2019 - restated	14,945,195	14,945,195
Net deficit for the year	(1,239,420)	(1,239,420)
Closing balance at 30 June 2020	13,705,775	13,705,775

CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	Consolidated	
	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts from grants and other	55,563,210	40,764,378
Donations and sponsorships received	12,433,011	8,227,738
Interest and dividends received	294,877	415,349
Payments to suppliers and employees	(64,681,997)	(43,798,166)
Net cash generated from operating activities	3,609,101	5,609,299
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(1,676,958)	(446,102)
Payments for intangible assets	(1,536,090)	(147,006)
Net receipts from/(payments for) investments	142,942	(51,888)
Proceeds from disposal of plant and equipment	3,631	277,893
Net cash used in investing activities	(3,066,475)	(367,103)
CASH FLOWS FROM FINANCING ACTIVITIES		
Lease liabilities paid	(929,115)	-
Lease interest paid	(229,987)	-
Net cash used in financing activities	(1,159,102)	-
Net increase/(decrease) in cash held	(616,476)	5,242,196
Cash at the beginning of year	21,557,794	16,315,598
Cash at the end of the year	20,941,318	21,557,794

The accompanying notes form part of these financial statements

12

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Note 1. Significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The Group has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The following Accounting Standards and Interpretations are most relevant to the Group:

AASB 16 Leases

The Group has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the consolidated statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets and an interest expense on the recognised lease liabilities. In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. For lessor accounting, the standard does not substantially change how a lessor accounts for leases.

AASB 15 Revenue from Contracts with Customers

The Group has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Credit risk is presented separately as an expense rather than adjusted against revenue. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment. Customer acquisition costs and costs to fulfil a contract can, subject to certain criteria, be capitalised as an asset and amortised over the contract period.

AASB 1058 Income of Not-for-Profit Entities

The Group has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for not-for-profit entities. The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where: an asset is received in a transaction, such as by way of grant, bequest or donation; there has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and where the intention is to principally enable the entity to further its objectives. For transfers of financial assets to the entity which enable it to acquire or construct a recognisable non-financial asset, the entity must recognise a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. The liability is brought to account as income over the period in which the entity satisfies its performance obligation. If the transaction does not enable the entity to acquire or construct a recognisable non-financial asset to be controlled by the entity, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income immediately. Where the fair value of volunteer services received can be measured, a private sector not-for-profit entity can elect to recognise the value of those services as an asset where asset recognition criteria are met or otherwise recognise the value as an expense.

The impact of the new standards for the year ended 30 June 2020 is as follows:

	As reported under AASB 15/1058	Adjustment	Amounts without adoption of AASB15/1058
Consolidated statement of comprehensive income			
Revenue	\$	\$	\$
- Grants	43,569,231	570,304	44,139,535
- Donations and bequests	10,919,261	1,198,045	12,117,306
Surplus / (deficit) for the year	(1,239,420)	1,768,349	528,929

Please see the Message from the Chairman in Lifeline Australia's Group Annual Report by way of explanation of the impact of the new Accounting Standards on the reported financial results.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

New or amended Accounting Standards and Interpretations adopted (continued)

Impact of adoption

AASB 15, AASB 16 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated.

Upon the initial application of AASB 15 and AASB 1058, total unearned grant and donation receipts of \$2,352,224 included in the opening unearned revenue was considered as fully earned as at 30 June 2019, therefore a transition adjustment was recognised in the opening retained earnings as at 1 July 2019.

Upon initial application of AASB 16, the following amounts were recognised as at 1 July 2019

Right-of-use Asset including make good assets	\$1,273,307
Lease Liabilities	\$1,181,113

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the Australian Charities and Not-for-profits Commission Act 2012 as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Income tax

Lifeline Australia and Lifeline Direct are public benevolent institutions under section 50-5 of the Income Tax Assessment Act 1997, as amended, and are exempt from paying income tax.

Comparative figures

Comparative figures are adjusted to conform to changes in presentation for the current financial year.

Current and non-current classification

Assets and liabilities are presented in the consolidated statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Principles of Consolidation

A controlled entity is any entity Lifeline Australia Limited has the power to govern the financial and operating policies of, so as to obtain benefits from its activities. In assessing the power to govern, the existence and effect of holdings of actual and potential voting rights are considered.

A controlled entity is fully consolidated from the date on which control is obtained by the parent entity and ceases to be consolidated from the date on which control is transferred out of the Group. Details regarding the controlled entity are contained in Note 14 to the financial statements. The controlled entity has a 30 June financial year end.

As at reporting date, the assets and liabilities of the controlled entity have been incorporated into the consolidated financial statements, as well as its results for the year then ended.

All inter-group balances and transactions between the two entities in the consolidated group, including any unrealised profits or losses, have been eliminated on consolidation. Accounting policies of the subsidiary have been changed where necessary to ensure consistency with those adopted by the parent entity.

Revenue recognition

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the Group is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Group: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Grants

Grant funding that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the Group satisfies its performance obligations stated within the grant agreements. A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the Group are recognised as income when the Group obtains control of those funds, which is usually on receipt.

Sponsorships

Funding for special purpose projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the funding.

Donations and bequests

Donations and bequests that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the Group satisfies its performance obligations stated within the donation agreements. Otherwise, revenue from donations and bequests is recognised when the income is received.

Affiliation fees

Affiliation fee income covers the financial year and is recognised on an accrual basis, evenly throughout the year.

Interest and Dividends

Interest income from a financial asset is recognised when it is probable that the economic benefit will flow to the Group and the amount of revenue can be reliably measured. Interest income is accrued on a time basis by reference to the principal and the effective interest rate applicable. Dividend revenue is recognised when the right to receive the dividend has been established.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the consolidated statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Note 2. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Impairment

The Group assesses impairment at each reporting date by evaluating conditions specific to the Group that may lead to impairment of assets. Should an impairment indicator exist, the determination of the recoverable amount of the asset may require incorporation of a number of key estimates. No impairment indicators were present at 30 June 2020.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Employee Provisions

Employee provisions include an estimation component in respect of long term employee benefits, measured as the present value of estimated future entitlements. In determining the present value management has applied the following judgements: probability of becoming legally entitled, future salary growth rate and long-term bond rates.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS**

	2020 \$	2019 \$
NOTE 3. Cash and cash equivalents		
Cash on hand	6,710	6,810
Cash at bank	11,319,568	9,493,950
Term deposits	9,615,040	12,057,034
Total Cash and cash equivalents	20,941,318	21,557,794

Accounting Policy

Cash includes cash on hand, deposits held at call with banks, and term deposits with banks or financial institutions.

NOTE 4. Trade and other receivables

Trade debtors	513,999	637,191
Accrued income	711,444	129,860
Net GST receivable	377,937	284,843
Total Trade and other receivables	1,603,380	1,051,894

Accounting Policy

Accounts receivable and other debtors, which generally have 30 day terms are recognised and carried at original invoice amount less any expected credit losses. Collectability of these balances is reviewed on an ongoing basis and individual debts that are likely to be uncollectable are written off when identified. This includes amounts due from Members as well as amounts receivable from customers for goods sold or services performed in the ordinary course of business. Receivables expected to be settled within 12 months of the end of the reporting period are classified as current assets with all other receivables being classified as non-current assets.

NOTE 5. Other assets

CURRENT		
Prepayments	493,470	362,482
NON-CURRENT		
Rental bonds	87,511	79,354
Total Other assets	580,981	441,836

NOTE 6: Financial assets

Financial assets measured at fair value through profit and loss		
Investments in listed shares, securities and managed funds	1,180,137	1,308,208
Financial assets measured at amortised cost:		
Investments in fixed interest securities	438,925	453,796
Total Financial assets	1,619,062	1,762,004

Accounting Policy

Financial assets and financial liabilities are recognised when the Group becomes a party to the contractual provisions of the instrument. For financial assets, this is the equivalent to the date that the Group commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial assets are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial assets are subsequently measured at either fair value or amortised cost using the effective interest rate method. The subsequent measurement depends on the classification of the financial instrument as described below.

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

Financial assets that meet the following conditions are subsequently measured at amortised cost:

- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding; and
- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows.

All other financial assets are subsequently measured at fair value through profit or loss (FVTPL).

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	2020 \$	2019 \$
NOTE 7. Property, plant and equipment		
Land and buildings at deemed cost	490,000	490,000
Leasehold improvements	34,132	19,693
Accumulated depreciation	(35,358)	(14,441)
	<u>488,774</u>	<u>495,252</u>
Computers	1,685,578	1,107,417
Accumulated depreciation	(1,037,663)	(822,543)
	<u>647,915</u>	<u>284,874</u>
Office equipment	29,098	21,797
Accumulated depreciation	(20,236)	(16,403)
	<u>8,862</u>	<u>5,394</u>
Furniture and fittings	1,383,364	1,146,451
Accumulated depreciation	(315,452)	(606,381)
	<u>1,067,912</u>	<u>540,070</u>
Motor Vehicles	150,320	157,177
Accumulated depreciation	(79,348)	(65,548)
	<u>70,972</u>	<u>91,629</u>
Plant and equipment	260,552	236,137
Accumulated depreciation	(99,294)	(67,530)
	<u>161,258</u>	<u>168,607</u>
Total Property, plant and equipment	<u>2,445,693</u>	<u>1,585,826</u>

Accounting Policy

Plant and equipment

Plant and equipment items are recognised when their initial cost is greater than a certain value (LLA: \$10,000, LLD: \$1,000) and are measured at cost, less (where applicable) accumulated depreciation and impairment losses.

Land and buildings

Land and buildings are carried at cost less, where applicable, accumulated depreciation and impairment losses. The carrying amount of property, plant and equipment is reviewed annually by management to ensure it is not in excess of the recoverable amount from these assets. The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each financial year end.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in the profit or loss in the period in which the asset is disposed.

Depreciation

Plant and equipment assets are depreciated on a straight line basis over their useful lives commencing from the time the asset is held ready for use.

The depreciation rates used for each class of plant and equipment assets are:

Class of asset	Depreciation rate
Buildings	2.50%
Computers	20-40%
Office equipment	20%-33%
Office fittings and furniture	20%-33%
Motor Vehicles	20%-25%
Plant and equipment	20%-33%

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

NOTE 7. Property, plant and equipment (continued)

Accounting Policy (continued)

Impairment

At each reporting date, the Group reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. As a not-for-profit entity, value in use, according to AASB 136 Impairment of Assets, is depreciated replacement cost. Any excess of the asset's carrying value over its recoverable amount is recognised in the consolidated statement of comprehensive income as an impairment loss.

Movements in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land and buildings at deemed cost	Computers	Office equipment	Furniture and fittings	Motor Vehicles	Plant and equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Opening balance at 1 July 2019	495,252	284,874	5,394	540,070	91,629	168,607	1,585,826
Additions	14,439	578,162	7,301	1,052,641	-	24,415	1,676,958
Reclassification of makegood assets to ROU assets	-	-	-	(85,967)	-	-	(85,967)
Disposals	-	-	-	(205,901)	(2,366)	-	(208,267)
Depreciation expense	(20,917)	(215,121)	(3,833)	(232,931)	(18,291)	(31,764)	(522,857)
Carrying amount at the end of year	488,774	647,915	8,862	1,067,912	70,972	161,258	2,445,693

	2020 \$	2019 \$
NOTE 8. Intangible assets		
Computer software- at cost	3,125,016	1,588,926
Accumulated amortisation	(1,854,111)	(1,402,106)
Total Intangible assets	1,270,905	186,820

Movements in carrying amounts:

Movements in the carrying amounts between the beginning and the end of the current financial year:

Balance at the beginning of the year	186,820	310,725
Additions at cost	1,536,090	147,006
Amortisation expense	(452,005)	(270,911)
Carrying amount at the end of the year	1,270,905	186,820

Accounting Policy

Intangible assets (software) are recorded at cost and are recognised when their initial cost is greater than \$1,000. Software has a finite life and is carried at cost less accumulated amortisation and any impairment losses. Software is amortised on a straight line basis over an estimated useful life of three years, commencing from the time the asset is held ready for use. Residual values and useful lives are reviewed at each reporting date. In addition, they are subject to impairment testing as described in Note 7.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	2020 \$	2019 \$
NOTE 9. Right-of-use assets		
Land and building right-of-use assets at cost	8,736,746	-
Accumulated amortisation	(1,200,632)	-
	<u>7,536,114</u>	<u>-</u>
Information Technology right-of-use assets at cost	1,645,981	-
Accumulated amortisation	(306,802)	-
	<u>1,339,179</u>	<u>-</u>
Total Right-of-use assets	<u>8,875,293</u>	<u>-</u>

Movements in carrying amounts:

Movements in carrying amounts for right-of-use assets between the beginning and the end of the current financial year:

	2020 \$	2019 \$
Right-of-use assets recognised at transition date- 1 July 2019	1,273,307	-
Additions	8,984,420	-
Transfer of make good assets	54,808	-
Amortisation expense	(1,437,242)	-
Carrying amount at the end of the year	<u>8,875,293</u>	<u>-</u>

Accounting Policy

At inception of a contract, the Group assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the Group the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the Group recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of the future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations. Lease assets are depreciated using the straight line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

NOTE 10. Payables

Unsecured liabilities:

Accounts payable	190,247	492,171
Accrued expenses	2,258,284	3,292,610
Other current payables	1,478,942	665,953
Total Payables	<u>3,927,473</u>	<u>4,450,734</u>

The average credit period on accounts payable (excluding GST payable) is 30 days. All payables are within terms and no interest is payable on outstanding payables during the period.

Accounting Policy

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by Lifeline Australia during the reporting period, but which remain unpaid as at the end of the reporting period. The balance is recognised as a current liability (at amortised cost and not discounted) as usual credit terms imposed upon Lifeline Australia are 30 days.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS**

	2020 \$	2019 \$
Note 11. Lease liabilities		
CURRENT		
Lease liabilities	1,927,078	-
NON-CURRENT		
Lease liabilities	7,284,888	-
Total Lease liabilities	<u>9,211,966</u>	<u>-</u>

Movement of lease liabilities between the beginning and the end of the current financial year:

Lease liabilities recognised at transition date -1 July 2019	1,181,113	-
New leases	8,959,968	-
Lease payments	(1,159,102)	-
Interest expense	229,987	-
Balance at 30 June 2020	<u>9,211,966</u>	<u>-</u>

Accounting Policy

At inception of a contract, the Group assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the Group the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the Group recognises a right-of-use asset and a lease liability at the commencement date of the lease.

Lease liabilities are initially measured at the present value of future minimum lease payments, discounted using the Group's incremental borrowing rate if the rate implicit in the lease cannot be readily determined, and are subsequently measured at amortised cost using the effective interest rate. Minimum lease payments include fixed payments, amounts expected to be paid under a residual value guarantee, the exercise price of purchase options for which the Group is reasonably certain to exercise and incorporate the Group's expectations of lease extension options.

The lease liability is remeasured when there are changes in future lease payments arising from a change in rates, index or lease terms from exercising an extension or termination option. A corresponding adjustment is made to the carrying amount of the lease assets.

When adopting AASB 16 from 1 July 2019, the Group has applied the following practical expedients:

- applying a single discount rate to the portfolio of leases with reasonably similar characteristics;
- accounting for leases with a remaining lease term of 12 months or less as at 1 July 2019 as short-term leases;
- excluding any initial direct costs from the measurement of right-of-use assets;
- using hindsight in determining the lease term when the contract contains options to extend or terminate the lease; and
- not apply AASB 16 to contracts that were not previously identified as containing a lease.

The Group's leases relate primarily to property leases and the rental of IT hardware and software. The Group has an option to extend certain leases for a further 2 to 5 years after expiry. As at balance date, for the lease for which the Group is reasonably certain the options will be extended, the options have been included in the measurement of lease liabilities.

Short term leases (lease term of 12 months or less) and leases of low value assets (\$10,000 or less) are recognised as incurred as an expense in the consolidated statement comprehensive income. The amount expensed in the consolidated statement of comprehensive income in relation to short-term and low-value leases was \$533,976. The Group's incremental borrowing rate at the date of initial application of AASB 16 was 5.29%.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

	2020 \$	2019 \$
NOTE 12. Provisions		
CURRENT		
Annual leave	929,163	726,220
Long service leave	154,916	165,375
Makegood provision	10,000	28,000
	<u>1,094,079</u>	<u>919,595</u>
NON-CURRENT		
Long service leave provision	149,908	170,350
Makegood provision	103,483	223,810
	<u>253,391</u>	<u>394,160</u>
Total Provisions	<u>1,347,470</u>	<u>1,313,755</u>

The current portion of this provision includes the total amount accrued for annual leave and long service leave entitlements that have vested to employees that have completed the required period of service. Based on historical analysis, the Group does not expect the full amount of these entitlements classified as current liabilities to be settled within the next 12 months. However, these amounts have been classified as current liabilities as the Group does not have a right to defer payment of these amounts should the employee request to use their entitlement.

Accounting Policy

Provision is made in respect of liabilities for employee benefits arising from services rendered by employees. These benefits include wages and salaries, annual leave and long service leave entitlements. Employee benefits expected to be settled within one year are measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Annual leave entitlements are considered a short-term benefit as Lifeline Australia does not have an unconditional right to defer the settlement of these amounts in the event the employee wishes to use their leave entitlement. This is in accordance with AASB 119 Employee Benefits.

The liability for short-term employee benefits is classified as current payables. Employee benefits expected to be settled later than one year are measured at the present value of the estimated future cash outflows to be made for those benefits to the employees concerned. Expected future payments incorporate anticipated future wages including superannuation, service duration, and are discounted with reference to market yields on government bonds that have maturity dates that approximately equate to the obligations. Remeasurement of obligations for long term employee benefits is recognised in the profit and loss as part of employee benefits expense. The liability for long-term employee benefits is classified as a non-current provision. Contributions are made to employee superannuation funds in compliance with government legislation and are recognised as expenses when incurred.

NOTE 13. Unearned revenue

CURRENT		
Other deferred income	416,256	491,801
Unexpended grants	7,745,879	7,754,049
	<u>8,162,135</u>	<u>8,245,850</u>
NON-CURRENT		
Unexpended grants	1,000,000	-
Total Unearned revenue	<u>9,162,135</u>	<u>8,245,850</u>

	2020	2019
NOTE 14. CONTROLLED ENTITIES		
Name of subsidiary	Country of Incorporation	Ownership interest held by Lifeline Australia Limited
Lifeline Direct Limited	Australia	100% 100%

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Note 15. Key management personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly, including any Director (whether executive or otherwise) is considered key management personnel.

(a) Details of Key Management Personnel

The names of persons who comprised the Board of Directors during the year ended 30 June 2020 are:

Mr John Brogden AM	Mr Geoffrey McClellan
Mr Travis Dillon	Mr Brent McCracken
Rev Geoff Flynn	Mrs Jacinta Munro
Dr Daniel Mainville	Mrs Sheryl Weil
Mr Bruce Mansfield	Mr Tony Windever
Ms Linda O'Farrell	Ms Michelle Harpur
Mr Grant Foster	

	2020	2019
	\$	\$
Total compensation	1,880,228	1,287,626

The compensation relates to the CEO and the Executives. No Director, or parties related to them, received any remuneration from the Company during the year other than that described at Note 16 or for reimbursement for expenses incurred in the performance of duties on behalf of the Company.

Note 16. Related Parties

Directors holding office as Lifeline Australia Directors also held office, or were employed by the following Lifeline Members:

Mr John Brogden AM	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Travis Dillon	Director of Lifeline Direct Limited and Lifeline Australia.
Rev Geoff Flynn	Director of Lifeline Direct Limited and Lifeline Australia, and CEO of Uniting Care Wollongong Mission (auspiced by Uniting NSW.ACT) which is a Member of Lifeline Australia.
Mr Geoff McClellan	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Brent McCracken	Director of Lifeline Direct Limited and Lifeline Australia, and Group Executive, Child and Family Services, UnitingCare Queensland which is a Member of Lifeline Australia.
Dr Daniel Mainville	Director of Lifeline Direct Limited and Lifeline Australia, and Director of Lifeline Gippsland Inc. (which is a Member of Lifeline Australia)
Mr Bruce Mansfield	Director of Lifeline Direct Limited and Lifeline Australia.
Mrs Jacinta Munro	Director of Lifeline Direct Limited and Lifeline Australia.
Mrs Sheryl Weil	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Tony Windever	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Grant Foster	Director of Lifeline Direct Limited and Lifeline Australia.
Ms Michelle Harpur	Director of Lifeline Direct Limited and Lifeline Australia.
Ms Linda O'Farrell	Director of Lifeline Direct Limited and Lifeline Australia.

The majority of transactions between Lifeline Australia and the above Members related to various agreements whereby Centres undertake service delivery operations on behalf of Lifeline Australia.

The NSW State Government provided financial assistance for distribution to NSW Members involved in delivering crisis telephone services. These payments were made in accordance with the distribution policy agreed by those Members.

In addition, some Members undertook particular service delivery elements on behalf of Lifeline Australia (e.g. paid telephone crisis services and DV Alert training delivery). Such arrangements have been determined based on assessments in response to requests for expression of interest in providing such services and commercial contract arrangements. All transactions with the Members have been conducted on normal commercial terms except for Affiliation Fees (waived in the financial year ended 30 June 2020) which are determined by Lifeline Australia on an annual basis.

Transactions between related parties are on terms and conditions no more favourable than those available to other persons / entities unless otherwise stated.

Lifeline Australia records and manages all conflicts of interest in accordance with Lifeline Australia's Board Charter (available at <https://www.lifeline.org.au/about-lifeline/corporate-governance/our-corporate-governance>) and good governance principles.

LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

NOTES TO THE FINANCIAL STATEMENTS

Note 17. Principal Activities

Lifeline Australia

Lifeline Australia is a company limited by guarantee. Lifeline Australia accredits Member organisations to enable them to provide national Lifeline services, which are presently crisis support services, suicide prevention programs and the Lifeline Information Service.

Lifeline Australia provides service infrastructure and support to Member organisations in the operation of national Lifeline services, particularly through the provision of virtual contact centre technology.

Lifeline Australia has responsibility for the protection and management of the Lifeline Trade Marks on behalf of its Members and undertakes national marketing and fundraising activities to foster financial support for national services and to promote the work of its Members in the general community.

Lifeline Direct Limited

Since the establishment of the first Lifeline Centre in Sydney, Lifeline Centres have been established in all states and territories in Australia. The Lifeline model of service delivery is one in which each Lifeline Centre identifies and seeks to meet the needs of the community it serves. Together, the Lifeline Centres in Australia form a national network that is able to service the entire national population.

In July 2016, Lifeline Australia resolved to establish Lifeline Direct as a company limited by guarantee pursuant to the Corporations Act and as a wholly owned subsidiary of Lifeline Australia. The establishment of Lifeline Direct is a structural and governance reform of the Lifeline Centre network to gain efficiency and effectiveness through the voluntary amalgamation of some Lifeline Centres.

The aim of the Lifeline Direct service function is to deliver a suite of services that have a measurable impact on reducing suicide in our communities to a high standard of quality, so that help seekers receive the best possible care.

The objects of the Company are:

- a) deliver the Lifeline program of crisis support and suicide prevention, intervention and recovery services with consistency and quality by integrating the training, support, supervision, policies and procedures across all Lifeline Direct sites;
- b) improve Lifeline's sustainability using predictable, scalable and profitable business models of retail and fundraising and strong governance on financial management and reinvestment;
- c) develop and conduct programs, projects and initiatives to enable people to overcome isolation and cope with problems and crisis affecting mental health, wellbeing, life and safety;
- d) simplify and strengthen Lifeline's operations model so as to expand Lifeline's presence to meet the needs of help seekers in all areas of Australia; and
- e) do any other things incidental or conducive to the furtherance of its objectives.

Note 18. Contact Details

The registered office and principal place of business is at Level 12, 70 Phillip St, Sydney NSW 2000.

Note 19. Subsequent Events

On 19 July 2019 the Board of Lifeline Direct (following endorsement by the Board of Lifeline Australia) approved the acceptance of Lifeline Geelong Barwon Region Inc.'s surplus assets and service operations by Lifeline Direct as part of Lifeline Geelong Barwon Region Inc opting-in to Lifeline Direct. The Associations' members resolved for the 'surplus assets' to be transferred to Lifeline Direct upon completion of the liquidation which is expected to occur in quarter 2 of the financial year ending 30 June 2021.

The Directors are not aware of any other significant events since the end of the reporting period.

Note 20. Economic Dependency

The future operations of Lifeline Australia in its current form are largely dependent upon funding from the Commonwealth Government. A comprehensive fundraising strategy incorporating a National Community event has been formulated with the aim of reducing this dependency. Lifeline Australia has also been actively pursuing funding available through non-government grants, and trust / foundation arrangements.

Note 21. Contingent Liabilities

The bank guarantees as at 30 June 2020 were \$1,122,900 (2019: \$67,434). The bank guarantees are secured against the company's cash assets at St George Bank. These bank guarantees relate to property leases for the Sydney and Canberra premises. Management are in discussions with the prior landlord for the return of the bank guarantee for the Canberra office.

As at 30 June 2020, there were no indications that these bank guarantees would need to be exercised (2019: Nil).

Lifeline Direct Limited has paid security deposits to each relevant landlord to secure against the potential non-payment of rent and for any potential damage to property. The security deposits at 30 June 2020 were \$87,511 (2019: \$79,354).



If you, or someone you care for needs support or is thinking about suicide,
please phone Lifeline on **13 11 14** (24 hours / 7 days), or chat to a crisis supporter
on-line at lifeline.org.au (7pm - midnight / 7 days). **We're here for you.**



www.lifeline.org.au

