

Contents	page
1. Vision, Purpose Statements	2
2. Contacts.....	3
3. Reports	
President.....	4
Service Director	5
Business Manager	9
4. Financial Statements	
Statements	11
Statement of Board Members	17
Auditor’s Report	18
5. Statistics	19
6. Acknowledgements	22

How do I become a Lifeline Telephone Counsellor?

Service Training Courses for volunteers are conducted twice a year. For information, feel free to phone Lifeline on 6228 0313, Monday to Friday, 9 a.m. to 5 p.m.

Lifeline Collection Bins

Bins are widely located in the Hobart area to enable you easily to deposit donations of clothing, books, shoes, bric-a-brac, bedding, toys. For the collection of large items (excluding furniture), or for information regarding the location of bins, please phone the Lifeline Business Centre on 6231 1882, Monday to Friday, 8.30 a.m. to 4.30 p.m.

*Proudly
sponsored by*



Vision

Lifeline Hobart is the living edge of caring for individuals, families and communities.

Purpose

Lifeline Hobart's purpose is to respond with care and compassion to the needs of all people who may be facing a personal problem or crisis by:

- counselling
- befriending
- visiting
- community education
- referral
- advocacy
- community liaison
- information
- training
- crisis intervention

Values

At Lifeline Hobart we value:

- building connections (among people, organisations and communities)
- compassion
- committed listening and empathy
- the competency of all staff and volunteers
- continual improvement in high quality standards of service
- creativity
- ethical behaviour at all times
- honesty and integrity
- hope
- humour and the joy of life
- the opportunity for change and growth inherent in any crisis
- respect for every individual (all are alike: be alike to all)
- team work and mutual respect

Goals

Lifeline Hobart's goals are:

- Our response to community needs is sensitive, pro-active and flexible and demonstrates standards of excellence in **service delivery**.
- Our **public profile** enhances and reflects our Vision.
- Our **organisational structure** supports our activities and upholds our ethos.
- We foster excellence, co-operation and commitment among all our **human resources**.
- Lifeline Hobart is **financially viable** and sustainably resourced for present and future needs.

Cover Design: Leunig

CONTACTS

Office:

160 New Town Road, New Town 6228 0313

Fax: 6228 4348

Email: lifelinehobart@bigpond.com

Web: www.lifeline.org.au/hobart

13 11 14

24 Hour Counselling:

Community Visitors (C.V.S.):

6228 0313 Email: cvslifeline@bigpond.com

Victims of Crime (V.O.C.):

6228 7628 Email: vocso@bigpond.com

CHATS Program:

6228 0313

Email: lifelinechats@bigpond.com

Business Centre & Warehouse:

147 Argyle Street, Hobart, 6231 1882

Fax: 6234 2231 Email: lifelinehobartbc@bigpond.com

Lifeline's Chosen Pieces (Retail Outlets):

(i) 147 Argyle Street, Hobart 6231 1882

(ii) 41 Albert Road, Moonah 6228 7819

(iii) 1a Beach Road, Kingston 6229 1319

6228 0313 Email: lifelinehobart@bigpond.com

Fundraising & Marketing

STAFF

Service Director:

Constance Alomes

T.C. Co-ordinator:

Christine Kettleton

Caringconnections Co-ordinator:

Susi Ezzy

Training Co-ordinator:

Kathy Mason

Administrator:

Julie Britton

Office Co-ordinator:

Glenda Radcliffe

Business Manager:

Andrea Cordwell

Fundraising & Marketing:

Kaye Payne

C.V.S. Co-ordinator:

Lib Cooper

V.O.C. Co-ordinators:

Jocelyn Freedman, Lyndy Burt & Sarah Muskett

BOARD OF MANAGEMENT

President

Marly Flynn

Vice-President:

Mary Parissons

Vice-President:

Margaret Baikie

Secretary:

Jennifer Byrne

Members:

Linda Graham, Nick Nandan, John Pyrke, Gary McCarthy

AUDITOR

Kevin Gumley

FINANCIAL VIABILITY COMMITTEE

Constance Alomes, Julie Britton, Andrea Cordwell, Gary McCarthy, Nick Nandan,

Mary Parissons, Kaye Payne, John Pyrke,

ETHICS & CONSULTATIVE PANEL

Margaret Baikie, Malcolm Cunningham, Robin Errey, Jean Shaw, Diane Smith

SUPERVISORS ON CALL

Constance Alomes, Vyv Alomes, Graeme Bray, Lyndy Burt, Vanessa Clarke, Drina Coles-Hills, Pauline Donohoe, Robin Errey, Susi Ezzy, Shirin Fernandez, Jocelyn Freedman, Pete Grierson, Annabel Hanke, Christine Kettleton, Margie Mann, Kathy Mason, Sarah Muskett, Susan McArdle, Alson Nicholson, Janine O'Neill, Mary Parissons, Mathew Phipps, Stephen Pinkus, John Pyrke, Coral Reeves, Angela Romano, Denny Sproule, Ann Stark, Dennis White, Deirdre Wise

President's Report

Individually the Board members of Lifeline Hobart Inc. possess a wealth of skills including, but not limited to Accounting, Risk Management, Counselling, Governance, Welfare, Management and Human Resources. Collectively they strive to provide professional leadership to this amazing organisation that encompasses over 250 volunteers and staff.

In 2003-2004 the board have been tackling a number of issues. One is the transference from a Board of Management to a Board of Governance, another is exploring options for increasing accommodation for both the Service Centre and Retail Warehouse. To begin this process we (and the bank) have purchased a block of land next to the warehouse and retail store in Argyle Street. The last is in seeking ways to expand our funding base to pay for both the increase in accommodation as well as the ongoing delivery of services, particularly our core service of Telephone Counselling.

We are soon to begin our next Strategic, Business and Financial Plans for the next one to five years and through this process, explore ways to increase our funding base and, as a consequence, the future stability of this organisation.

In November 2003 our Lifeline Hobart was placed under the microscope for the Lifeline Accreditation Standards Program (LASP).

The Board commend the Staff and Volunteers in every facet of this organisation for their dedication and commitment to ensuring the professionalism and viability of Lifeline Hobart both now and for future generations.

Members of the Board of Lifeline Hobart Inc.

President - Marly Flynn

Marly has undertaken this role since October 2001. Her background has been in both financial and human resource aspects in a wide variety of industries. She is currently working in a Government Business Enterprise. Marly is a strong advocate for Lifeline Hobart and is eager to develop more community links that will enhance its strategic direction.

Vice President - Margaret Baikie

Margaret's board experience has been long and varied, chairing a number of eminent boards as well as joining the Lifeline Board in the 1980's. She has also had many years of involvement with Lifeline through the Befriender program since 1987.

Vice President - Mary Parsissons

Mary has been heavily involved with Lifeline for the past 17 years in many different roles. Apart from being a member of the Board in Hobart, she is also a member of the National Board of Lifeline Australia and is the current President of Life Line International.

Immediate Past President - John Pyrke

John held the reins of the Lifeline Board from 1997-2001 but has been involved with Lifeline since its inception in 1973. He is also a Director of Hobart Clinic. John's background has been varied and includes management, welfare and marketing.

Secretary - Jennifer Byrne

Jenny has a diverse background which has developed further with recent studies graduating with a double major in HR Management and Corporate Governance. Jenny's strong involvement in the not-for-profit sector, coupled with her understanding of Corporate Governance will assist the Board in achieving its future goals.

Members

Nick Nandan

Nick has also been involved in Lifeline since its inception playing a strong role in the development of Lifeline as we know it today. Apart from being a Board member, Nick also manages a successful Pharmacy in Hobart.

Linda Graham

Initially Linda joined Lifeline Hobart as a member of the training team later joining the Board on two occasions with a break in between on the mainland. Linda's background in mental health services has been of great benefit to the Board.

Gary McCarthy

Gary is currently the Finance Manager with a large company in Hobart. His financial skills assist the Board in ensuring its financial viability. He has a background in establishing corporate strategies, objectives and policies that should help with our future planning.

The Board farewelled Anthony Castray, Paul Cairnduff, Willy Heywood, Margaret Ryan, Leon Stemler and Eleven Thh from its membership at the AGM in October 2003. Leon's long and varied participation in Lifeline's services and years on the board are acknowledged and noted with grateful appreciation. Although no longer on the board, Leon continues his volunteer activities.

Marly Flynn

Service Director's Report

As I present this annual report, I am once again reminded of the many people, volunteers and staff, community organisations, government departments and national bodies that contribute to the work of Lifeline Hobart.

As always, there have been challenges, changes and opportunities that have helped us to move ahead in a positive spirit. And as always, the collective energy and sense of purpose of over 200 volunteers and 20 staff has deepened and enriched the commitment of many people to Lifeline Hobart.

Services

Lifeline Hobart continues to provide a range of services and programs that benefit not only Hobart and Southern Tasmania generally, but, through the 13 11 14 Telephone Counselling Service, the whole state.

As in previous years, the following is a summary of the services that are offered:

- An accessible, anonymous and confidential 24-hour Telephone Counselling, Information and Referral service.
- The Bird Bath Drop In Group for socially isolated and lonely people.
- A face-to-face assessment and referral service.
- The CHATS program, providing a visiting scheme to older people in the community.
- A Community Visitors Scheme, providing caring and companionship to residents in aged care facilities.
- A Victims of Crime Service, providing support, advocacy and information to victims of crime.
- A Community Education Program, providing seminars and workshops to the community, including LivingWorks and other Suicide Education Programs.

All these services are delivered with help from a strong base of volunteer support. In every area, from office to counselling to retail outlets, volunteers play a major part in service delivery. Backed by a small team of professional and qualified staff, it is the volunteers who take major responsibility as the front line of Lifeline Hobart.

Funding

As Lifeline approaches its 31st year of service to the community, we are met by the challenge of maintaining our financial viability. While many of Lifeline's services are fully funded by grants from various government departments, the core service of Telephone Counselling relies on the financial support that has been generated by the hard work and excellent planning of our Business operation that provides up to 80% of the funding for our core service of Telephone Counselling. However, as successful as our Business operation has been, our resources are often stretched even in just maintaining our present level of services.

Levels of government funding received by Lifeline Hobart have continued to remain steady over the past few years.

- The Department of Health and Human Services supported the core service of Telephone Counselling with a grant of \$73,504-00.
- The Community Visitors Scheme, which is funded by the Australian Government, Department of Health & Ageing, received \$40,248-00 to operate this service.
- The State Department of Justice funded the Victims of Crime Service with a grant of \$97,072-00.
- A grant of \$36,155-00 has been received from the Department of Health and Human Services to run the CHATS program.
- Our Community Education Programs are self-funding and continue to keep afloat by the fees charged for workshops.

Lifeline acknowledges with much appreciation all of the sources that enable us to maintain and develop our services to the community.

Events and Activities

Despite the year flowing by so quickly, there have been many happenings that have had a significant effect on service provision.

Staffing:

New staff are a delight as they bring fresh perspectives and ideas to the Lifeline Team.

- In April, Jocelyn Freedman, VOC Co-ordinator, resigned after 10 years of service to the Victims of Crime Service. Jocelyn developed the original VOC service in the south of the state in 1994.
- Sarah Muskett joined the VOC service as a VOC Co-ordinator in April 2004.
- The second year of funding from The Tasmanian Community Fund enabled Sue Watts and Jan Hodgetts to work on the RTO/Community Education project until June 2004.
- Sadly, Kaye Payne's position of Community Development Co-ordinator became redundant in June.
- All Staff participated in a variety of professional development and supervision activities throughout the year.
- Training Co-ordinator, Kathy Mason, continues to serve on the Training Reference Group for Lifeline Australia.
- Chris Kettleton, Telephone Counselling Co-ordinator, has contributed to numerous national consultations focused on the GAP (Greater Access Program) and other related telephone counselling issues.
- Constance Alomes, Service Director, has served on both The National Convention Reference Group, the Mental Health Reference Group for Lifeline Australia as well as the Tasmanian Suicide Prevention Steering Committee.

- Julie Britton, Administrator, has served on the CSMIS (Statistical Data Base) Reference Group for Lifeline Australia.

Technology

- An IT Audit has been conducted and computer guidelines have been developed to guide OH&S practices and protection of equipment and intellectual property.
- The Just Look Database is being developed to provide community service information for telephone counsellors and the community.
- CSMIS (The National Community Services Management Information System) has been developed and refined for the purpose of collecting data about Lifeline callers including information regarding population wellbeing, patterns of service utilisation, types of issues and links to community supports. This year Gordon Mc developed the CSMIS dictionary that is used by all Lifeline centres.

Awareness Week

The first week of May was Lifeline Awareness week nationally and celebrated in Hobart with:

- A launch at the Museum and Art Gallery that was attended by the friends of Lifeline, dignitaries, volunteers, artists and clowns. A CD "Music For Life" was also launched with soundtracks donated by local musicians.
- John X compered a breakfast and a Mother's Day concert as well during Awareness Week.

National Convention

- In October Lifeline Hobart hosted The Lifeline National Convention at the Grand Chancellor as well as the Life Line International Meeting at the Woolstore.
- Both events were well attended and enjoyed by the national and international guests.

LASP

- Lifeline Hobart underwent its 3 yearly Lifeline Accreditation and Standards Program visit in mid November.
- This three-day site visit from the Lifeline Accreditation Team explored in depth the policies and practices of our centre.
- Although, Lifeline Hobart received accreditation subject to a review of the face-to-face counselling standard in our Befriender Service, the team commended the centre and left us with a comprehensive analysis of our operations. We welcomed the team's report which stated-

"The team feels fortunate to have been involved in the accreditation of such a professional, highly regarded, community focussed Lifeline Centre. The outstanding culture of teamwork and support is evident throughout the organisation, amongst both staff and volunteers, and has resulted in making Lifeline Hobart a very special place to work for all."

Service Highlights

The activities and accomplishments of Lifeline Hobart are too numerous to mention, however, several highlights stand out in each area.

- On a sad note this year, we saw the closing of programs that have served as follow up and extension of the core service of telephone counselling. Due to a mixture of accreditation and financial challenges, the Befriender Service, face-to-face counselling and The Drop In Group have ceased to operate. It has been a hearty blow to all concerned that The Befriender Service is

no longer an option for those needing face-to-face support and a listening ear. This service had been operating successfully since 1976 and is now greatly missed.

- On a brighter note, the newly developed CHATS program has now completed two volunteer training programs. Thirty volunteers have been trained as home visitors and most of them are matched with an older person needing a friendly visitor.
- The Telephone Counselling Service has been extremely busy this year managing an increasing number of complex and challenging calls. We are very appreciative of the volunteers who keep the service staffed 24-hours a day. The statistics only tell part of the story. We have many challenges ahead as Lifeline implements the new National Telephony System over the next 3 years.
- The Victims of Crime Service continues to meet the needs of victims in partnership with the Victims Assistance Unit, VOC North and VOC Northwest. As a Statewide team, sets of brochures and handbooks have been developed to assist victims of crime. Client numbers have been stable however the needs of clients can be complex and demanding.
- The Community Visitors Scheme celebrated its 10th anniversary this year. Volunteer Community Visitor, Keitha Keen, is our first CVS volunteer to be awarded a certificate for 10 years of service. Fifty volunteers made 1,287 visits to people in aged care facilities over the past year.
- Volunteer and Community Training has gone from strength to strength operating from a new venue at the Hobart City Church of Christ. This service has trained 51 new volunteers to become telephone counsellors over the past year. It also offers, as an RTO (Registered Training Organisation), nationally recognised qualifications of Certificate IV in Telephone Counselling and Certificate IV in Workplace Assessment and Training. As part of Lifeline Australia's National RTO, we are proud that our volunteer, David.H, became the first volunteer, nationally, to attain a Certificate IV in Telephone Counselling. The Volunteer Training team of- Brad H; Vyv A; David H; Gordon Mc; Caroline M; Dawn A; Jan H; and Steve B, give countless hours to train new volunteers to fill the 24-hour roster. Their commitment and dedication to the task has inspired countless new trainees.
- Lifeline Hobart continues to work in a productive partnership with Lifeline North West. Our two organisations not only share the same ethos and outlook, but work together to provide a statewide 24-hour telephone counselling roster and a statewide Victims of Crime Service. We look forward to our continued partnership that will focus in the future on a shared strategic direction.
- Lifeline Australia continues to be an important alliance and point of direction, guidance and accountability for our organisation. Our close working relationship is a bonus for both of us.

Our volunteers are the heart of Lifeline. Their value and service cannot be measured. With a small salaried staff behind them, volunteers remain the 'front line' of Lifeline's service provision. It is through their tireless efforts that we are able to deliver services of such a high standard. The job of listening, caring and supporting people through difficult times is one that our volunteers do with open hearts and no remuneration. People turn to Lifeline because they are struggling unsuccessfully with one or more elements of their lives. Lifeline Hobart volunteers offer hope and an opportunity to be heard, whatever age or background of the caller/client.

This never ending commitment and belief in Lifeline by dedicated "do more than asked" volunteers is the basis of our service. Special thanks also goes to Marguerite C and Dave M for their often 'behind the scenes' contributions to the running of this place. Their help with the administration and statistics side of Lifeline is very much appreciated. With affection and respect, I thank all of our workers for their contributions to this organisation.

With appreciation and regard

Constance Alomes

Business Manager's Report

The task of preparing the annual report is indeed a pleasant one, as it provides me with the opportunity to review the last 12 months.

It has been another very challenging and successful year in all areas of the Business Division.

Retail turnover for the year was \$430,962-00, plus recycling sales of \$24,920-00.

Rent in was again \$12,000-00.

Raffles netted \$15,693-00.

I am extremely proud to be able to report that the Business Division has been able to realise a profit for 2003/04 of \$173,584-00. I have not included costs for the purchase of the vacant block of land at 145 Argyle Street in these figures, as we have not yet been able to develop it for use in the business.

Whilst writing this report, I have looked back over the years and reflected on all the changes that have occurred during the last 10 years of business. The boosting of sales in both the Kingston and Argyle Street outlets would have to be our greatest achievement over that time, closely followed by the purchase of the warehouse/shop at 147 Argyle Street. Something else worth mentioning is that our expenses in 2003/04 are only \$36,000-00 more than in 1993/94 - to be able to keep expenses down to that level is no mean feat!

The branding of all our stores as "Lifeline`s Chosen Pieces" seems to be proving a success, with our Kingston outlet in particular. Perhaps they had the advantage of already being known as "Chosen Pieces" before the advertising campaign began, but whatever the reason this store has shown outstanding results this year with an increase in sales of \$16,000-00 on last year! "Chosen Pieces", 1a Beach Rd. Kingston is run by Carlene Richardson, and my congratulations and thanks go to her and her wonderful band of volunteer ladies, who assist in preparing the stock for sale. Sales this year reached a staggering \$181,492-00!

Our Albert Road Moonah store is run by a dedicated band of volunteers, and I thank them for their contribution to Lifeline`s Business Division. Sales this year amounted to \$29,295-00 - a great effort considering the competition from all the cheaper "new" stores, where items can be purchased for a few dollars.

Our 147 Argyle Street "Chosen Pieces" was unable to reach the same sales figure as 2002/03 but we were able to bring in a very healthy income of \$220,175-00, down \$10,000-00 to the previous year. The main reason for this result (which has happened before) is the ever poorer quality of donations - hence less store traffic and less money in the till! However, I have every confidence that I will overcome this problem next year, if only by sheer force of will!

A special thanks must be given to the staff and volunteers at the warehouse. Continually handling stock, and not always very pleasant stock at that, is not particularly agreeable work, yet they approach their work with goodwill and mostly good humour. Thanks to you all!

Income from two car raffles netted \$15,693-00 - almost exactly the same as last year.

The general public is inundated with telemarketing & I feel this source of income cannot be heavily relied on into the future.

This year has seen many staff changes, leaving us with reduced staff hours for 2004/05, to date it has not proven necessary to fill these hours - we are still working smarter!

A full year of salary packaging has proved very beneficial to participating staff.

Garments which are not suitable for retail, are "recycled". They are sold to rag merchants, who then cut the material for resale to local industry. Another form of recycling is the sale of most of our unusable stock for export. Unfortunately, we are still unable to secure good rates for our recycling, hence the downturn in recycling figures over the past few years.

This year saw the purchase of the vacant block next door to our Argyle Street warehouse/shop.

I take this opportunity to thank all those people who gave so generously of their time and expertise in negotiating the purchase of 145 Argyle Street. Your assistance was invaluable.

I have grand plans for the expansion of the warehouse/yard, which is desperately needed if we are to continue to perform as a profitable business into the future. Outstanding OH&S concerns need to be speedily addressed and with the expansion of the warehouse, these problems can be alleviated.

The LASP visit in November gave the business division the thumbs up, and was a learning experience for the staff and volunteers and myself of course! It helped a little that I had just returned from a LASP visit to South East South Australia two weeks prior to our visit.

I have experienced some problems with ill health this year, necessitating a break from work of almost three months duration. There was a time when I was convinced that I could not return to continue the struggle (and it is a struggle!) of keeping Lifeline Hobart financially viable. However, I regained my perspective along with my enthusiasm for Lifeline, and happily (for me anyway) I have returned to the fold.

The successes of the Business Division over the past year could not have been achieved without the hard work and loyalty of a dedicated team, without whom these wonderful results could not have been achieved.

Andrea Cordwell

LIFELINE HOBART INC.
Statement of Financial Performance
For the Year ended 30 June 2004

	2004	2003
	\$	\$
SERVICE CENTRE		
INCOME		
Administration	23,708	17,568
Fundraising	5,950	3,702
Gift Fund	7,891	5,080
Interest Received	2,298	1,824
Training	25,831	14,453
State Dept of Health & Human Services	73,504	71,157
Other Grants	909	4,549
Sundry	1,830	2,259
	<u>141,921</u>	<u>120,592</u>
EXPENDITURE		
Affiliation Fees	5,670	5,400
Advertising	6,720	1,307
Audit	2,000	2,000
Depreciation	3,224	3,873
Fundraising	20,966	14,133
Insurance	8,907	11,032
Printing Post and Stationery	15,018	10,448
Repairs and Maintenance	11,697	14,998
Telephone	6,507	7,148
Training	18,363	8,715
Wages & Superfund	204,368	206,064
Long Service Leave, Service Staff	1,555	1,496
Other Grants		5,000
Administration	12,414	12,510
	<u>317,409</u>	<u>304,124</u>
Operating (Deficit) / Surplus	<u>(175,488)</u>	<u>(183,532)</u>
BUSINESS CENTRE		
INCOME		
Fundraising	15,693	15,757
Gift Fund (sales from donations)	455,882	449,147
Interest	3,706	4,461
Other Revenue	649	394
Rent	12,000	12,000
Surplus sale of plant and equipment		8,790
	<u>487,930</u>	<u>490,549</u>

The accompanying notes form part of these financial statements.

BUSINESS CENTRE EXPENDITURE	2004 \$	2003 \$
Administration	16,520	14,296
Depreciation	17,090	17,792
Interest	12,065	
Insurance	12,308	15,045
Long Service Leave, Business Centre	1,735	5,773
Selling	44,079	45,909
Repair and Maintenance	13,316	20,129
Wages and Superfund	210,392	198,021
	<u>327,505</u>	<u>316,965</u>
Operating Deficit/Surplus	<u>160,425</u>	<u>173,584</u>
 FOR ASSOCIATED ENTITIES		
CHATS		
INCOME		
Dept of Health & Human Services	<u>44,668</u>	<u>6,032</u>
 EXPENDITURE		
Administration	12,789	1,000
Salaries	31,879	5,032
	<u>44,668</u>	<u>6,032</u>
OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>
 VICTIMS OF CRIME		
INCOME		
Department of Justice	<u>83,817</u>	<u>69,795</u>
 EXPENDITURE		
Administration	31,702	20,101
Salaries	52,115	49,694
	<u>83,817</u>	<u>69,795</u>
OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>
 COMMUNITY VISITORS SCHEME		
INCOME		
Health and Ageing	<u>37,785</u>	<u>39,734</u>
 EXPENDITURE		
Administration	15,110	18,995
Salaries	22,675	20,739
	<u>37,785</u>	<u>39,734</u>
OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>

The accompanying notes form part of these financial statements.

**TASMANIAN COMMUNITY FUND
RTO PROJECT**

	2004	2003
	\$	\$
INCOME		
Tasmanian Community Fund	47,799	32,580
	<u>47,799</u>	<u>32,580</u>
EXPENDITURE		
Administration	7,435	12,078
Salaries	40,364	20,502
	<u>47,799</u>	<u>32,580</u>
OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>
 SUMMARY		
Operating Surplus (Deficit)		
Service Centre	(175,488)	(183,532)
Business Centre	160,425	173,584
Community Visitors Scheme	0	0
Victims of Crime	0	0
Community Education	0	(866)
Tas Community Fund (RTO)	0	0
CHATS Program	0	0
OPERATING SURPLUS (DEFICIT)	<u>(15,063)</u>	<u>(10,813)</u>
Operating Deficit and Extraordinary Item	(15,063)	(10,813)
Accumulated Income		
(Accumulated Losses)		
at beginning of year	705,756	716,569
ACCUMULATED INCOME		
AT END OF FINANCIAL YEAR	<u>690,693</u>	<u>705,756</u>

The accompanying notes form part of these financial statements.

LIFELINE HOBART INC.
Statement of Financial Position as at 30 June 2004

	Notes	2004	2003
CURRENT ASSETS			
Cash		195,598	178,848
Receivables		0	4,241
TOTAL CURRENT ASSETS		195,598	183,089
NON-CURRENT ASSETS			
Property, Plant & Equipment		886,567	637,522
TOTAL NON-CURRENT ASSETS		886,567	637,522
TOTAL ASSETS		1,082,165	820,611
CURRENT LIABILITIES			
Creditors & Borrowings		8,205	2,491
Provisions		86,579	87,114
Unexpended Grants		42,789	25,250
Loans Secured by Mortgage CCU		32,664	0
TOTAL CURRENT LIABILITIES		170,237	114,855
NON CURRENT LIABILITIES			
Loans Secured by Mortgage CCU		221,235	0
TOTAL NON-CURRENT LIABILITIES		221,235	0
TOTAL LIABILITIES		391,472	114,855
NET ASSETS		690,693	705,756
MEMBERS' FUNDS			
Accumulated Income (Losses)		690,693	705,756

The accompanying notes form part of these financial statements.

LIFELINE HOBART INC.
Notes to and forming part of the accounts
for the Year ended 30 June 2004

1. STATEMENT OF ACCOUNTING POLICIES

This Special Purpose financial report has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Tas). The Board of Lifeline Hobart has determined that the Association is not a reporting entity.

The statements have been prepared in accordance with the requirements of the Associations Incorporation Act (Tas) and the following Australian Accounting Standards and other professional reporting requirements:

AAS 1	Profit & Loss or Other Operating Statements
AAS 3	Accounting for Income Tax
AAS 5	Materiality
AAS 8	Events Occurring After Reporting Date
AAS 17	Accounting for Leases.

No other Australian Accounting Standards or other professional reporting requirements have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

Income Tax

Lifeline Hobart Inc is exempt from payment of income tax.

Property, Plant and Equipment

Property, plant and equipment are brought to account at cost or at valuation, less where applicable any accumulated depreciation or amortisation. The carrying amount of fixed assets is reviewed annually to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets employment and subsequent disposal.

Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership are transferred to the entity, are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Leased assets are amortised over their estimated useful lives. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Employee Entitlements

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements together with entitlements arising from wages and salaries and annual leave have been measured at their nominal amount.

	2004	2003
	\$	\$
2. CASH		
Cash on Hand	690	690
Investment Account	106,946	86,630
Cash at Bank	87,962	91,528
	<u>195,598</u>	<u>178,848</u>
3. RECEIVABLES		
CURRENT		
Sundry Debtors	-	4,241
	<u>-</u>	<u>4,241</u>
4. PROPERTY, PLANT & EQUIPMENT		
(a) Land & Building, at cost	111,451	111,451
Building improvements at cost	30,889	30,889
	<u>142,340</u>	<u>142,340</u>
(b) Land & Building, at cost	788,043	518,685
Accumulated Depreciation on Building	71,000	62,125
	<u>717,043</u>	<u>456,560</u>
Plant & Equipment at cost	194,312	194,312
Less:		
Accumulated Depreciation	167,128	155,690
	<u>27,184</u>	<u>38,622</u>
Total Property, Plant & Equipment	<u>886,567</u>	<u>637,522</u>
5. CREDITORS & BORROWINGS		
CURRENT		
Sundry Creditors	8,205	2,491
	<u>8,205</u>	<u>2,491</u>
6. PROVISIONS		
CURRENT		
Provisions for Holiday Pay	43,339	39,429
Provisions for Long Service Leave	43,240	47,685
	<u>86,579</u>	<u>87,114</u>
7. CAPITAL & LEASING COMMITMENTS		
OPERATING LEASE COMMITMENTS		
Being rent for Photocopier		
Not later than one year	2,391	2,192
Later than one year and not later than two years	2,391	2,192
Later than two years and not later than five years	2,192	4,384
Total Operating Lease Liability	<u>6,974</u>	<u>8768</u>

The accompanying notes form part of these financial statements.

	2004	2003
Being rent for Premises		
Not later than one year	14,040	5182
Later than one year and not later than two years	3135	
Later than two years and not later than five years		
Total Operating Lease Liability	<u>17,175</u>	<u>5,182</u>

The accompanying notes form part of these financial statements.

LIFELINE HOBART INC. Statement of Board Members

The Board has determined that the Association is not a reporting entity. The Board has determined that this special purpose financial report be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Board Members of Lifeline Hobart Inc:

- (a) The accompanying Statement of Financial Performance is drawn up so as to give a true and fair view of the results of the Association for the financial year ended 30 June 2004.
- (b) The accompanying Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs of the Association as at the end of the financial year.
- (c) At the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Members of the Board and signed for and on behalf of the Members of the Board.

Margaret Baikie
Mary Parsissons

7th October, 2004

LIFELINE HOBART INC.
Independent Auditor's Report
to the Members of Lifeline Hobart Inc.

Contributions are made by the organisation to an employee superannuation fund and are charged as expenses when incurred.

SCOPE

I have audited the financial report, being a Special Purpose financial report comprising the Statement by Members of the Board, Statement of Financial Performance, Statement of Financial Position and Notes to, and forming part of, the financial statements of Lifeline Hobart Inc. for the year ended 30 June 2004 as set out in this report. The Board of Lifeline Hobart Inc. is responsible for the financial report and has determined that the accounting policies used are appropriate to meet the needs of members and the Associations Incorporation Act (Tasmania). I have conducted an independent audit of the financial statements in order to express an opinion on them to the members of the Association. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporation Act (Tasmania). I disclaim any assumption of responsibility for any reliance on this report or on the financial statements to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures include examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with the Accounting Policies described in Note 1, so as to present a view which is consistent with my understanding of the Association's financial position and performance as represented by the results of its operations. These policies do not require the application of all Australian Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

AUDIT OPINION

In my opinion the financial report presents fairly, in accordance with the Accounting Policies described in Note 1 to the financial report the financial position of Lifeline Hobart Inc. as at 30 June 2004 and the results of its operations for the year then ended.

- (i) I have received all explanations and information required to enable me to express this opinion;
- (ii) the rules relating to the administration of the funds of the Association have been observed.

Kevin Gumley
Chartered Accountant

8 October 2004
173 Macquarie Street, Hobart

Statistics

Call - Start Times

Stats prepared by Dave M.

Age/Gender

Monthly Stats - All Calls

Acknowledgements

Lifeline Hobart wishes to express its warm appreciation of the donations of various kinds given by so many of its Friends

Acheson, W.	Hudspeth, J.B. & P.W.	Stirling, B
Allen, A.	Huxley, R.H.	Taylor, C.W. & Associates
Alomes, C.	Ikin, D.B.	Taylor, I.W.
Ashdown, N.C.	Jeffrey, S.W.	TDT Advertising
Baikie, M.J.	John X	The Dominican Sisters
Bakers Delight - Claremont	Jones, E.M.	TMAG (Peter West)
Bedford, D	Kable, B.J.	Townley, M.
Bedrock Studios	Kays, M.K.	Thh, E
Beer, M.G.	Kettleton, C.	Troje, M
Bennett, M	Kirkland, T.	Turner, G. & Drabsch, V.
Boxhall, R.J	Lachowicz, J.	Turner, S.
Burgess, E.J.	McNeice, Y.J.	Tyler, M
Butler, J.M.	Mason, K.	Video Ezy - New Town
Cailei, J.	Miller, L.	Village Cinemas, Hobart
Christine Farmer Calligraphy	Monas Nails	Wise Guise
Chubb Security	Morris, M.	Wrest Point
Clarence Pensioners Association	Morris, Rev. F.	
Cooper, E.	Moser, D.	Musicians on Lifeline CD
Cordwell, A.	Muir, R	Nic Meredith
Cunningham, J.A.	Neal, E.	Ian Pearce Quartet
Davis, C.S.	Newman, E.M.	Harlem Lounge
Elliott, M	Perkins-Dreyer, M.	Clare Gray
Ellison Hawker	Peta Ridell	Shamozzelle
Ezzy, S.	Phillips, M.	Bill Whitton
Fenton, K.B. & E.E.	Pipers Brook	Cake Walking Babies
Flower, G	Pizza Hut - New Town	Risby & Squires
Flynn, M.	Pyke, D.L.	Michael Cohrain
Foot and Playstead Printers	Radcliffe, G.	Cal Health
Forestry Tasmania	Reeves, C.	Cary Lewincamp
Gellie, A	Rockerfellers Café Bar	Rektango
Giddings, Hon L. MHA	Ross, E.F.	Dixieland Express
Hairation Salon	Rydges Hotel	Kaye Payne
Hartz Mineral Water	SeaFM	Junie Duffy
Hingston, P	Simon Hughes	James Maddock
Hodgetts, J.	Smith, K.I.	Neil Levis
Houston, H.	Steward, J	

L I F E L I N E H O B A R T N E E D S Y O U R H E L P

- I believe in the work of Lifeline Hobart and would like to assist by donating:

\$10 \$20 \$50 \$100 Other

- Please find enclosed my cheque / money order (payable to Lifeline Hobart)
OR

- Please charge my Bankcard Visa Card Mastercard

Card Expiry Date: _____ / _____

Signature: _____

- I believe in the work of Lifeline Hobart and would like to assist by making a regular monthly donation of \$_____ per month by credit card until cancelled in writing.

Bankcard Visa Card Mastercard

Card Expiry Date: _____ / _____

Signature: _____

- I believe in the work of Lifeline Hobart and would like to know how I can make a gift to Lifeline Hobart in my will.

Name: _____

Address: _____

_____ Postcode: _____

Signature: _____

Date: _____

