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*Cover Design: Leunig*

## How do I become a Lifeline Telephone Counsellor?

Service Volunteer Training Courses 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-à-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.

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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.

## **CONTACTS**

### **Office:**

160 New Town Road, New Town 6228 0313  
Fax: 6228 4348  
Email: info.south@lifelinetasmania.com.au  
Web: www.lifeline.org.au/hobart

### **24 Hour Counselling:**

13 11 14

### **CHATS:**

6228 0313 Email: chats@lifelinetasmania.com.au

### **Community Visitors Scheme (C.V.S.):**

6228 0313 Email: cvs@lifelinetasmania.com.au

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

6228 7628 Email: vocsouth@lifelinetasmania.com.au

### **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  
Email: lifelinehobartbc@bigpond.com

## **STAFF**

### **Service Director:**

Constance Alomes

### **T.C. Co-ordinator:**

Christine Kettleton

### **Training Co-ordinator:**

Kathy Mason

### **Administrator:**

Julie Britton

### **Administration Assistants:**

Donna James & Andrea Gellie

### **Office Co-ordinator:**

Glenda Radcliffe

### **Business Manager:**

Andrea Cordwell

### **C.V.S. Co-ordinator:**

Lib Cooper

### **V.O.C. Co-ordinators:**

Lyndy Burt & Sarah Muskett

### **CHATS Co-ordinators:**

Pauline Donohoe & Marian Klitzke

## **BOARD OF MANAGEMENT**

### **President**

Marly Flynn

### **Vice-President:**

Mary Parsissons

### **Vice-President:**

Nick Nandan

### **Treasurer:**

Mary Parsissons

### **Secretary:**

Jennifer Byrne

### **Members:**

Lea Symonds, Graham Flower, Megan Killion-Richardson

## **AUDITOR**

Kevin Gumley

## **FINANCIAL VIABILITY COMMITTEE**

Connie Alomes, Julie Britton, Andrea Cordwell, Marly Flynn, Nick Nandan, Mary Parsissons

## **ETHICS & CONSULTATIVE PANEL**

Margaret Baikie, Malcolm Cunningham, Robin Errey, Pete Grierson, Jean Shaw, Diane Smith,  
Lisa Storchheim

## **SUPERVISORS ON CALL**

Constance Alomes, Vyv Alomes, Graeme Bray, Terry Burke, Lyndy Burt, Vanessa Clarke, Drina Coles-Hills,  
Pauline Donohoe, Robin Errey, Shirin Fernandez, Pete Grierson, Annabel Hanke, Jan Hodgetts,  
Chris Kettleton, Marian Klitzke, Susan McArdle, Kathy Mason, Sarah Muskett, Janine O'Neill,  
Mary Parsissons, Mathew Phipps, Stephen Pinkus, John Pyrke, Coral Reeves, Denny Sproule,  
Angela Romano, Ann Stark, Susie Torok, Deirdre Wise

## **President's Report**

As I prepare this report I am reminded of the theory 'The value of the whole is far greater than the sum of the individual parts'. Never was that theory demonstrated better than with this organisation we know as Lifeline.

It has again been demonstrated this year in the award received for 'Excellence in People Management' from the Australian Human Resources Institute. This award was an outstanding credit to our Managers, but also to every person in the organisation for their excellent contribution. This is yet another example of how our focused loyalty to the aims of Lifeline, bring us together as a cohesive force.

The Board have used this year to set our sights on the future, working with senior staff on a Strategic Plan that will help us to attain long term sustainability to meet the needs of the Tasmanian Community in a way that is both effective and efficient.

Until recently, we have been struggling to maintain the financial support for Lifeline services so we are delighted that the State Government, through the Department of Health & Human Services, will increase our funding ratio in the coming year to a far more equitable proportion. This will enable us to channel some of the hard earned funds from the Business Centre into strategic goals.

Apart from Financial Viability, we are also putting in place direction for our Public Profile, Accommodation, Staff Resources and Leadership as well as Service Delivery in what will be our guide for future directions.

The Board farewelled the following members at the AGM in 2004: Margaret Baikie, John Pyrke, Linda Graham and Garry McCarthy, and Megan Killion-Richardson who joined and resigned this year. Margaret and John both have a particularly long and distinguished association with Lifeline Hobart and will continue to be involved in varied capacities. We thank all of these people for their significant contribution.

New Board Members to join our ranks on a casual basis, pending election at the Annual General Meeting, are Graham Flower and Lea Symonds. Graham and Lea have both been a driving force in the planning process and each bring with them impressive credentials to add considerable value to the skills of the Board.

Our vision for the future is for "A time when all Tasmanian can connect with Lifeline, anytime, anywhere, for caring support." We encourage you to continue with us on this exciting journey.

## **Marly Flynn**

## **Service Director's Report**

Once again, the year has flown by and it is now time to reflect on the challenges and accomplishments Lifeline Hobart has experienced over the last twelve months.

As we head into our 33rd year of service, the spirit and strength of Lifeline Hobart is very much alive. The collective energy and sense of purpose that is shared by over 200 volunteers and 15 paid staff has enabled us to work our way through what began as a very challenging year.

### **Services:**

With the commitment and dedication of a strong team of staff and volunteers, Lifeline Hobart provides a range of services and programs that benefit not only Hobart and Southern Tasmania but through the 13 11 14 Telephone Counselling Service, the whole state. It is through the following services that Lifeline is able to give life to our vision and ethos.

The following is a summary of the services that are offered:

- An accessible, anonymous and confidential 24-hour Telephone Counselling, Information and Referral service. This service also answers calls from inmates in Southern Tasmania at dedicated times as well as provides after hours support to the Family Violence Counselling and Support 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.

These services are delivered from a strong base of volunteer support. At last count Lifeline Hobart has more than 200 volunteers who regularly provide counselling and social support to the community and administrative and management support to this organisation.

All of our volunteers; Telephone Counsellors, Community Visitors, CHATS Visitors, Board members, shop and office volunteers and committee members are essential in the successful operation of Lifeline services.

With a small professional staff behind them, volunteers are the front line of Lifeline Hobart, reaching out and assisting others through some difficult times.

## **Funding:**

As always, Lifeline Hobart has worked hard on all fronts to maintain its financial viability. While most of our services are fully funded by grants from government departments, the core service of Telephone Counselling relies on 75% of its funds from the Business Centre to function.

As successful as Lifeline's Chosen Pieces retail operations have been, rising expenses and the pressing need for improvements to the warehouse, meant that we were faced with a deficit in the Service Centre. This financial squeeze had us looking hard at the cuts we needed to make. Sadly, services were cut and some positions made redundant. Thankfully, some unexpected income and successful submissions helped avoid further reductions in staffing and services.

The unexpected income received from the following sources enabled the Telephone Counselling service to survive.

- A grant from Forestry Tasmania.
- A successful submission to the Allport Bequest to assist volunteer training activities.
- A donation from Myers.
- Money from several Work for The Dole projects from Steps and the Salvation Army.
- Payroll gifting donations from the staff at Tasmanian Perpetual Trustees.
- A gift from the Buddhist Community.
- Funds raised from our 'Mothers Day Concert' with special thanks to the Australian Army Band, Kaye Payne, The Hobart City Church of Christ and coordinator, Lib Cooper.

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 \$79,501.41.

The Community Visitors Scheme, which is funded by the Australian Government, Department of Health and Ageing, received \$40,853.93 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 \$38,706.78 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 service to the community.

## **Service Highlights:**

### **Telephone Counselling Service**

- It has certainly been a challenging year for the Telephone Counselling Service. What began as a year of budget and staffing cuts, ended with the very good news that the Department of Health and Human Services will increase our recruitment funding grant from \$79,000.00 to \$187,000.00 per annum. After a year of negotiation, the Department has recognised the Telephone Counselling Service as an essential community service and allocated the financial resources to assist us to deliver the service to a high standard.
- As part of Lifeline Australia, Lifeline Hobart is participating in the Greater Access Program (GAP). This exciting initiative is funded by the Commonwealth Government and is providing us with new technology to help increase caller access and to resource the Telephone Counsellors. The Telephone Counselling room has been refurbished and the new computers & phones will be up and running soon.
- Currently, we have 106 Telephone Counsellors and are working to steadily increase that number to 150 over the next three years.

### **CHATS**

- This volunteer visitor program has really taken off this year with 31 clients being visited on a weekly basis.
- CHATS clients' range in age from 60-97 years old.
- The program has been extended to include clients and volunteers in rural areas.
- The relationships that are forged in this program are based on mutual respect, friendship and commitment.
- One of our clients has benefited so much from having CHATS visitors, he has now opted to be trained as a volunteer. Such is the power of this type of connection to change lives!

### **Community Visitors Scheme**

- The success of CVS is due to the wonderful work of the volunteer community visitors who come from a wide range of backgrounds and professions but all share the one desire to offer friendship and care to elderly people in aged care facilities.
- Fifty-eight Community Visitors have made 1,261 visits to sixty-nine residents in the following aged care homes: ADARDS, Barrington Lodge, Bellview Manor, Corumbene, Eastside Care Lillian Martin, East Side Care Ningana, Guilford Young Grove, Hawthorn Village, Mary's Grange, Midland MPC, Ouse District Hospital, Pleasant Pines, Queen Victoria, Rosary Gardens, Sandown Village Apartments, Snug Village, The Gardens, Vaucluse Gardens Lodge and Windermere Hostel.

- As with the CHATS Program, the Community Visitors Scheme is a vital and essential program which values, supports and enriches the quality of life of its clients through shared friendship.
- Comments expressed by residents support the work of the volunteers:
  - “You are the only light in my life”
  - “You are my darling friend”
  - “I love having you come visit me”
  - “Helen is my wonderful friend and is very special to me”
  - “Keitha has been so good to me”
- There is no doubt that these friendships enhance the resident’s self esteem and psychological well being as well as giving an emotional boost to the visitor volunteers.

### **Victims of Crime Service**

- As in past years, the primary focus of the VOC Service has been support, counselling and information provision to clients. Although much of this work is done face to face, time is also spent providing services to clients over the phone.
- The number of clients accessing the service remains relatively stable compared with the previous year. VOC staff provided services to 780 clients in southern Tasmania.
- There has been a steady increase in time spent assessing clients, preparing Victim Impact Statements.
- The three Victims of Crime services in the state have worked very closely together to provide a statewide service, meeting on a quarterly basis with the Victims Support Service.
- Client feedback sheets report a high level of satisfaction with the service
  - “Knowing that you are only a phone call away is very comforting”
  - “I found the counsellors supportive, compassionate and very understanding”
  - “The court assistance was very much appreciated by myself and my family at the time”
- Many thanks go to the telephone counsellors who continue to support the VOC Service by providing counselling and support after hours to victims of crime.

### **Training**

- Two volunteer training courses were held, one starting in July and the other commencing in February. From these two courses, 33 volunteers became Telephone Counsellors.
- GAP has taken a great deal of the training program’s time, both in attendance at reference groups and informing/teaching our telephone counsellors about the exciting new developments with the telephone system.
- This year the new qualification TAA Training and Assessment Cert IV was introduced. Training coordinator, Kathy Mason, travelled to Canberra in May to participate in the Communities of Practice model of enabling trainers to receive the new qualification.
- Many thanks to the training team once again for their commitment to Lifeline Hobart and the greater community, and for their generosity of time and sharing of their skills.
- The training team for various times during the year has been Brad T, Dawn A, David H, Gordon Mc, Jan H, Steve B, Julie G, Roy T, Keith T, and Kathy Mason.

### **Events and Activities**

As in previous years, Lifeline Hobart has experienced events that have impacted on service delivery.

## **Staffing**

- Due to restructuring, Glenda Radcliffe's position of Office Coordinator became redundant in July.
- Donna James joined the staff as Administrative Assistant in July. Andrea Gellie has taken over the position whilst Donna is on maternity leave.
- All staff have participated in a variety of professional development and supervision activities throughout the year.
- Some staff roles have changed and expanded as the Greater Access Program (GAP) rolled into our centre. We continue to be challenged by the new technology!
- Julie Britton, Administrator, Kathy Mason, Training Coordinator and Chris Kettleton, Telephone Counselling Coordinator, continue to serve on various Lifeline Australia Reference groups.

## **AHRI Award**

Lifeline Hobart was deeply honored by the Australian Human Resources Institute, when we won the State Award for Excellence in People Management (Public, Not for Profit Sector, Small enterprise). Having undergone the rigorous selection procedure, the award was a delightful surprise and served as an acknowledgement of the high morale and commitment that is throughout the organisation.

## **Lifeline National Convention**

This annual convention, which was held in Melbourne, was well attended by Lifeline Hobart staff and volunteers. We were able to send seven delegates who participated in a variety of meetings and sessions. Much of the work of the convention centred around the future of Lifeline as a national organisation, Greater Access Program and a review of our vision and values.

## **Technology**

With the commencement of GAP, the information technology systems at our centre have truly been challenged. Funding provided by Forestry Tasmania and the Community Support Levy enabled the implementation and installation of Broadband Internet, Netgera VPN Firewall Router, the installation and configuration of Windows Small Business Server 2003, and the updating of all computers to the latest Windows and Antivirus. Broadband is now shared amongst all Lifeline services and provides a notable cost saving and faster, more secure service.

The improved technology has also enabled our telephone counsellors to give more accurate information and referral assistance to callers, through a much improved resource database.

## **Special Thanks to:**

No Annual Report would be complete without a word of thanks to the many people who do "over and above" to help keep Lifeline Hobart running smoothly.

- Mary Parsissons for speaking at the 2004 AGM.
- Sandra Peeters for painting such a beautiful expression of our Befriender Service (and making it almost a gift).
- David Richardson and KPMG for guiding us through our Strategic Plan.
- Marguerite, Ann, Judi, Maralyn, Wally, Leisa, Maree, Paul, Drina and Dave who have assisted in the front office, with stats and administrative duties.
- And to all of our volunteers and staff who have taken on the extra duties, worked just a little bit harder and longer and given so much of their time and selves to Lifeline.

Although it has probably been many times before, the spirit of Lifeline is well reflected in the following quote:

“Never under-estimate the power of giving. It shines like a beacon throughout humanity. It cuts through the oceans that divide us and brightens the lives of all it touches. One of life’s greatest laws is that you can not hold a torch to light another’s path without brightening your own”

Author unknown

With great respect and affection I thank you all.

## **Constance Alomes**

### **Business Manager’s Report**

It is with great pleasure that I present my Annual Report for the Business Division of Lifeline Hobart. The close of the financial year to June 30th showed the Business arm to be in a stronger position than at any time in recent history.

The trading turnover from the various activities was \$515,000.00, and the trading profit (\$211,000.00) of 41% was the highest on record for the business.

It is very exciting to be able improve on the performances of past years, and to look forward to even better things for 2005/06!

The warehouse at 147 Argyle Street is our collection point for donated goods, and is always in a state of organised chaos. It is here that clothing is sorted into various categories, with unsuitable donations being channelled into recycling, and sold as either cleaning rag or exported to third world countries as whole garments. Clothing, bric-a-brac etc. are distributed to our three retail outlets on a daily basis. My thanks go to those volunteers who so generously give of their time to ensure that everything runs smoothly.

Lack of working space at the warehouse continues to be a challenge, as we are awaiting completion of plans to renovate the warehouse/retail outlet at 147 Argyle Street.

This needs to be done as a matter of some urgency, to enable us to improve productivity, and not least to upgrade working conditions for staff and volunteers.

Another challenge is to continue to return profits each year when the quality of donations is consistently declining – approx 10% of donations are suitable for sale in our retail outlets! We have to be very innovative and stay one (or hopefully two) steps ahead of the competition.

Our collections bins are our lifeline, and they are placed throughout the suburbs, and as far a field as Sorell and Brighton. Most bins are cleared twice weekly to minimise the risk of theft. My thanks go to the general public for their generosity throughout the year by way of donating their unwanted goods. These donations enable Lifeline Hobart to continue to provide its services to the community.

The branding of all our stores as “Lifeline’s Chosen Pieces” has proved to be a success, with increased sales, and customer traffic in both Kingston and Argyle Street outlets.

Advertising, of course, is not enough on its own – we must be able to deliver what we say we can! A great deal of effort goes into the pricing, quality and display of goods in all our stores. Couple this with great customer service, and you have a recipe for success. The popularity of our stores was not only demonstrated by the increasing turnover, but also by the complimentary comments from a large group of continually returning satisfied customers.

We have run a 12 month advertising campaign for all the shops and will continue to do so for the next financial year.

Our truck has been upgraded this year, as it is every two years, before it starts to show signs of wear and tear, and of course cost us more to replace in the long term.

OH&S costs have been minimal this year, and this is due to the renovations of the warehouse not taking place.

**147 Argyle Street, Hobart** – is our largest retail outlet, and this year has had increased sales of \$36,000 to last year, with total sales reaching \$253,900.00.

**41 Albert Road, Moonah** – is our smallest store and is run by a dedicated band of volunteer ladies. Sales this year amounted to \$28,700.00.

**1a Beach Road, Kingston** – is our specialist store, and once again has broken the record for sales this year, with an increase of \$4,500.00. Total sales for 2004/05 amounted to \$186,100.00.

**Raffle** – Expenses have been climbing over recent years, and the sold return rate is becoming harder to maintain, and so it was decided to run only one raffle this financial year. Net proceeds were \$6,800.00.

Raffles will continue to be run, at least for the 2005/06 year.

**Recycling** - Proceeds from rag sales, and export, amounted to \$23,500.00. It is extremely labour intensive for a very small return, however the alternative is to dump the unsaleable goods on the tip.

The successes of the past year are due to the hard work, dedication and loyalty of both staff and volunteers. Their support is greatly appreciated by myself, and the Board of Lifeline Hobart.

My thanks also go to the members of the Board who have supported me throughout the year.

**Andrea Cordwell**

**LIFELINE HOBART INC.**  
**Statement of Financial Performance**  
**For the Year ended 30 June 2005**

	<b>2005</b>	<b>2004</b>
	<b>\$</b>	<b>\$</b>
<b>SERVICE CENTRE</b>		
<b>INCOME</b>		
Administration	24,510	22,101
Fundraising	3,153	6,114
Gift Fund	13,132	7,891
Interest Received	1,823	2,320
Training	16,398	25,831
Grants and Subsidies	113,791	77,664
	<u>172,807</u>	<u>141,921</u>
<b>EXPENDITURE</b>		
Administration	52,439	59,225
Audit	2,973	2,000
Depreciation	3,500	3,224
Insurance	8,769	8,907
Fundraising	4,500	20,966
Wages & Superfund	221,708	204,368
Training	7,014	18,363
	<u>300,904</u>	<u>317,052</u>
<b>Operating (Deficit) / Surplus</b>	<u>(128,097)</u>	<u>(175,131)</u>
<b>BUSINESS CENTRE</b>		
<b>INCOME</b>		
Fundraising	6,814	15,693
Gift Fund (sales from donations)	492,287	455,882
Interest	3,010	3,706
Other Revenue	665	649
Rent	12,000	12,000
	<u>514,776</u>	<u>487,930</u>
<b>EXPENDITURE</b>		
Administration	14,437	15,803
Depreciation	12,176	17,090
Interest	18,230	12,065
Insurance	11,607	12,308
Loss on Sale of Motor Vehicle	4,089	0
Selling	45,610	44,795
Repair and Maintenance	4,000	13,316
Wage, Superfund & Long Service Leave	212,693	212,128
	<u>322,842</u>	<u>327,505</u>
Operating Deficit/Surplus	<u>191,934</u>	<u>160,425</u>

The accompanying notes form part of these financial statements.

**FOR ASSOCIATED ENTITIES****CHATS  
INCOME**

Dept of Health & Human Services	44,162	44,668
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**EXPENDITURE**

Administration	17,027	12,789
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Salaries	27,470	31,879
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44,497	44,668
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**OPERATING SURPLUS (DEFICIT)**

(335)	0
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**VICTIMS OF CRIME****INCOME**

Department of Justice	112,981	83,817
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**EXPENDITURE**

Administration	42,326	31,702
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Salaries	70,655	52,115
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112,981	83,817
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**OPERATING SURPLUS (DEFICIT)**

0	0
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**COMMUNITY VISITORS SCHEME****INCOME**

Health and Ageing	40,722	37785
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Other	200	
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**EXPENDITURE**

Administration	15,902	15,110
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Salaries	25,020	22,675
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40,922	37,785
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**OPERATING SURPLUS (DEFICIT)**

0	0
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The accompanying notes form part of these financial statements.

**TASMANIAN COMMUNITY FUND  
RTO PROJECT**

	<b>2005</b>	<b>2004</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Tasmanian Community Fund	8,358	47,799
	<u>8,358</u>	<u>47,799</u>
<b>EXPENDITURE</b>		
Administration	1,111	7,435
Salaries	7,250	40,364
	<u>8,361</u>	<u>47,799</u>
<b>OPERATING SURPLUS (DEFICIT)</b>	<u>(3)</u>	<u>0</u>
 <b>SUMMARY</b>		
Operating Surplus (Deficit)		
Service Centre	(128,097)	(175,488)
Business Centre	191,934	160,425
Community Visitors Scheme	0	0
Victims of Crime	0	0
Tas Community Fund (RTO)	(3)	0
CHATS Program	(335)	0
OPERATING SURPLUS (DEFICIT)	<u>63,499</u>	<u>(15,063)</u>
Operating Surplus and Extraordinary Item	<u>63,499</u>	<u>(15,063)</u>
Accumulated Income (Accumulated Losses) at beginning of year	<u>690,693</u>	<u>705,756</u>
ACCUMULATED INCOME AT END OF FINANCIAL YEAR	<u>754,192</u>	<u>690,693</u>

The accompanying notes form part of these financial statements.

**LIFELINE HOBART INC.**  
**Statement of Financial Position as at 30 June 2005**

	<b>Notes</b>	<b>2005</b>	<b>2004</b>
<b>CURRENT ASSETS</b>			
Cash	2	189,167	195,598
Receivables		436	0
<b>TOTAL CURRENT ASSETS</b>		<b>189,603</b>	<b>195,598</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	3	886,415	886,567
<b>TOTAL NON-CURRENT ASSETS</b>		<b>886,415</b>	<b>886,567</b>
<b>TOTAL ASSETS</b>		<b>1,076,018</b>	<b>1,082,165</b>
<b>CURRENT LIABILITIES</b>			
Creditors & Borrowings	4	0	8,205
Provisions	5	71,054	86,579
Unexpended Grants		11,382	42,789
Loans Secured by Mortgage CCU		32,664	32,664
<b>TOTAL CURRENT LIABILITIES</b>		<b>115,100</b>	<b>170,237</b>
<b>NON CURRENT LIABILITIES</b>			
Loans Secured by Mortgage CCU		206,726	221,235
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>206,726</b>	<b>221,235</b>
<b>TOTAL LIABILITIES</b>		<b>321,826</b>	<b>391,472</b>
<b>NET ASSETS</b>		<b>754,192</b>	<b>690,693</b>
<b>MEMBERS' FUNDS</b>			
Accumulated Income (Losses)		<b>754,192</b>	<b>690,693</b>

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 2005**

**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.

	<b>2005</b>	<b>2004</b>
	<b>\$</b>	<b>\$</b>
<b>2. CASH</b>		
Cash on Hand	690	690
Investment Account	95,768	106,946
Cash at Bank	92,709	87,962
	<u>189,167</u>	<u>195,598</u>
<b>3. PROPERTY, PLANT &amp; EQUIPMENT</b>		
(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	788,043
Accumulated Depreciation on Building	75,440	71,000
	<u>712,603</u>	<u>717,043</u>
Plant & Equipment at cost	201,341	194,312
Less:		
Accumulated Depreciation	169,169	167,128
	<u>31,472</u>	<u>27,184</u>
Total Property, Plant & Equipment	<u>886,415</u>	<u>886,567</u>
<b>4. CREDITORS &amp; BORROWINGS</b>		
<b>CURRENT</b>		
Sundry Creditors	0	8,205
	<u>0</u>	<u>8,205</u>
<b>5. PROVISIONS</b>		
<b>CURRENT</b>		
Provisions for Holiday Pay	36,825	43,339
Provisions for Long Service Leave	34,229	43,240
	<u>71,054</u>	<u>86,579</u>
<b>6. CAPITAL &amp; LEASING COMMITMENTS</b>		
<b>OPERATING LEASE COMMITMENTS</b>		
Being rent for Photocopier		
Not later than one year	2,391	2,391
Later than one year and not later than two years	2,391	2,391
Later than two years and not later than five years		2,192
Total Operating Lease Liability	<u>4,782</u>	<u>6,974</u>

The accompanying notes form part of these financial statements.

	<b>2005</b>	<b>2004</b>
Being rent for Premises		
Not later than one year	5,380	14,040
Later than one year and not later than two years		3,135
Later than two years and not later than five years		
Total Operating Lease Liability	<u>5,380</u>	<u>17,175</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 2005.
- (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.

**Marly Flynn**  
**Mary Parsissons**

**21st September, 2005**

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

**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 2005 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**

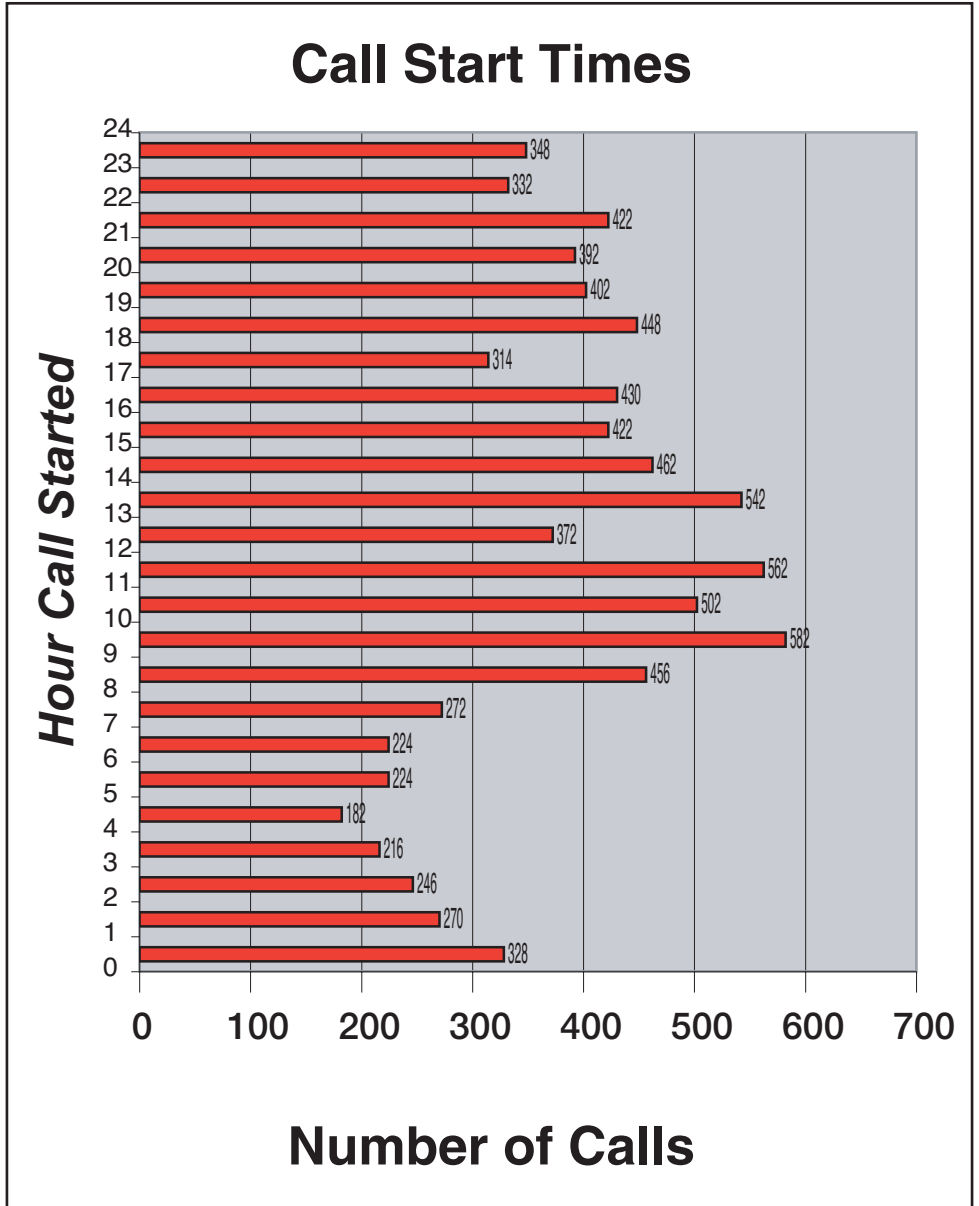
In my opinion the financial report presents fairly, in accordance with the Accounting Policies described in Note 1 to the financial report the financial position of Lifeline Hobart Inc. as at 30 June 2005 and the results of its operations for the year then ended.

- (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

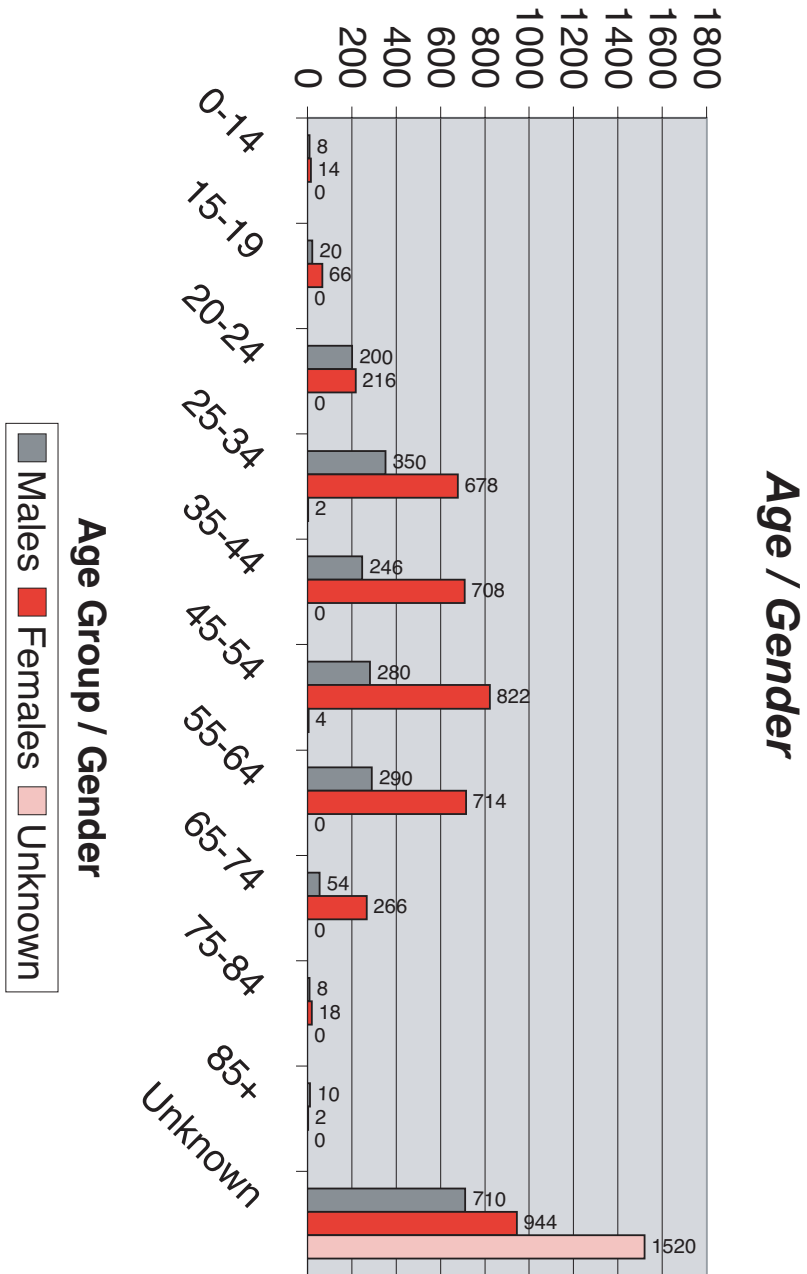
**23 September 2005**  
173 Macquarie Street, Hobart

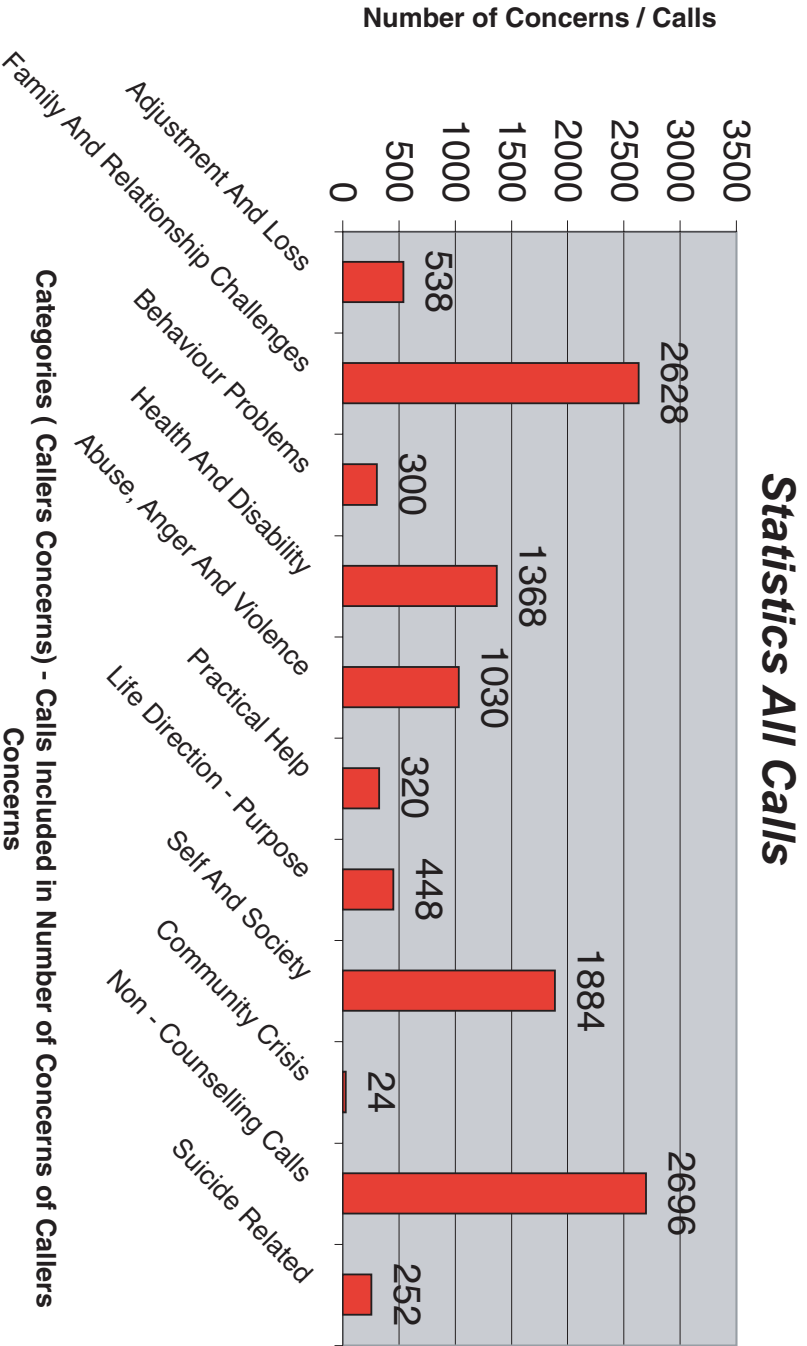
# Statistics



Stats prepared by Darren D.

# Number of Calls





## Acknowledgements

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

A & J Printers	Henry, M.A.	Newman, E. M.
Ashdown, N.C.	Hobart City Church of Christ	Palfreyman, J.
Atkinson, S.	Hood, S.	Payne, K.
Aurora Energy	Hudspeth, J.B. & P.W.	People of Hobart, Carols by Candlelight Collection
Australian Army Band (Tasmania)	Huxley, R.H.	Pizza Hut New Town
Baikie, Dr M.J.	Ikin, D.	Positive Solutions
Bakers Delight, Glenorchy Central	Jackman & McRoss, New Town	Pyke, D. L.
Bastick, P.	Jin-Gang-Dhyana Xin De Foundation	Pyrke, J.
Bedford, D.	Joyce Smith Collection: Thank you to friends and family of the late Joyce Smith - longtime Lifeline Auxiliary Member	Raglione, S.
Boxhall, L.	Kable, B.J.	Raymond, B.
Boxhall, R.J.	Kays, M.K.	Salt 'n Pepper Café, New Town Plaza
Burgess, E..J.	Kempster, R.	Sandle, C.
Carter, J.E.	Killian-Richardson, M.	Sargent, J.
Cowperthwaite, A.	Kirkland, T.	Slick Promotions
Cutcliffe, R.	Kranz, S.	Spencer, D.
Department of Justice, Remand Centre	Lakin, E.S.	Stacey, C.
Dobson Mitchell & Allport: Bequest	Lindisfarne Garden Club	Staff, Department of Economic Development
Dodson, G.S.	Malony, P.	Stagg, G.
Donut King, Claremont	Martin, L.	Stark, A.
Driessen, J. & D.	Mathers, B.J.	Stemler, L.
Duniam, D.	McArdle, S.	STEPS Employment & Training Solutions
Edyvane, R.	McCarthy, H.	Thompson, D.
Estate of Jean Kingston	McDonnell, V.	Torok, S.
Evans, B.	Mee, R.	Townley, M.
Federal Hotels & Resorts	Mike Heywood Collection: Thank you to friends and family of the late Michael Heywood	Video Ezy, New Town
Fenton, K.B. & E.E.	Moroni, M.	Wadsley, C.E.
Ferguson, C.	Morris, Rev. F.	Watson, Dr J.M.
Flynn, M.	Mulquiny, P.	Wendy's Centre, New Town Plaza
French, M.A.	NcNeice, Y.J.	Wise, D.
Giddings, M.H.A. Hon L	Network Division, Aurora Energy.	Woolworths TPC Social Club
Glover, P.		
Granger, B.		
Heaton, E.		

# 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: \_\_\_\_\_

