



**Annual Report**  
2017–2018

 **Lifeline**

### **Incorporation**

Lifeline Australia (ABN 84 081 031 263) is a public company limited by guarantee. It had 22 Members at 30 June 2018 and a National Board of Directors. Its registered office is located at Level 3, 71 Northbourne Avenue, Canberra ACT.

### **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).

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## ① Who We Are

**Lifeline Australia supports the delivery of services by Lifeline Centres.**

**Lifeline is a partnership of Lifeline Australia, our Members – who operate Lifeline Centres located in communities across Australia – and committed volunteers. Together, we save lives every day by bringing hope to Australians doing it tough.**

### **Vision**

An Australia free of suicide.

### **Mission**

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

**22 Members operating 40 Lifeline Centres across Australia.**

40

**Lifeline Centres spread across every state and territory of Australia.**

22

**Members.**

4k

**Approximately 4,000 Crisis Supporters and an estimated 10,000 volunteers total.**

## ② What We Do



**13 11 14 – 24/7  
telephone line.**



**Online Crisis Support  
Chat – available  
nightly, 7 days a week.**



**Training to equip  
individuals and  
communities to  
be suicide-safe.**



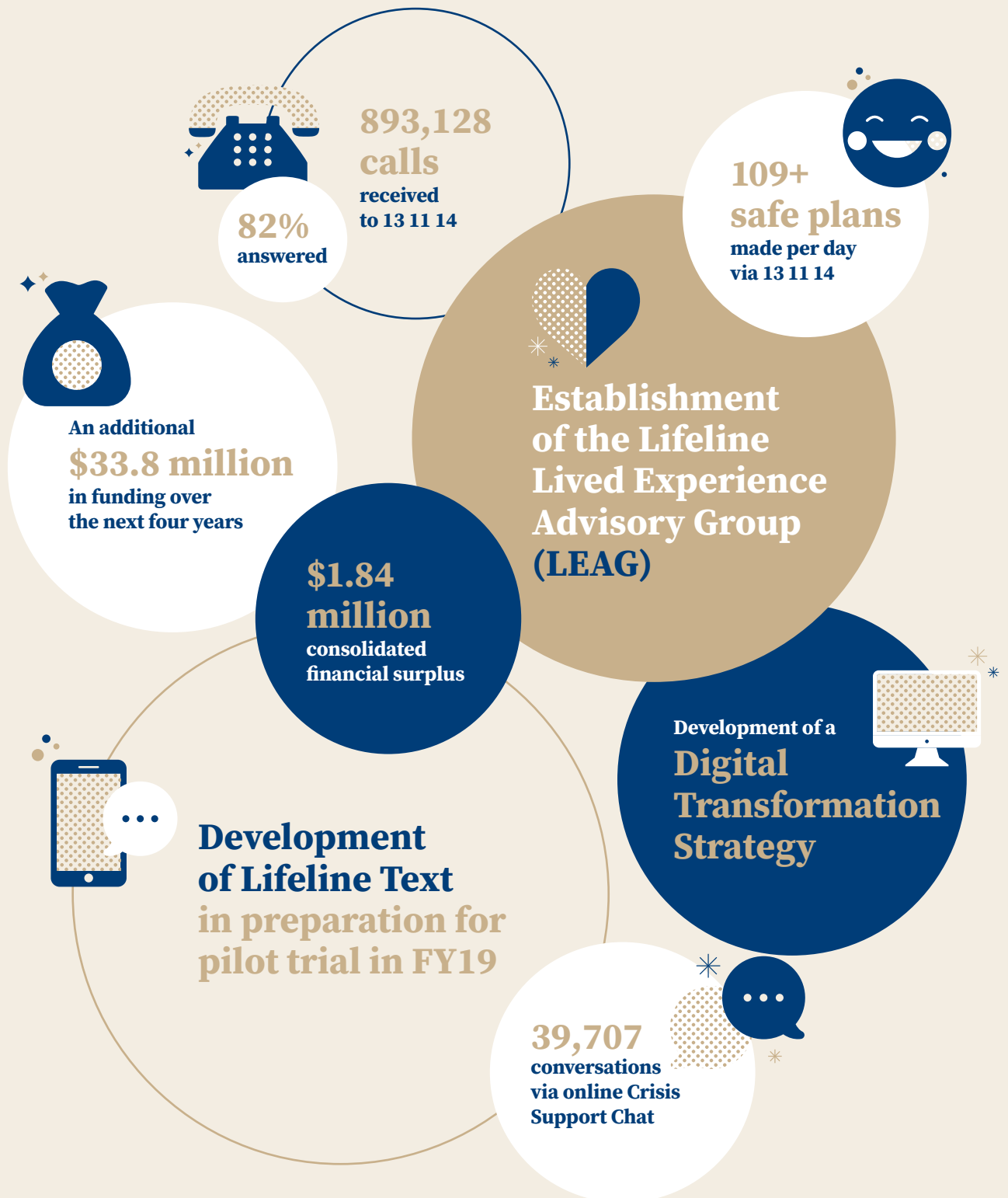
**Community outreach –  
through our network  
of 40 Lifeline Centres.**



**Online and  
informational  
resources.**



### ③ FY18 Highlights



## And the winner is...

**The 2018 Mary Parrissons Outstanding Volunteer of the Year Award was awarded to Lifeline Tasmania Crisis Supporter David Hayden, acknowledging his many years of dedicated service to Lifeline and the community.**



**David has been involved in many volunteering roles within the community his entire working life.**

David became a volunteer with Lifeline Tasmania in 1993 and has served in various roles during his time with the organisation. David's commitment to Lifeline and willingness to do whatever is needed to support the Centre inspires those around him.

More broadly, David has been involved in many volunteering roles within the community his entire working life.

David was announced as the national winner of the Award at the Lifeline Gala Dinner in Canberra, also attended by the state and territory finalists. The Award was established in 2016 to recognise the outstanding efforts of Lifeline's volunteers across Australia. It awards volunteers who have demonstrated excellence in volunteering and leadership, contributed to their communities, and been an inspiration within their respective Centres.

### 2018 Mary Parrissons Outstanding Volunteer of the Year Award – state & territory finalists

Name	State/Territory	Center	Role
Rosanna Leo	WA	WA	Crisis Support
Peter Allred	SA	Adelaide	Crisis Support
David Hayden	TAS	Tasmania	Crisis Support
Sandra Clifford	ACT	Canberra	Crisis Support
Denise Chipper	VIC	Ballarat	Crisis Support
Robert Page	NSW	Harbour to Hawkesbury	Book Depot (Bookfairs)
Janice Newcomb	QLD	Gold Coast	Crisis Support



In the lead-up to the Federal Budget in May, Prime Minister Malcolm Turnbull announced an additional \$33.8 million in funding for Lifeline over the next four years. Pictured here are Lifeline Australia Chairman John Brogden and Deputy Chair Jacinta Munro with the Prime Minister at the announcement.



## ④ From the Chairman

In a year of challenges and milestone achievements, Lifeline's offer of unconditional support for Australians in crisis and at risk of suicide remained ever relevant. We continued to strive to help more Australians and save more lives.

### Service performance

As Australia's leading suicide prevention service, we continued to see strong demand for our services in FY18. We answered 82% of the 893,128 calls received to our 13 11 14 crisis service. Unfortunately, this is short of the record 85% call answer rate performance achieved in recent years. We need to improve our systems and better roster our workforce to take more calls and support more people, more quickly.

As a network we are committed to answering the 160,000 calls that go unanswered. Lifeline Australia will continue to display leadership with increased funding, technological improvement and service innovation and this needs to be matched by Members, through the work of Lifeline Centres, to answer more calls.

Due to resource constraints, the operating hours of our online Crisis Support Chat service were reduced during FY18. However, we still saw an increase in demand year-on-year and engaged in almost 40,000 conversations through this channel. We continue to plan to deliver our crisis support services through multiple channels – including our move into crisis text.

### Strategic direction

This year we continued to pursue the purpose, intent and objectives of our ABC Strategy 16–19 – Lifeline's plan to grow as an organisation to help more people. Within this context we sharpened our focus to deliver in key areas of service delivery efficiency, technical infrastructure reform, improvements to our volunteer training and renewal of our internal accreditation and standards program.

Considerable work was undertaken during the year to develop a strategy for the transformation of our digital crisis support services and, in the immediate term, improvements to 13 11 14 to optimise the reach, efficiency and quality in FY19 and beyond. The Text4Good project – the trial of our SMS text-based crisis support service – is a key component of this and the pilot of this service is underway.

Lifeline Direct Ltd. (a wholly owned subsidiary of Lifeline Australia) will be vital into the future. In its first year of operation the focus for Lifeline Direct has been on consolidation of operations of the four Centres that transitioned across on 1 July 2017. The potential for enhanced coordination, greater reach, and service improvement through Lifeline Direct over the coming years is significant.

### Australian Government funding

In early 2018 Lifeline Australia met the Prime Minister, Minister for Health, Treasurer and Minister for Finance to seek a significant increase in Lifeline's funding from the Australian Government. In the lead-up to the Federal Budget in May, Prime Minister Malcolm Turnbull announced an additional \$33.8 million in funding for Lifeline over the next four years. This reflects an additional \$6.1 million per year for the next three years and total funding of \$15 million in the fourth year. The Government also announced that Lifeline's new annual base funding of \$15 million per annum is locked in and will not require application for renewal.

This funding is a game changer for our 13 11 14 service – particularly in terms of our ambition to answer all our calls.

### Financial performance

Following a loss in the previous year we can report a healthy surplus for FY18 of \$2.023 million for Lifeline Australia and a consolidated surplus result of \$1.840 million for Lifeline Australia and controlled entities. This positive result, coupled with the additional funding secured from the Australian Government, provides the organisation with a strong financial base and helps to secure our sustainability and long-term future.



As Australia's leading suicide prevention service, we continued to see strong demand for our services in FY18.

## ④ From the Chairman

**As a network we must continue to work hard, smart and together to find new ways to meet all our help seekers' needs, including answering all calls to 13 11 14.**

### **Thank you**

As always, I thank our volunteers for their immense contribution to delivering Lifeline's services and helping Australians in need. On the phones, and across the broader fundraising and support activities undertaken by Lifeline Centres, these volunteers are the lifeblood of our organisation.

I also thank the dedicated staff of Lifeline Centres. Their passion to do more for help seekers and grow Lifeline's reach is inspiring.

I want to thank my fellow directors and our staff at Lifeline Australia for their hard work and dedication over the year. In particular, I wish to acknowledge the service and contribution of two directors who left the Board this year.

Dr Robyn Clough served on the Lifeline Australia Board for six years, having previously served as a director and Board Chair of Lifeline Canberra. As a former Lifeline Crisis Supporter and experienced professional in the research, public and private sectors, Robyn's contribution to Board deliberations was highly valued and she continues to be a strong supporter of Lifeline since her retirement.

Samantha Klintworth served on the Lifeline Australia Board from 2016 to 2017 as the representative of UnitingCare Queensland. In her short time on the Board, Samantha brought a great deal of energy and passion, backed by her considerable experience in the child/family and community sectors.

This year we welcomed four new directors to the Board – Travis Dillon, Dr Daniel Mainville, Brent McCracken and Tony Windever. Each is making a valuable contribution and we thank them for their service to the organisation.

Our CEO Bob Gilkes will be retiring back to Queensland with his family at the end of 2018. Bob stepped in as our CEO at short notice in 2017. He has worked steadfastly to improve our financial position and steady our operational performance. Both as a director and CEO Bob has worked to help Lifeline save more lives. He retires with our gratitude, respect and very best wishes.

Finally, thank you to Lifeline's generous government, corporate, and individual supporters who contribute financially to sustaining our services. Lifeline simply would not exist without your support.

The significant increase in Lifeline's funding announced in the lead-up to the Federal Budget in May demonstrates strong leadership and commitment from the Australian Government and helps to secure our financial sustainability.

Our corporate supporters truly are partners in the work we do. Through their support – both financial and in-kind – we are pursuing innovation to enhance the reach and efficacy of our services. We look forward to strengthening these partnerships in the years ahead.

### **Looking ahead**

The number of Australians taking their own lives has increased in three of the last four years. Our objective of an Australia free of suicide is not being met. At the same time the demand on our services remains high and the expectations for service modernisation, responsiveness, quality and consistency are increasing – as they should. So as a network we must continue to work hard, smart and together to find new ways to meet all our help seekers' needs, including answering all calls to 13 11 14.

Lifeline Australia is committed to leading the organisation to meet these challenges. Our collective achievements in FY18 have us in the best position we have been in for years to do this.

### **John Brogden AM**

Chairman, Lifeline Australia

## 5 Strategic Direction

During FY18 we continued to pursue the purpose, intent and objectives of our ABC Strategy 16–19 – Lifeline’s plan to grow as an organisation to help more people. We also spent considerable time looking beyond the immediate objectives of the ABC Strategy to a longer-term outlook for where Lifeline could be as an organisation in 10 years.

Development of the strategic direction was grounded in the context of our operating environment, that is, the problem we are trying to solve.

In the context of this challenge, the strategic vision is for Lifeline in 10 years to be:

- Making a significant measurable impact on the prevention of suicide through the provision of crisis support services;
- Sustainable in our service operations;
- Relevant to the wider health and social service systems; and
- An essential and trusted source of support for the Australian community.

The strategic direction recognises the importance of addressing multiple factors in suicide prevention, namely: Individual; Life experiences and relationships; Community; and Societal.

In order to have the greatest impact with our limited resources, the strategic direction prioritises a healthy balance between transforming Lifeline’s digital services and investment in our existing network to strengthen service delivery and a more consistent approach to impactful community engagement – with the ultimate goal of improving access and broadening reach via multi-channel delivery.

The focus for Lifeline Digital over the coming years will be transforming our digital crisis support services and, in the immediate term, improvements to 13 11 14 to optimise the reach, efficiency and quality of this core service. Lifeline Digital will transform the way we deliver our crisis support services and enhance the accessibility and experience for our help seekers. It is about offering the right help, in the right way, at the right time.

The strategic direction also brings clarity and focus to our community outreach and engagement efforts. Investment in Lifeline Community builds on the strength of Lifeline’s network of 40 Centres located in communities across Australia and recognises the importance of community identity in building trust and support for Lifeline. As beacons of hope in their respective communities, Lifeline Centres – and Lifeline’s collective community footprint – provide responsiveness to regional factors in suicide prevention. Ultimately, Lifeline Community aims to build local and lasting capacity for suicide prevention – equipping individuals and communities to be suicide-safe.

### The problem we are trying to solve:



**Over 2 million Australians experience high or very high levels of psychological distress.**



**Approximately 370,000 consider suicide.**



**Out of 80,000 attempts, 10% contact Lifeline and 20% contact family/friends.**

**3,128 deaths by suicide.**

### Lifeline Service Delivery

**Lifeline Digital**

**Lifeline Community**

## 6 Lifeline Digital

During FY18 there were almost 2,500 calls per day to 13 11 14 – our confidential, 24/7 telephone line.

For more than 50 years Lifeline has been providing compassionate, confidential, and non-judgmental support to Australians doing it tough. Our simple yet powerful offer of unconditional support saves lives every day.

### 13 11 14

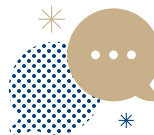
During FY18 there were almost 2,500 calls per day to 13 11 14 – our confidential, 24/7 telephone line. Our Crisis Supporters, located in 38 sites across Australia answered 82% of the 893,128 total calls from people struggling to cope with issues including suicide, loneliness, mental health, relationship difficulties, and financial stress.

78% of the calls we answered were from people in crisis and many from individuals feeling suicidal. Our highly-trained Crisis Supporters made, on average, 109 safe plans per day to help callers manage their suicidality and take steps to recovery.

Sadly, we are not able to answer all the calls to 13 11 14 and in FY18 approximately 160,000 calls went unanswered. Through the right investment in service innovation we are confident of closing this gap in the coming years.



**893,128**  
calls received.



**82%**  
of calls answered.



**41%**  
of calls were answered  
within 90 seconds.



**78%**  
of calls were from  
people in crisis.



**109+**  
safe plans made per day.



**4,000 approx.**  
Crisis Supporters.

### Online Crisis Support Chat

Demand for our online Crisis Support Chat service increased in FY18 – continuing the trend since the service was introduced. 62,400 chat requests were made during the course of the year and our Crisis Supporters engaged in approximately 109 conversations each day.

Due to resource constraints, the operating hours for Chat were decreased during FY18 from 7.00pm–4.00am to 7.00pm–12.00am (midnight). This reduction in operating hours saw a chat answer rate of 64% for the year, down from 87% recorded in FY17. Despite the reduction, Chat remains an important aspect of Lifeline’s service delivery – particularly in the context of our commitment to delivering our crisis support services through multiple channels and making Lifeline’s offer of support as accessible as possible for all Australians.



**62,400**  
chat requests made  
(approx. 171 per day).



**39,707**  
conversations were  
engaged in (approx.  
109 per day).



**64%**  
chat answer rate.



**17 approx.**  
safe plans made per day.

### National workforce management

A key focus area in our resolve to answer more calls is ongoing improvements to the way in which we coordinate and roster our geographically dispersed workforce. FY18 saw a more mature application of workforce planning principles across the Lifeline network. Using participatory design a number of initiatives were identified as priorities and subsequently implemented to improve the use of tools. These initiatives included the establishment of a daily call answer rate ‘huddle’ to analyse call demand patterns and staffing levels, gather real-time feedback from Crisis Supporters on the front line and identify short-term remediation actions to improve service delivery.

### Improving crisis support practice

Throughout FY18, Lifeline Centres delivering 13 11 14 and Chat were provided support to ensure and enhance the quality and consistency of service delivery. Continuous improvement initiatives included the following:

- Lifeline’s supervision model and associated training provided to Coaching Supervisors delivered improvements to the consistency of assessment and coaching conducted for calls to 13 11 14 and Chat conversations.
- Regular teleconferences for Crisis Supporters, In-Shift Support Supervisors and Centre Supervisors provided a forum for discussion and guidance regarding emerging practice matters across the service.
- Revisions to the Lifeline Crisis Support Operations Manual have ensured access for volunteers and staff to current information.
- A new quality improvement and assurance measure – the Practice Governance Framework – and a new Complaints and Feedback Management Policy and Procedure were developed for introduction in FY19.

These initiatives reflect critical support for our frontline workforce and the staff responsible for ensuring a positive working environment. Ultimately, they underpin an increasing focus on service quality and ongoing enhancements to the service experience and outcomes for help seekers.

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## 6 Lifeline Digital

**In 2016 the Australian Government announced funding to enable Lifeline to develop and trial a text-based crisis support service.**

### Lifeline Text (service trial)

In 2016 the Australian Government announced funding to enable Lifeline to develop and trial a text-based crisis support service. Significant resources were devoted during FY18 to developing the service in preparation for a pilot trial to determine the feasibility and extent to which a text-based service may improve the provision of national crisis support services to Australians.

Text-based counselling and online services offer a number of unique benefits including increased feelings of confidentiality and reduced fear of judgement or fear about being overcome by emotions. This can encourage greater rates of disclosure of personal issues and current situations; particularly those that are considered highly embarrassing or stigmatised such as sexuality, drug and alcohol use and suicidality or self-harm.

Lifeline's counterparts in the UK and USA have led the way in developing text-based crisis services and the effectiveness of these services in reaching help seekers provides a strong justification.

There is general recognition of the benefit of text as a communication mode that can conveniently be used and may attract people who will not use other channels. There is growing understanding of the potential for text and messaging modes to be linked to existing social media platforms such as Facebook, and therefore enable quicker and more streamlined engagement with distressed and vulnerable people via their usual social media interactions.

### The service trial – currently underway – will contribute to:

- Determining the efficacy and benefit of offering a text-based service, that is, the unique value proposition of text and the outcomes it will deliver for help seekers.
- Establishing standards of best practice in the delivery of text in line with Lifeline's existing crisis support practice model.
- Identifying sustainable operating models of text.
- Identifying how the developed text-based crisis support service can complement and enhance other mental health and suicide prevention services and mobile apps.



### Ongoing Learning & Development

The learning and development activities of Lifeline Australia are foundational to the delivery of our crisis support services and the training conducted by Lifeline Centres across Australia is pivotal in equipping individuals and communities to be suicide-safe.

As a Registered Training Organisation (RTO) Lifeline Australia oversees and accredits a range of training including Crisis Supporter Workplace Training (CSWT), DV-alert and workplace training for corporate and community organisations.

### Crisis Supporter Workplace Training

Lifeline's RTO-accredited CSWT equips our Crisis Supporters to support help seekers in their time of need. Trainers across the Lifeline network delivered CSWT to 1,379 active students in FY18.

A significant project of work commenced in FY18 to review and rework the CSWT program. Stakeholders across the Lifeline network and people with lived experience are contributing to this project in line with participatory design principles. Based on input and feedback gathered from stakeholders, the priority focus for the project is on developing a new practice model which will provide the foundation for a rewrite of the broader training program.

**Trainers across the Lifeline network delivered CSWT to 1,379 active students in FY18.**

## Digital Transformation Strategy

**Lifeline's operating environment is complex, with 38 locations and approximately 4,000 crisis supporters contributing to the delivery of our crisis support services.**

The benefits to Australia of harnessing a network so embedded in our community are enormous. However, the operating environment presents considerable challenges in maintaining a high quality and efficient service that can remain responsive to help seeker need.

During FY18 a significant piece of work was undertaken to review and understand our operating environment better. As a result of this work, it was clear that the way in which our services are organised and delivered has not kept pace with changing technology or changes in service user expectations. These challenges give rise to major opportunities to better reach and support help seekers and ensure we continue to be available to connect

people who need care and support. It was concluded that by undertaking a process of digital transformation Lifeline would have the potential to improve the quality and efficiency of our service and so reach more people when, where and how they need us.

Working with stakeholders across the Lifeline network and a range of subject matter experts we have developed a clear digital transformation strategy. This strategy places help seekers of today and tomorrow, at the centre of our transformation. Over the coming years it will deliver an opportunity for Lifeline to harness our people and technology to ensure that help seekers can access the right help, in the right way at the right time.

**Working with stakeholders across the Lifeline network... we have developed a clear digital transformation strategy.**

## Lifeline Lived Experience Advisory Group

The Lifeline LEAG will provide considered, balanced and timely advice.

During FY18 Lifeline Australia established the Lifeline Lived Experience Advisory Group (LEAG) to facilitate and formalise our commitment to lived experience input.

Obtaining and utilising expert knowledge from those persons with lived experience of mental health issues, crisis experiences and suicidality is recognised as essential for service organisations in the continual improvement of existing services and development of new services.

The Lifeline LEAG will provide considered, balanced and timely advice in terms of:

- 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 Lifeline Text, website redevelopment and Crisis Supporter Workplace Training review.





## ⑦ Lifeline Community

In line with Lifeline's vision to equip individuals and communities to be suicide-safe, a core aim of Lifeline Community is to build local and lasting capacity for suicide prevention.

A working group was established in FY18 to define the purpose and assess capability for Lifeline Community. This group will collaborate towards a shared outlook on Lifeline Community.

Key focus areas for Lifeline Community in the coming years include the following:

- Continue to strengthen existing community services and programs, such as; DV-alert, education and training offerings, counselling services, and support groups.
- Further develop the evidence base for emerging community programs, such as; safeTALK in Schools and Eclipse Groups.
- Grow relationships with potential funding bodies for regional and community programs.
- Create a 'suite of services' that can be offered nationally within agreed standards.

Investment in Lifeline Community builds on the strength of Lifeline's network of 40 Centres located in communities across Australia and recognises the importance of community identity in building trust and support for Lifeline.



### From the top

Retail activation at Splendour in the Grass.

Community fundraising event – Dine with Dylan.

Staff and volunteers celebrate National Volunteer Week in Newcastle.

## Community Program Highlights

**Investment in Lifeline Community builds on the strength of Lifeline's network and recognises the importance of community identity in building trust and support for Lifeline.**



### Liptember

Liptember is an annual campaign held in September dedicated to raising funds and awareness for women's mental health. This is the fourth consecutive year of support having raised a combined total of \$1,165,000 to help fund Lifeline's online Crisis Support Chat service. Liptember specifically chose to support Chat because over 80% of people who access the service are female.



### Out of the Shadows

Out of the Shadows walks were established by Lifeline to help remove the stigma around suicide. They are an important part of the service we offer, providing an annual space for those who have experienced loss or ideation to feel accepted and to reflect, mourn and honour those lost to suicide. Most walks are held at sunrise or sunset, symbolising our efforts to reduce stigma, bringing the memory of those lost into the light.

### City2Surf

On Sunday 13 August 2017, 40 people ran and raised funds for Lifeline in Sydney's City2Surf. The runner raising the most funds was Ruralco CEO, Travis Dillon who raised over \$70,000 for Lifeline.





### Stress Down Day

Stress Down Day is Lifeline's annual reminder to Australians to take steps to reduce stress and remember that Lifeline is available to help when things become overwhelming. Our research shows that 74% of Australians report feeling workplace stress. Stress Down Day is a fun initiative designed to encourage employers and employees to recognise their responsibility in creating an environment that prioritises the wellbeing of employees and members of the community.



Out of the Shadows  
2017 hosted by Lifeline  
Ballarat in partnership with  
Ballarat & District Suicide  
Prevention Network

## DV-alert

7,194

frontline workers  
trained in FY18.

**Lifeline’s Domestic and Family Violence Response Training (DV-alert) is designed to build capacity in frontline workers within universal services for whom family violence is not a core function of their role. The five streams of DV-alert are delivered through awareness sessions, 1-day and 2-day workshops, and e-learning.**

100 trainers from across the Lifeline network trained 7,194 frontline workers in FY18 across all five streams.

FY18 saw the successful pilot of a Working with Women with Disabilities stream which was developed in consultation with frontline workers and women living with disabilities and in domestic and family violence.

During FY18 the Settlement stream was redeveloped to reflect changes within the sector and the Indigenous stream is being enhanced through strengthened relationships with Indigenous led organisations with the support and guidance of the National Congress of Australia’s First Nations People and Lowitja Institute.

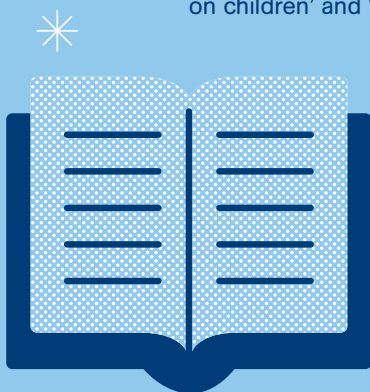
Online resources were also developed in FY18 for DV-alert participants on the topics of ‘impact of domestic and family violence on children’ and ‘sexual assault’.

**Trainers were highly skilled and experienced, and very responsive and considerate of the different levels of education and experience in the room.**

– Tailored workshop participant

**I like the presenters, they were good, really engaging and clearly very experienced in the domestic violence sector and there was room for conversation and reflection throughout the program as well.**

– Settlement workshop participant



## 8 Research

FY18 saw further growth in the research activities of the Lifeline Research Foundation. Several research projects have been completed and some initiated, including projects which have attracted external funding therefore demonstrating the wider stakeholder interests in the research program of Lifeline Australia.

During FY18, two large NHMRC partnership grants were secured, which will now form a major part of the research program for the Lifeline Research Foundation for the next five years:

- Outcomes Measurement for Lifeline Crisis Support Services – with University of Canberra, to develop, test and validate measures of outcomes for users of these services, including automated data collection and monitoring to inform continual service improvement.
- safeTALK in Schools – with Orygen Youth Mental Health Research Centre at University of Melbourne to further test this schools program in the context of an integrated youth suicide prevention program in western Melbourne.

The Lifeline Research Foundation has continued to build working relationships and partnerships with academic institutions and private organisations towards the common goal of building knowledge for suicide prevention and crisis support.

### Highlights

#### **Pilot Study of Eclipse Support Groups – Lifeline Mid Coast and University of New England**

This study was a pilot of a support group for people who have survived a suicide attempt using a model of group work developed by the Los Angeles Suicide Prevention Centre at the Didi Hirsch organisation in USA.

Pilot study results have been modestly encouraging with regard to group participants developing techniques to better manage their suicidal thoughts and cope with daily living. There was also evidence of increased understanding of the role of Lifeline as a support service by the group participants. The initial research results should be received with caution as they involve small numbers of respondents. Moreover, some participants have experienced a suicidal crisis during and after the support group operations, demonstrating the importance of linkages to community mental health services and best practice in suicide safety management.

In the coming year, more Eclipse Groups will occur involving three Lifeline Centres, allowing the research study to be strengthened and the practice knowledge within Lifeline to be developed.

#### **Chinese Australian Support Needs – Bridging Hope Charity Foundation and DiverseWerks**

This study provided a comprehensive examination of the mental health support and suicide prevention needs for Chinese Australians, including a literature review, a service mapping and gap analysis and an online survey that attracted several thousand responses. The findings demonstrated the importance of culturally specific services and the need to address migration experiences of Chinese Australians and how these impact on their mental health and wellbeing, as well as their capacity to seek help in times of personal difficulty. In the coming year, the results of this study will be considered further in consultation with Chinese Australian communities and their leaders, and a range of outreach and engagement activities will occur between Lifeline and the Bridging Hope Charity Foundation.

**During this year, two large NHMRC partnership grants were secured.**



## 8 Research

**Evaluation of Lifeline services and improvement projects has also continued with the assistance of the Lifeline Research Foundation.**

### **Pause Call Be Heard Campaign in Rail Stations – TrackSAFE Foundation and University of Melbourne**

This campaign is being delivered nationally through rail stations to the high volume populations that use train for transport. The objective is to engage with people around self-care, coping skills and help seeking during times of personal difficulties. The campaign creative development occurred with considerable input from people with lived experience of suicide and mental health issues. An evaluation is being undertaken by the Centre for Mental Health at University of Melbourne and initial results are suggesting the campaign has been effective in engaging with people and stimulating their behavioural responses. This campaign and evaluation has been supported by the national rail industry through the TrackSAFE Foundation.

### **Research projects commenced this year**

#### **Suicide Hot Spot Data Analysis – Australian Institute for Suicide Research and Prevention, Griffith University**

This study is examining data from the state coroners and police services for two ‘suicide hot spot’ locations in Queensland and New South Wales, at which Lifeline has a presence through signage and the provision of emergency phones. The study will examine the profile of persons who go to these locations and the nature of their suicidal behaviour. The study will be completed in FY19. Funding for this research study has been generously provided by Servier Australia.

### **LGBTI Support Needs – Australian Research Centre in Sex, Health and Society, La Trobe University**

This study involves a comprehensive survey of people who identify as LGBTI people to better understand the life experiences and situations in which they need crisis support services, and the preferred ways for presentation and delivery of these services. The survey also explores barriers and challenges to help seeking for LGBTI people. The results will inform improvements in Lifeline’s outreach and service provision. Funding for this study has been generously provided by the Mid Winter Ball Charity.

### **Evaluation**

Evaluation of Lifeline services and improvement projects has also continued with the assistance of the Lifeline Research Foundation, namely the following:

#### **DV-alert Program Evaluation**

A comprehensive effectiveness evaluation of the program, which is funded by the Department of Social Services – findings have shown the program is meeting its objectives.

#### **Frequent Caller Service Trial**

With SANE Australia, a ‘Wellbeing’ service initiative was evaluated to explore if a mental health support service would be relevant and beneficial for people who call Lifeline frequently – the findings have suggested further service development is warranted.

#### **Evaluation of Lifeline Text Service Trial**

With the University of Wollongong Institute for Health Service Development an external evaluation of this trial is underway.

## Pause. Call. Be Heard.

**Lifeline Australia’s partnership with the TrackSAFE Foundation continued in FY18 and saw the strengthening of relationships with stakeholders across the rail industry. A key component of the partnership has been rail station outreach activities, including execution of a marketing campaign – Pause. Call. Be Heard.**

Launched in November 2017, the marketing campaign seeks to promote help seeking and the use of Lifeline crisis support services among train commuters. Through the support of rail organisations, the campaign has been rolled out nationally.

Evaluation of the campaign has been conducted in Victoria and of those who consented to respond to an online questionnaire found that 26% of respondents had noticed the campaign.

- Of those who noticed the campaign, 75% had engaged with the campaign materials in some way.
- The high level of community awareness of Lifeline was reflected in the evaluation survey results with 78% recognising the Lifeline logo and/or phone number 13 11 14.
- In terms of actual behaviours that the campaign prompted, the survey results found that 11% of those who noticed the campaign stated that they had contacted Lifeline for support either for themselves and 9% to seek support for another person.

**Of those who noticed the campaign, 75% had engaged with the campaign materials in some way.**



## 9 Lifeline Direct

**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.**

In July 2016, the Members of Lifeline Australia entrusted Lifeline Australia with a mandate to conduct direct service delivery across Australia. To this end Lifeline Direct Ltd was established in 2017 as a wholly owned subsidiary of Lifeline Australia. The entity formally commenced operations on 1 July 2017. The establishment of Lifeline Direct is a structural and governance reform of the Lifeline 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.

### Integration

A key focus for Lifeline Direct in its first year of operation was consolidation of functions across the four Centres in areas such as administration, finance and people and culture. This consolidation – including policies, procedures and practices – has delivered a more streamlined model and a strong foundation to realise the range of business outcomes and benefits in line with the business case approved by Lifeline Members in 2016.

### Digital

The four Lifeline Direct Centres answered 56,687 calls in FY18. These calls were answered by an average of 170 active Crisis Supporters each month. In addition to volunteer shifts, 4,500 hours of Centre-funded paid shifts were delivered by Crisis Supporters based in Lismore (NSW) and Warrnambool (VIC). More than 12,500 calls were answered during these early morning and evening shifts when volunteers were unavailable.

Overall, 7.75% of Lifeline's total calls answered were by Lifeline Direct Centres.

### Community

Lifeline Direct engaged in a broad range of community engagement initiatives during FY18 including training, post-vention activities, and support groups for those who have attempted suicide and those bereaved by suicide.

232 training sessions were conducted in programs such as ASIST, safeTALK, Mental Health First Aid, Accidental Counsellor, Mind Your Mates, and DV-alert. 3,547 individuals participated in these training sessions.

During FY18, Lifeline Direct actively contributed to the Black Dog Institute's 'LifeSpan' integrated suicide prevention trials in the trial sites of Newcastle and the Central Coast in NSW. The 'LifeSpan' evidence-based approach is also being applied in community-led suicide prevention programs in the Lifeline Direct Centre locations of Lismore and Warrnambool.

### Face-to-face counselling

Lifeline Direct delivered face-to-face counselling from eight locations in FY18. More than 1,900 individual counselling sessions were delivered by over 40 volunteers with qualifications in counselling, psychology or social work. Around 30% of counselling session participants reported having either thoughts of suicide, previously attempted suicide, or were bereaved or otherwise affected by suicide.

### Retail

Lifeline Direct operates 23 retail stores across four geographic regions. These stores generate in excess of \$5.6 million in sales which contributes significantly to Lifeline Direct's overall funding and service delivery. Retail operations would not be possible without the contribution of 471 volunteers and 90 paid employees.

During FY18, the retail business structure and operations were re-organised based on a geographic 'Hub' model to improve efficiency and better support our people, culture and volunteer experience.



## Governance

As at 1 July 2017, Lifeline Direct (being a company limited by guarantee) comprised of a Board of Directors and a Chief Transformation Officer who was responsible for the management of the day-to-day operations of the entity. The Lifeline Direct Board consisted of three directors from the Board of Lifeline Australia and two non-Lifeline Australia directors. The Chief Transformation Officer reported directly to the Board of Lifeline Direct. On 5 May 2018, the Board of Lifeline Australia (being the parent company) undertook the following governance and management reforms across the Lifeline Australia Group (which consists of Lifeline Australia and its wholly owned subsidiary, Lifeline Direct):

- Amended the Chief Transformation Officer's reporting line from reporting to the Board of Lifeline Direct, to reporting directly to the CEO of Lifeline Australia in order to ensure greater management alignment across the Group;
- Amended the composition of the Lifeline Direct Board so that it is fully comprised of Lifeline Australia directors; and
- Established a Lifeline Direct Steering Committee to support the Lifeline Australia Board in their oversight of Lifeline Direct.

The reforms were undertaken with a view to ensuring greater alignment and to simplify the governance arrangements across the Group. These reforms enable the Lifeline Australia Group to operate in a streamlined and effective manner to achieve shared organisational outcomes.



## Lifeline Australia National Volunteer Standards and Best Practice Guidelines

**Implementation of the Standards by Lifeline Centres will occur in the coming years and ensure continuous improvement.**

**During FY18, Lifeline Australia undertook a project to develop National Volunteer Standards and Best Practice Guidelines to support Lifeline Centres to recruit, retain and recognise their volunteers.**

The Standards were developed in collaboration with a group representing various stakeholders across the Lifeline network and have been endorsed by Volunteering ACT and Contact on behalf of Volunteering Australia. They are the first Standards for a national peak body to be endorsed by Volunteering Australia.

Implementation of the Standards by Lifeline Centres will occur in the coming years and ensure continuous improvement as well as the embedding of contemporary volunteer management and engagement practices. Specifically, the Standards will support Centres to:

- Incorporate the values and maximise the benefits of volunteer involvement.
- Develop effective volunteer involvement strategies and practices.
- Involve volunteers in meaningful and useful activities that contribute to the outcomes of Lifeline’s work.
- Ensure the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities.
- Set a minimum standard and expectation across the Lifeline network in terms of volunteer engagement.



## 10 Corporate Governance

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 key governance documents (including the Constitution, Governance Charter 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.

### Website

Further details of Lifeline Australia's corporate governance framework are available at <https://www.lifeline.org.au/about-lifeline/corporate-governance/our-corporate-governance>. This includes the Charters of the Board and each Committee; the core governance documents, and other policies/documents of interest to our Members and the public.

### Corporate governance framework

The diagram on the following page 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.

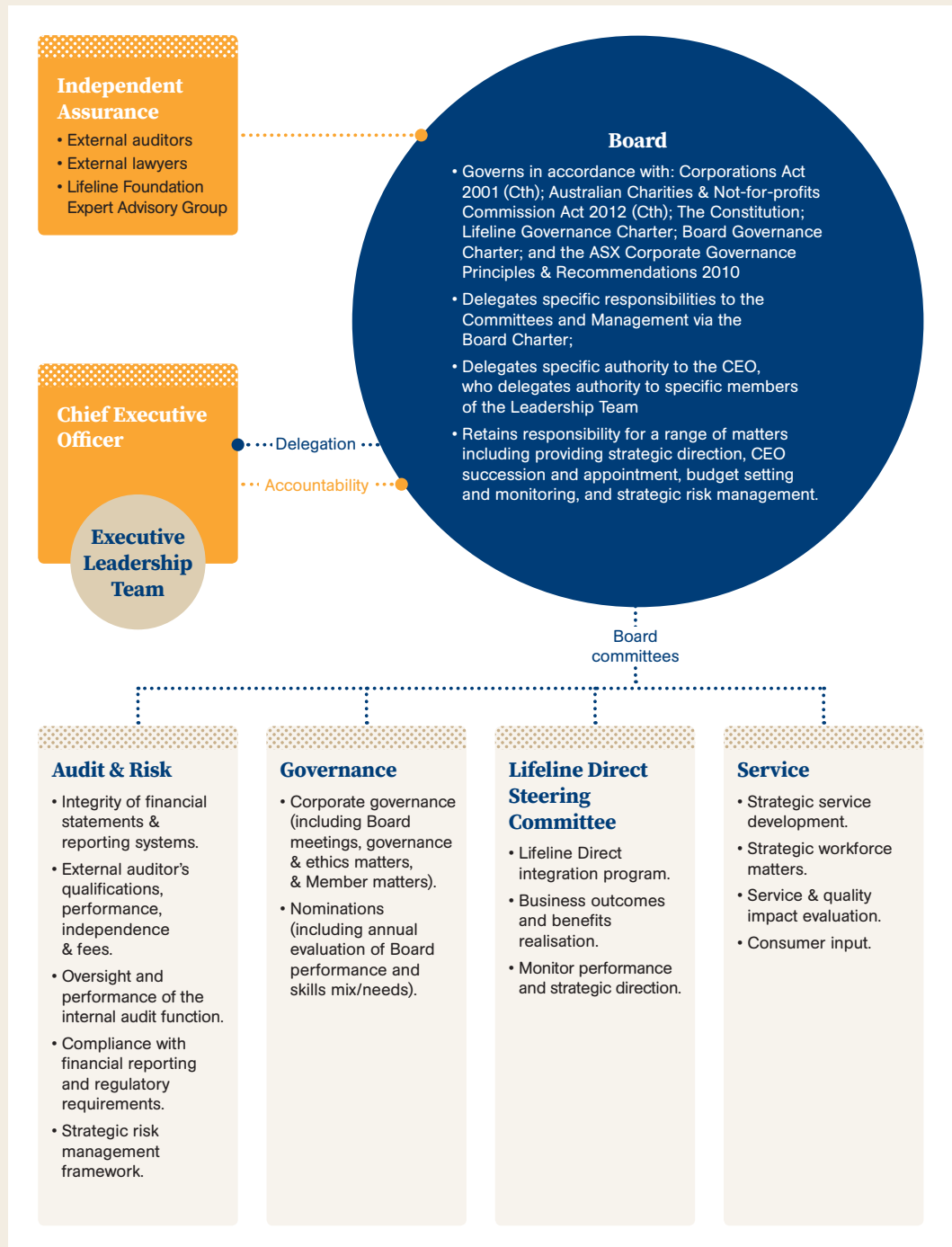
**The Board is committed to achieving and demonstrating the highest standards of corporate governance.**



## 10 Corporate Governance

The diagram reflects the relationship between the Board, its Committees, the CEO and the Executive Leadership Team (ELT), and the numerous independent assurance functions.

### Corporate Governance Framework



## The Lifeline Australia Board

### Board composition

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

The Board has resolved that:

- The Chair of the Board is to be an independent director;
- Chairs of Board Committees are to be independent directors;
- The Chair of the Audit and Risk Committee must not be the Chair of the Board.
- Determination of independent status of a director is based on consideration of a number of factors as outlined in the Board's Charter.

The Board's Diversity Policy is available at: <https://www.lifeline.org.au/about-lifeline/corporate-governance/our-corporate-governance>

The skills matrix sets out the key skills and experience that the Board is looking to have in its membership, and the unique skills each director brings to the Board. The Board has entrusted the Governance Committee to oversee all matters concerning the Board's skills requirements, succession planning, director recruitment and Board appointments. The Board conducts a skills audit of the current Board and reviews the Board's skills matrix against the needs of the organisation on an annual basis.

**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.**

## Board membership and skills matrix

Name	Position
Mr John Brogden AM	Chairman, Independent Director
Mrs Jacinta Munro	Deputy Chair and Chair – Audit & Risk Committee, Independent Director
Mr Travis Dillon	Chair – Lifeline Direct Steering Committee, Independent Director
Rev. Geoffrey Flynn	Non-Independent Director
Mr Grant Foster	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
Mrs Sheryl Weil	Chair – Services Committee, Independent Director
Mr Tony Windever	Independent Director

**Board skills matrix (at 30 June 2018)**

Name	Qualifications	Professional Skills / Experience									
John Brogden AM	M Public Affairs, FAICD	Other					•				
Jacinta Munro	B Bus (Accounting), CA, GAICD	Operations / Service Delivery		•				•		•	•
Travis Dillon	Adv Dip RBM. MBA, MAICD	Quality Management / Evaluation								•	
Geoffrey Flynn		Research								•	
Grant Foster	MBA, MAICD	Project Management / Consulting		•	•	•		•		•	•
Daniel Mainville	PhD, M.Sc., B.Sc.(Eng) (Honours), GAICD	Information / Communication Technology			•			•			•
Bruce Mansfield	B Com, MAICD, Ffin	Business Management / Administration / Development	•	•	•	•		•	•	•	•
Geoffrey McClellan	BEc, LLB.	Entrepreneurship					•				•
Brent McCracken	B Soc Sc, Grad Dip Adult Ed, Exec MPA	Health / Mental Health / Welfare / Community / NFP	•		•	•				•	•
Sheryl Weil	GAICD	Government / Government Relations / Advocacy	•	•					•		
Tony Windever	BEc	Fundraising / Sponsorship	•		•	•		•			
		Marketing / Promotions			•	•					
		Senior Management / Governance	•	•	•	•		•	•	•	•
		Legal					•		•		
		Accounting / Finance		•				•	•		

\*Strategic Development and Planning

## 10 Corporate Governance

### Director selection and appointment

The Board reviews its skills matrix prior to each Board election and identifies any skills gaps and requirements for inclusion in the call for nominations documentation which is sent to Lifeline Australia Members as part of the Board election process. Additionally, skills requirements are also addressed through the Board appointees and the appointment of co-opted Board Committee members. The Board undertakes director recruitment processes (including advertising externally) to fill casual vacancies and Board appointed positions on the Board. Often the Board advertises for specific and/or specialist skills through this process. The Board's approach to director recruitment is reflected in the Board's Charter.

### Board effectiveness reviews

As outlined in the Board's Charter, the Board is committed to assessing its own performance and the performance of individual directors. To achieve this, an independent external review is undertaken on a triennial basis and an internally coordinated performance survey is undertaken in every other year.

### Reimbursements to Lifeline Australia directors during FY18

Lifeline Australia directors are not paid for their services so out-of-pocket expenses incurred in their capacity as directors, including Board events and community engagements, are compensated. Expenses mainly consist of travel and accommodation for meetings.

### Key focus areas of the Board during FY18

- Development of Strategic Direction and Business Plan together with the Executive Leadership Team and socialising the Strategic Direction and key focus areas of the Business Plan with the Lifeline network.
- The performance and activities relating to Lifeline Digital covered on the preceding pages were overseen by the Service Committee. The Board is committed to improving the quantity and quality of our digital crisis support services.

- Reviewing policies to improve the Company's system of corporate governance including:
  - Approving amendments to Lifeline Australia's Whistleblowing Policy;
  - Approving amendments to Lifeline Australia's Privacy Policy;
  - Reviewing the Board's Charter (specifically the provisions relating to director Independence);
  - Reviewing and amending the Board's Diversity Policy;
  - Reviewing and amending Lifeline Australia's Delegations Policy;
  - Development of Lifeline's Policy Development and Management Policy;
  - Reviewing and updating the Board's Code of Conduct and Ethical Guidelines.
- Establishing and co-designing reforms to the Lifeline Australia Constitution together with Lifeline Australia's Members via the 'Be Clearer' Working Group. This includes guiding changes to the definition of a 'Member' and 'Lifeline Centre' as in the Company's Constitution.
- The Audit & Risk Committee oversaw the establishment of Lifeline Australia's renewed Internal Audit Function through the approval of Internal Audit Charters and other key foundational documentation to support internal audit.
- The Audit & Risk Committee also reviewed, approved and continues to monitor the workplan for the internal audit function. Under the auspices of the internal audit program – 40 internal audit desktop reviews were undertaken across the Lifeline network (pursuant to Lifeline's internal Accreditation and Standards Program). The Lifeline Accreditation and Standards Program is an internal Lifeline program which focuses on ensuring that all entities that operate under the Lifeline brand are adopting safe and compliant business practices.

**The Board is committed to assessing its own performance and the performance of individual directors.**





## 11 Lifeline Australia Members

Lifeline Australia is a Member-based organisation and our strength lies in the vast community footprint of Lifeline Centres which operate in all states and territories across Australia. These Centres act as beacons of hope in their respective communities, delivering vital programs and outreach initiatives to build local and lasting capacity for suicide prevention. Throughout FY18 we sought to foster enhanced sharing of resources, skills and experience amongst Members and as a network we are committed to doing so into the future.

### Lifeline Australia has two categories of Members:

- Affiliate Members; and
- Non-Affiliate Members.

At 30 June 2018, there were 18 Affiliate Members and 4 Non-Affiliate Members.

### Affiliate Members

Affiliate Members own/operate one or more accredited Lifeline Centres (see table below).

### Non-Affiliate Members

A Non-Affiliate Member is an individual or a body corporate. At 30 June 2018, the following were Non-Affiliate Members of Lifeline Australia:

- Ms Mary Graham
- Mr Chris Liddell
- Ms Rachel Kearey
- Ms Anne Charlton

**Lifeline Australia is a Member-based organisation and our strength lies in the vast community footprint of Lifeline Centres.**

	<b>Member Organisation</b>	<b>Centre(s) owned and operated</b>
ACT	Lifeline Canberra Inc.	Canberra
NSW	Lifeline Broken Hill Inc.	Broken Hill Country to Coast
	Lifeline Central West Inc.	Central West NSW
	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	Hobart, Devonport
VIC	The Uniting Church in Australia (VIC.TAS) Property Trust	Ballarat, Melbourne
	Lifeline Central Vic & Mallee Inc.	Central Vic & Mallee
	Lifeline Geelong Barwon Region Inc.	Geelong Barwon Region
	Lifeline Gippsland Inc.	Gippsland
NT	Lifeline Central Australia Inc.	Central Australia
QLD	The Uniting Church in Australia Property Trust (Q.) Trading as Uniting Care Community	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

## 12 People

**Nationally, Lifeline has around 1,000 paid staff and an estimated 10,000 volunteers (including 4,000 Crisis Supporters).**

Pursuit of Lifeline’s mission is made possible through the contribution and commitment of our staff and volunteers. Nationally, Lifeline has around 1,000 paid staff and an estimated 10,000 volunteers (including 4,000 Crisis Supporters) operating from Lifeline Australia offices and 40 Lifeline Centres across Australia.

### Lifeline Australia

Lifeline Australia employed 53 FTE during FY18 across core functions, including; operations and service development, information and communication technology (ICT), governance, HR, finance, learning and development, fundraising, research, and public affairs. These functions provide critical support to the Lifeline network.

	FY17	FY16	FY15	FY14
Average FTE	53	53	46	44
Retention	68%	71%	60%	74%

FY18 saw a slight increase in turnover year-on-year. Realignment of some functions continued in FY18 to optimise resourcing and refine our workforce to ensure strong alignment between roles/teams and our strategic priorities.

### Lifeline Direct

Through the establishment of Lifeline Direct Ltd., Lifeline Australia assumed oversight of an additional 150 paid staff and approximately 700 volunteers. Ongoing activities to consolidate the HR function across the Group will continue in FY19 and efficiencies will be realised.

### Supporting our employees

In FY18, Lifeline Australia maintained a strong commitment to diversity and inclusivity in the workplace through a variety of strategies and policies. Further, the importance of WHS for Lifeline is clearly articulated in our strategic foundation of promoting emotional wellbeing. Various WHS, wellbeing and employee benefit initiatives to support our workforce were accessed by staff.

- The Working from Home Policy continues to support employees balancing work and family responsibilities.
- Supplementary leave provisions, such as study leave, which are above and beyond the entitlements within the National Employment Standards.
- Maternity and paternity leave.
- Employees pursued a variety of professional development opportunities, including presenting at national and international forums, undertaking tertiary education qualifications, and maintaining professional memberships.
- WHS-related compliance e-learning sessions.
- The Employee Assistance Program (EAP) and non-clinical supervision continued to provide an avenue for support beyond internal mechanisms.
- Flu vaccinations.

A wellbeing survey conducted in February 2018 revealed that 94% of Lifeline Australia employees feel connected to our organisational purpose and 84% believe they can make a meaningful contribution at work. These results will be used as a baseline for follow-up surveys into the future.



**Lifeline Australia diversity  
(at 30 June 2018)**



**Board**  
**18% Female**  
**82% Male**



**Employees**  
**63% Female**  
**27% Male**



**Executive  
Leadership  
Team**  
**33% Female**  
**67% Male**



**Management**  
**39% Female**  
**61% Male**



**94% of Lifeline  
Australia employees  
feel connected to the  
organisational purpose**

## 13 Financial Summary

**FY18 saw a healthy surplus of \$2.023 million reported for Lifeline Australia and a consolidated surplus result of \$1.840 million for Lifeline Australia and controlled entities.**

FY18 saw a healthy surplus of \$2.023 million reported for Lifeline Australia and a consolidated surplus result of \$1.840 million for Lifeline Australia and controlled entities.

This surplus represents a strong turnaround from the deficit of \$1.581 million in FY17 largely as a result of considerable investment in the establishment of Lifeline Direct Ltd. as well as key initiatives aligned to the ABC Strategy 2016–2019.

With Lifeline Direct Ltd. commencing operations on 1 July 2017, FY18 is the first year of consolidated reporting for Lifeline Australia and controlled entities. Outlined below is a summary of financial information relating to each entity and the consolidated position.

The Annual Financial Report of Lifeline Australia and a consolidated report for Lifeline Australia and Controlled Entities are available at Annex 1 and Annex 2.

### **Lifeline Australia**

Total revenue of \$29.493 million in FY18 represents an increase of \$3.286 million from FY17. Grant income increased by \$3.550 million to \$22.643 million for FY18 and donations income increased by \$0.793 million to \$5.246 million.

Total expenditure, including in-kind donation support, amounted to \$27.470 million in FY18 and represents a decrease of \$0.315 million from FY17 reflecting a strong focus on expenditure control.

The combination of increased revenue and decreased expenditure during FY18 has contributed to the overall surplus result and a replenishment of operating reserves.

### **Lifeline Direct Ltd.**

Total revenue of \$10.175 million in FY18.

FY18 saw investment in integration activities and consolidation of functions across the four Centres that merged into Lifeline Direct on 1 July 2017.

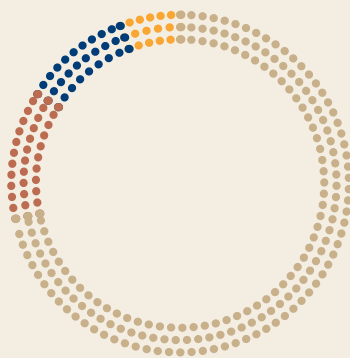
FY18 reported a deficit of \$0.183 million reflecting the investment required to merge to a single entity.

### **Consolidated position**

With an overall surplus of \$1.840 million in FY18 the reserve base for Lifeline Australia and controlled entities now sits at \$9.894 million.

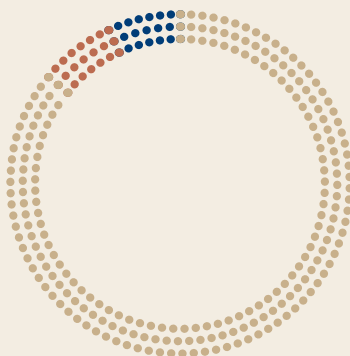
At 30 June 2018 cash and cash equivalents totalled \$16.316 million.

### FY18 financial snapshot (Lifeline Australia)



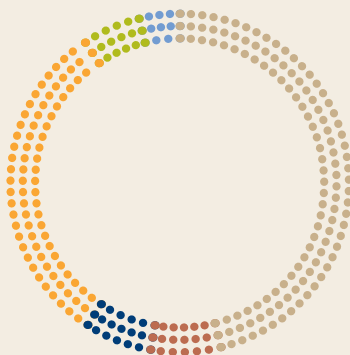
#### Where the money comes from \$29.492m

● Government grants \$22,457,572	76%
● Community support \$3,205,083	11%
● Corporate support \$2,699,779	9%
● Other income \$1,129,959	4%



#### Where the money goes \$27.469m

● Service support \$23,636,284	86%
● Fundraising & promotion \$1,997,713	7%
● Administration \$1,835,849	7%



#### Where the money is spent on service support \$23.636m

● 13 11 14 service \$11,844,145	50%
● Online Chat \$1,123,934	5%
● Text4Good \$1,048,530	5%
○ Helplines \$8,626	0%
● Other services, community engagement, advocacy & evaluation, retail \$8,057,243	34%
● Governance \$985,979	4%
● Foundation \$567,826	2%

## 13 Financial Summary

### Financial result at a glance (Lifeline Australia)

	FY16 (\$)	FY17 (\$)	FY18 (\$)
<b>Income</b>			
Government Funding	16,675,480	19,012,907	22,457,572
Community & Individual Support	4,838,378	3,435,291	3,205,083
Corporate Support	1,698,876	2,523,590	2,699,779
Other	2,248,653	1,232,014	1,129,959
<b>Total revenue</b>	<b>25,461,387</b>	<b>26,203,802</b>	<b>29,492,393</b>
<b>Use of funds</b>			
13 11 14 service	12,075,750	12,549,742	11,844,145
Online Chat service	1,211,145	1,301,033	1,123,934
Text4Good	–	234,735	1,048,530
Helplines – DVSA, CIH, Gap Park, eheadspace	525,590	424,727	8,626
Other services, community engagement, advocacy & evaluation, retail	4,262,522	6,438,506	8,057,243
Governance and accreditation	779,294	677,248	985,979
Better Connected Lifeline	1,290,302	1,345,037	–
Lifeline Foundation	450,805	362,796	567,826
Fundraising and promotion	3,022,488	2,584,339	1,997,713
Administration	1,312,519	1,867,038	1,835,849
<b>Total Expenditure</b>	<b>24,930,415</b>	<b>27,785,202</b>	<b>27,469,846</b>
<b>Surplus</b>	<b>530,972</b>	<b>-1,581,400</b>	<b>2,022,547</b>

### Cost ratios (Lifeline Australia)

	FY16	FY17	FY18
Program Expenditure Ratio	83%	84%	85%
Cost of Fundraising Ratio	46%	43%	34%
Cost of Administration Ratio	5%	7%	7%

The program expenditure ratio is the total amount spent on our service programs, including crisis support services, governance and support for our Members, and research and advocacy, expressed as a percentage of total expenditure.

The cost of fundraising ratio is the total amount spent on public fundraising expressed as a percentage of revenue from individual, community and corporate sectors. It excludes funding and costs related to grant and contract funded programs.

The cost of administration ratio is the total amount spent on administration and accountability expressed as a percentage of total expenditure.



## 14 Our Generous Supporters

Thank you to our generous supporters – including those who wish to remain anonymous – who contribute financially to sustaining our services. Lifeline simply would not exist without your support.

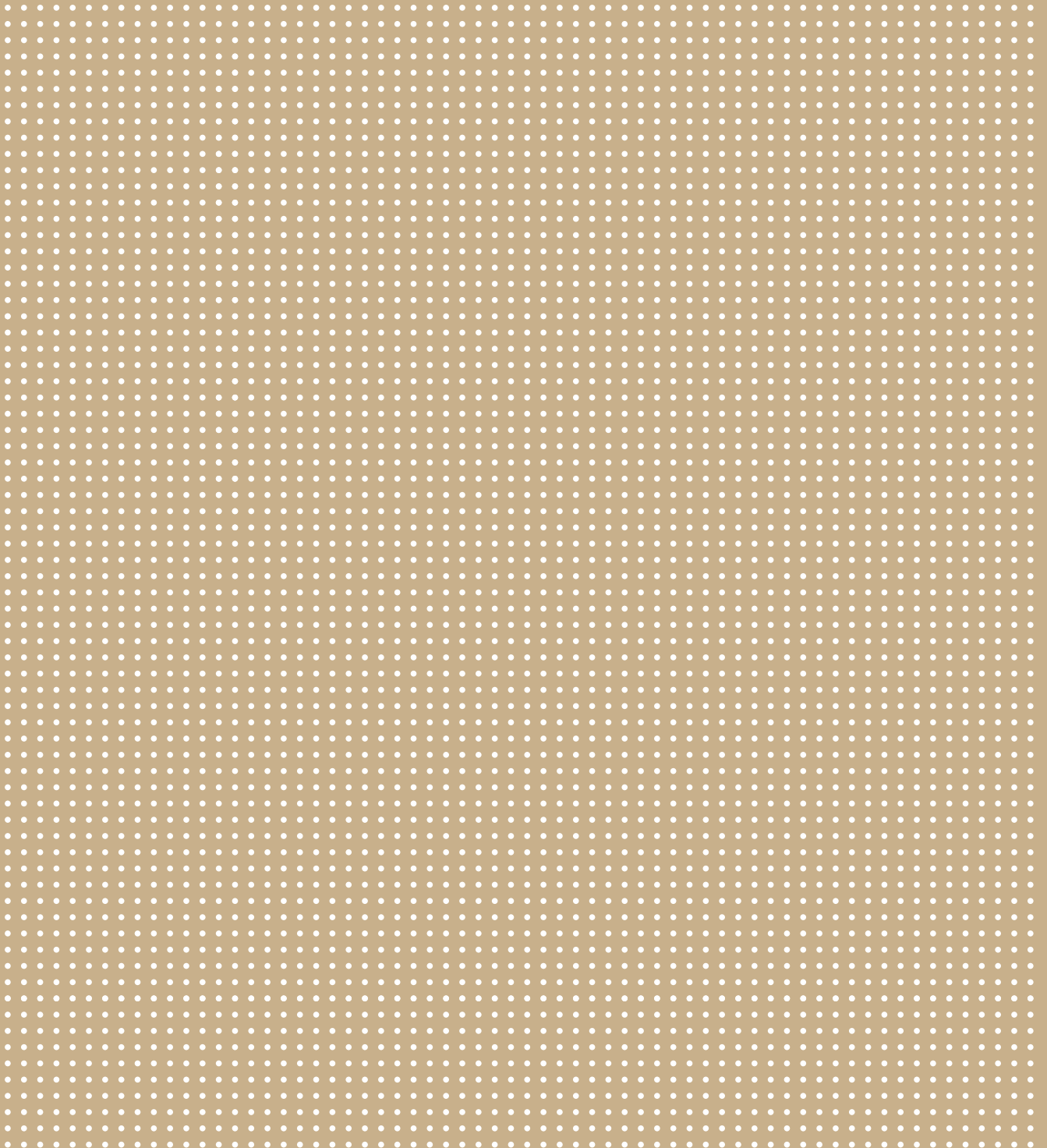
AccorHotels	Gotcha4Life Foundation	Robyn Harris
ACME Foundation	GrainCorp	Ross Webster
Amy-Nicole Peters	Grenet Foundation	Ruralco
Annie Corlett	Horizon One Recruitment	Sally Talbot
Anthony Nugent	IAG Foundation	Schudmak Family Foundation
Ashley & Helen Cooper	Jacob Masina	SEEK Limited
Australian Chinese Charity Foundation	Janet Schmidt – In memory of Amanda Helen Schmidt	Servcorp
Australian Insurance Association	JB Were Charitable Foundation	Sheryl Weil
Bernard Kornfeld	Kelvin Wuttke	Specialty Donuts
Bianca from Restore Hope Aus	Leo Browne	Stacks of Snacks
Bridging Hope Charity Foundation	Lion	Suncorp
Bruce McGregor	Liptember	Sydney Airport
Bruce Saint	Macquarie Group Foundation	The CW & AM Drew Family Trust
Buildcorp Foundation	Martin Ofner	Tim Howe
Camceda Pty Ltd ATF The Roberts Family Foundation	Matthew Lee	Toga Group
Campbell Scholtens Pty Limited	Midwinter Ball Foundation	Wesley Leverton
Chris Chenoweth	Molly Evans	Woolworths Group Limited
Clive & Jennifer Hughes	Mr G Yapp	<b>In-kind donations support:</b>
Count Charitable Foundation	Nicola Milne	AAPT
Danielle Gibney	NRL	Cinch Financial Services
Deloitte	O’Sullivan Family Gifts	Clayton Utz Lawyers
Dr John Pyle	Paul Salteri	DCA
Dudley Horscroft	Perpetual	Dell
Eileen Thompson	Port Authority of NSW	Funnelback
Essential Energy	Rafe Bell	Harmers Lawyers
Godolphin Australia	Reserve Bank Benevolent Fund	Qualtrics LLC
	Robert Ramsay	Robyn & Leon
	Robin McCosker	Russell Reynolds Associates
		Web Force 5

Lifeline Australia is endorsed by the Australian Taxation Office (ATO) as a Deductible Gift Recipient (DGR), adhering to all ATO and Australian Charities and Not-for-profits Commission (ACNC) regulations to ensure compliance and retain DGR status. Lifeline Australia complies with all relevant national, state and territory fundraising regulations. Where required, Lifeline Australia holds valid Charitable Fundraising licences and permits in all states and territories.



# 15 Annex 1

Annual Financial Report of  
Lifeline Australia 2017/2018



## LIFELINE AUSTRALIA

ABN: 84 081 031 263

### DIRECTORS' REPORT

Your directors present this report on the company for the financial year ended 30 June 2018.

#### DIRECTORS

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

Mr John Brogden AM	Dr Robyn Clough (to 17/11/2017)
Mr Travis Dillon (from 10/11/2017)	Rev Geoff Flynn
Mr Grant Foster	Ms Samantha Klintworth (to 17/11/2017)
Mr Geoffrey McClellan	Dr Daniel Mainville (from 17/11/2017)
Mr Bruce Mansfield	Mr Brent McCracken (from 17/11/2017)
Mrs Jacinta Munro	Mrs Sheryl Weil
Mr Tony Windever (from 21/8/2017)	

#### INFORMATION ON DIRECTORS

<p>Mr John Brogden AM Chairman (Director from 28/11/2009 to 05/11/2011; and since 2/11/2012)</p> <p>Director qualifications: MPA; FAICD</p> <p>Experience: John is the Chief Executive Officer of Landcom. Between 2015 and 2017 John was the MD &amp; 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 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.</p>	<p>Mrs Jacinta Munro Deputy Chair (Director since 16/4/2013)</p> <p>Director qualifications: BBus (Accounting), CA, GAICD.</p> <p>Experience: Jacinta is a Chartered Accountant with 25 years' experience with KPMG, with over ten years as Partner. Jacinta currently has the dual role of Partner responsible for Regulatory Compliance and Sector Leader for Wealth Management. 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 investment management industry in Melbourne.</p>
<p>Dr Robyn Clough (Director from 5/11/2011 to 17/11/2017)</p> <p>Director qualifications: PhD (USyd); BA (Hons); MAICD</p> <p>Experience: Robyn was elected to the Board in November 2011. She was a director of the Board of Lifeline Canberra from 2005 to 2011 and Board President from 2009. Robyn also worked as a Telephone Crisis Supporter for five years. Robyn has extensive experience in research and project development across the public, community and private sectors.</p>	<p>Mr Travis Dillon (Director from 10/11/2017)</p> <p>Director qualifications: MAICD, MBA, Adv Dip RBM</p> <p>Experience: Travis has more than 25 years' experience in the agribusiness industry. Having joined Ruralco Holdings Limited in 2007, Travis has extensive operational knowledge across all of the Group's activities including rural supplies, livestock agency, live export, financial services, wool and real estate agency activities. Prior to his appointment as Managing Director &amp; CEO in November 2015, Travis was responsible for many of the profit centre operations across the Group. Current directorships include several of the Rural co entities along with Auctions Plus Pty Ltd, market leader in online transactions of livestock services.</p>

## LIFELINE AUSTRALIA

ABN: 84 081 031 263

### DIRECTORS' REPORT

INFORMATION ON DIRECTORS (CONTINUED)	
<p>Rev Geoff Flynn (Director since 17/2/2016)</p> <p>Director qualifications: BE (Communications) BD MA (Pastoral Supervision)</p> <p>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 20 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.</p>	<p>Mr Grant Foster (Director since 20/7/2015)</p> <p>(Leave of absence from 13/10/2017 to 2/3/2018 and from 25/6/2018 to 24/9/2018)</p> <p>Director Qualifications: MBA, MAICD</p> <p>Experience: Grant is one of the founding directors of strategic consultancy Ellis Foster McVeigh and an adjunct faculty member at Member of The Australian Graduate School of Management (UNSW). He has held senior marketing roles in Australia, US and European listed technology businesses and is one of Australia's leading consultants in business and brand strategy, working with clients in Australia, New Zealand, Asia and United Kingdom. Grant has an MBA from Bond University, has completed the Executive Program at Stanford University and is a member of the Australian Institute of Company Directors (MAICD).</p>
<p>Ms Samantha Klintworth (Director since 18/7/2016 to 17/11/2017)</p> <p>Director Qualifications: LLB, Bachelor of Psychology, Grad Diploma in Psychology, GAICD.</p> <p>Experience: Samantha is an accomplished leader and strategic professional developed over 25 years predominately in the child and family, community, health and not for profit sector. She has worked in a variety of contexts, run her own private practice and is highly motivated to achieve tangible results for the organisations with which she works. Samantha has particular expertise in clinical and operational governance in child and family services, mental health environments, working cross culturally, clinical psychological and community environments, strategy development, delivery of high quality client services, and exceptional people and leadership skills. Samantha is a registered Psychologist, registered Dispute Resolution Practitioner, has a Bachelor of Law, Post Graduate qualifications in Human Services, Management and Company Directorship and is an experienced executive. She stands out for delivering and implementing large scale and high-level change programs in collaboration with other executives.</p>	<p>Mr Geoffrey McClellan (Director since 17/10/2011)</p> <p>Director qualifications: BEc (Sydney); LLB (Sydney)</p> <p>Experience: Geoff joined the Board in November 2011. He is a Senior Litigation Partner 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.</p>

## LIFELINE AUSTRALIA

ABN: 84 081 031 263

### DIRECTORS' REPORT

#### INFORMATION ON DIRECTORS (CONTINUED)

<p>Dr Daniel Mainville (Director since 17/11/2017)</p> <p>Director qualifications: PhD, M.Sc., B.Sc (Eng)(Honours), GAICD, FARLF (Fellow of the Australian Rural Leadership Foundation)</p> <p>Experience: Daniel has served on the Board of Lifeline Gippsland Inc. since 2014. Daniel is an Associate Director – Capital Projects and Infrastructure at PwC Australia. He possesses advanced 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. Daniel brings to the Board his skills in stakeholder management and strategic vision as well as a passion for helping communities embrace diversity and build resilience – particularly in the area of support for LGBTI people who face additional challenges in mental health and suicidality due to stigma, bullying, isolation, and the internal acceptance of their sexuality.</p>	<p>Mr Bruce Mansfield (Director since 19/4/2013)</p> <p>Director qualifications: BCom, MAICD, F Fin.</p> <p>Experience: Bruce Mansfield was appointed Chief Operating Officer of the Eliminate Cancer Initiative (ECI) in September 2017, the most recent global initiative under Andrew and Nicola Forrest's Minderoo Foundation. Prior to this, Bruce was Managing Director of eftpos Payments Australia Limited from August 2010 to August 2017. Prior to joining eftpos, Bruce held a number of senior executive positions for Visa Inc. where he worked for over 18 years including Executive Vice President of a number of local and regional 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.</p>
<p>Mr Brent McCracken (Director since 17/11/2017)</p> <p>Director qualifications: B Soc Sc, Grad Dip Adult Ed, Executive MPA.</p> <p>Experience: Brent is Group Executive Child and Family 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.</p>	<p>Mr Tony Windever (Director since 21/8/2017)</p> <p>Director qualifications: BEc</p> <p>Experience: Tony is the vice president and managing director for Unisys Asia Pacific. Tony is an accomplished executive who has successfully led IT services organisations in the Asia Pacific region to significant growth through the development, sales, marketing and delivery of innovative new solutions and service channels. Before joining Unisys in December 2015, Tony was managing director, Global Services, Asia Pacific for Adobe Systems. Prior to Adobe, he held senior sales and marketing roles at Dell Inc., including leading Dell Services Sales for Asia Pacific. Tony began his career Westpac Banking Corporation.</p>

## **LIFELINE AUSTRALIA**

**ABN: 84 081 031 263**

### **DIRECTORS' REPORT**

#### **INFORMATION ON DIRECTORS (CONTINUED)**

Mrs Sheryl Weil  
(Director since 29/11/2013)

Director qualifications: GAICD

Experience: Sheryl joined the Board in November 2013. Sheryl has more than 33 years' experience in the financial services industry with Macquarie Bank. Sheryl was an Executive Director with Macquarie Group for 10 years, 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 also involved with MS Research and the Big Issue.

Previously Sheryl was a longstanding member of the Macquarie Group Foundation Board and a Non-Executive Director of the Schizophrenia Research Institute.

#### **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 20/11/17).

Membership – Mr Bruce Mansfield (Member since 19/4/2013 and Chair till 20/11/17), Mr Geoffrey McClellan (from 01/7/2017), Ms Teresa Dyson (co-opted from 23/4/2013 to 8/5/2018), Mr Samuel Hinchcliffe (co-opted from 22/4/2015).

##### **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 Samantha Klintworth (from 18/7/2016 to 17/11/2017), Ms Lindy Tallis (co-opted from 29/1/2013 to 30/11/2017), Ms Kristy Do (co-opted from 15/3/2018).

##### **Service Committee**

Chair – Mrs Sheryl Weil (Member since 29/11/2013 and Chair from 20/7/2015).

Membership – Mr Brent McCracken (from 17/11/2017), Mr Tony Windever (from 21/8/2017), Dr Robyn Clough (from 1/2/2013 to 17/11/2017), Mrs Annie Corlett AM (Member from 1/2/2013 to 5/5/2017; co-opted member from 22/6/2017), Mr Geoffrey Robinson (co-opted from 13/2/2013).

##### **Lifeline Direct Steering Committee**

Chair – Mr Grant Foster (Member and Chair from 4/5/2018).

Membership – Mr Travis Dillon (from 4/5/2018), Mr Brent McCracken (from 4/5/2018), Mr Dave Smith (from 4/5/2018), Mr Gary Webb (from 4/5/2018).

## **LIFELINE AUSTRALIA**

**ABN: 84 081 031 263**

### **DIRECTORS' REPORT**

#### **MEMBERS**

As at 30 June 2018 there were 22 members of Lifeline Australia (2017: 20). If the company was wound up, each member would be required to contribute \$2.

#### **PRINCIPAL ACTIVITIES AND ALIGNMENT WITH OBJECTIVES**

Lifeline Australia is a company limited by guarantee with 22 Members. Lifeline Australia accredits Member organisations to enable them to provide national Lifeline services, which are presently telephone and online chat crisis support, 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 an active Research Foundation which supports research and evaluation related to telephone and online chat crisis support services, as well as community based suicide prevention, drawing together academic and experts and service program managers. Information stemming from these activities allows us to represent the needs and interests of our Members by contributing to public policy and the development of effective services in Australia related to suicide prevention and the promotion of emotional wellbeing.

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.

In July 2016, the Members of Lifeline Australia entrusted Lifeline Australia with a mandate to conduct direct service delivery across Australia. To this end Lifeline Direct Ltd was established in 11 April 2017 as a wholly owned subsidiary of Lifeline Australia. The entity formally commenced service delivery on 1 July 2017. 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.

#### **OPERATING RESULTS**

The net result of Lifeline Australia Limited for 30 June 2018 was an operating surplus (excluding other comprehensive income) of \$2,022,547 (2017: \$1,581,400 deficit).

#### **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 & safety, statutory and regulatory obligations, compliance matters, and human resource matters.

#### **SIGNIFICANT CHANGES IN STATE OF AFFAIRS**

On 11 April 2017, Lifeline Australia established Lifeline Direct Ltd as a wholly owned subsidiary Company. Lifeline Direct Ltd is a Company Limited by Guarantee. If Lifeline Direct Ltd was wound up, Lifeline Australia would be required to contribute \$2. In establishing Lifeline Direct Ltd the entity absorbed the operations of four Lifeline Centres (previously owned and operated by Lifeline Australia Members). Lifeline Direct Ltd delivers crisis support and suicide prevention services from several locations including Newcastle, Hunter, Central Coast, Northern Rivers (NSW) and South West Victoria. The entity also operates up to 24 Op-Shops. Lifeline Direct Ltd is governed by a Board of Directors (who are also the Directors of Lifeline Australia).

No other significant changes in the company's state of affairs occurred during the financial year.

## LIFELINE AUSTRALIA

ABN: 84 081 031 263

### DIRECTORS' REPORT

#### AFTER BALANCE DATE EVENTS

No matters have occurred subsequent to balance date that require disclosure other than those listed at Future Developments below.

#### FUTURE DEVELOPMENTS

Lifeline Australia received \$9,790,000 in the 2017-18 financial year from the Federal Government for DV Alert, a further \$9,850,000 will be provided in the next financial year. In addition to this, Lifeline Australia received \$9,299,000 in the 2017-18 financial year from the Federal Government for Teleweb, a further \$15,558,000 will be provided in the next financial year.


#### 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.

During the financial year, eight meetings of directors were held. Attendance by each director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	8	6
Mrs Jacinta Munro	8	7
Dr Robyn Clough	4	3
Mr Travis Dillon	5	4
Rev Geoff Flynn	8	8
Mr Grant Foster	5	5*
Ms Samantha Klintworth	4	3
Mr Geoffrey McClellan	8	5
Mr Brent McCracken	4	3
Dr Daniel Mainville	4	3
Mr Bruce Mansfield	8	8
Mrs Sheryl Weil	8	7
Mr Tony Windever	6	6

\*For the avoidance of doubt, Mr Grant Foster was granted a leave of absence from the Lifeline Australia Board on 13/10/2017 until 02/3/2018. Mr Foster was granted a further leave of absence on 27/6/2018.

  
John Brogden  
Director

  
Jacinta Munro  
Director

Dated: 19 October 2018



**RSM Australia Partners**

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600  
GPO Box 200 Canberra ACT 2601

T +61 (0) 2 6217 0300

F +61 (0) 2 6217 0401

[www.rsm.com.au](http://www.rsm.com.au)

**AUDITOR'S INDEPENDENCE DECLARATION**

As lead auditor for the audit of the financial report of Lifeline Australia LTD for the year ended 30 June 2018, 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 handwritten signature in black ink that reads 'RSM' in a stylized, cursive font.

**RSM Australia Partners**

A handwritten signature in black ink, appearing to be 'Rodney Miller', written in a cursive style.

**Rodney Miller**  
Partner

Canberra, Australian Capital Territory  
Dated: 25 October 2018

**THE POWER OF BEING UNDERSTOOD**  
AUDIT | TAX | CONSULTING

RSM Australia Pty Ltd is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

RSM Australia Pty Ltd ABN 65 319 382 479

Liability limited by a scheme approved under Professional Standards Legislation





RSM Australia Partners  
Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600  
GPO Box 200 Canberra ACT 2601  
T +61 (0) 2 6217 0300  
F +61 (0) 2 6217 0401  
www.rsm.com.au

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF

### LIFELINE AUSTRALIA LTD

#### Opinion

We have audited the financial report of Lifeline Australia LTD (the Company), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, the statement of changes in equity and the 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 the accompanying financial report of the Company presents fairly, in all material respects the financial position of Lifeline Australia LTD as at 30 June 2018, and its performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Australian Charities and Not-for-profits Commissions Act 2012 (ACNC Act 2012)* and the accounting policies described in Note 1 to the financial statements.

#### Basis for Opinion

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 Company 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 *Australian Charities and Not-for-profits Commissions 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.

#### Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Lifeline Australia LTD to meet the requirements of the *ACNC Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### THE POWER OF BEING UNDERSTOOD

AUDIT | TAX | CONSULTING

RSM Australia Partners is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

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### **Other Information**

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2018, 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 and fair presentation of the financial report in accordance with the financial reporting requirements of the *Australian Charities and Not-for-profit Commission 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 Company 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 Company 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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

  
**RSM Australia Partners**

  
**Rodney Miller**  
Partner

Canberra, Australian Capital Territory  
Dated: 25 October 2018

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**DIRECTORS' DECLARATION**

The Directors have determined that the Company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The Directors of the Company declare that:

- 1) The attached financial statements and notes as set out on pages 11 to 24 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and;
  - a) Comply with Accounting Standards as detailed in Note 1;
  - b) Give a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
- 2) 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.

On behalf of the Directors

  
John Brogden  
Director

  
Jacinta Munro  
Director

Dated: 19 October 2018

## LIFELINE AUSTRALIA

### ABN: 84 081 031 263

#### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
<b>Revenue</b>			
<i>Operating activities:</i>			
Grants		22,642,574	19,092,907
Corporate sponsorships		30,532	302,159
Donations and bequests received		5,246,453	4,453,935
Sale of services		229,233	453,999
Sale of goods		2,401	4,114
Functions revenue		-	-
Resources received free of charge	2	249,569	966,157
		<u>28,400,762</u>	<u>25,273,271</u>
<i>Other revenue:</i>			
Affiliation fees		504,638	476,030
Interest and dividends		372,579	249,184
Other revenue		234,416	262,902
		<u>1,111,633</u>	<u>988,116</u>
Other gain/(loses)	2	(19,065)	(53,987)
Total income		<u>29,493,330</u>	<u>26,207,400</u>
Purchase of goods for resale		(937)	(3,598)
Gross operating surplus for the year		<u>29,492,393</u>	<u>26,203,802</u>
<b>Expenses</b>			
Employee benefits expense		(6,564,812)	(6,545,085)
Consultants, subcontractors and IT costs		(4,405,556)	(4,435,224)
Depreciation and amortisation	3	(427,695)	(298,898)
Bad and doubtful debts expense	3	-	(16,139)
Occupancy costs	3	(261,948)	(306,365)
Marketing and communications		(609,592)	(679,496)
Meeting and travel costs		(834,577)	(835,476)
Other administrative costs		(512,110)	(1,086,663)
Payments to Lifeline centres		(12,262,079)	(11,980,151)
Telecommunications		(1,591,477)	(1,601,705)
Total expenses		<u>(27,469,846)</u>	<u>(27,785,202)</u>
Net current year surplus/(loss)		<u>2,022,547</u>	<u>(1,581,400)</u>
Other comprehensive income			
Fair value gains/(losses) on available for sale financial assets		84,103	25,577
		<u>84,103</u>	<u>25,577</u>
Total comprehensive income/(loss) for the year		<u>2,106,650</u>	<u>(1,555,823)</u>

*The accompanying notes form part of these financial statements*

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	4	12,460,194	9,296,739
Receivables	5	1,044,458	357,395
Inventories		-	19,007
Other current assets	6	472,125	434,435
<b>TOTAL CURRENT ASSETS</b>		<b>13,976,777</b>	<b>10,107,576</b>
NON-CURRENT ASSETS			
Financial assets	7	1,961,200	1,876,992
Property, plant and equipment	8	752,515	794,103
Intangible assets	9	310,725	364,873
<b>TOTAL NON-CURRENT ASSETS</b>		<b>3,024,440</b>	<b>3,035,968</b>
<b>TOTAL ASSETS</b>		<b>17,001,217</b>	<b>13,143,544</b>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Payables	10	2,221,816	2,850,661
Provisions	11	461,003	436,805
Unearned revenue	12	7,213,538	4,840,411
<b>TOTAL CURRENT LIABILITIES</b>		<b>9,896,357</b>	<b>8,127,877</b>
NON-CURRENT LIABILITIES			
Provisions	11	226,033	243,490
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>226,033</b>	<b>243,490</b>
<b>TOTAL LIABILITIES</b>		<b>10,122,390</b>	<b>8,371,367</b>
<b>NET ASSETS</b>		<b>6,878,827</b>	<b>4,772,177</b>
<b>EQUITY</b>			
Retained earnings		6,782,950	4,760,403
Reserves		95,877	11,774
<b>TOTAL EQUITY</b>		<b>6,878,827</b>	<b>4,772,177</b>

*The accompanying notes form part of these financial statements*

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**STATEMENT IN CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	Retained surplus \$	Financial assets reserve \$	Total \$
<b>2017</b>			
Opening balance at 1 July	6,341,803	(13,803)	6,328,000
Net deficit for the year	(1,581,400)	-	(1,581,400)
Other comprehensive income for the year	-	25,577	25,577
Closing balance at 30 June	<u>4,760,403</u>	<u>11,774</u>	<u>4,772,177</u>
<b>2018</b>			
Opening balance at 1 July	4,760,403	11,774	4,772,177
Net surplus/(deficit) for the year	2,022,547	-	2,022,547
Other comprehensive income for the year	-	84,103	84,103
Closing balance at 30 June	<u>6,782,950</u>	<u>95,877</u>	<u>6,878,827</u>

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash receipts from operations	27,639,213	28,382,109
Donations received	5,246,453	4,651,995
Interest and dividends received	372,579	302,564
Payments to suppliers and employees	(29,776,411)	(28,717,562)
Net cash generated from operating activities	<u>3,481,834</u>	<u>4,619,106</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for plant and equipment	(221,114)	(780,363)
Payments for intangible assets	(111,823)	(297,489)
Payments for available for sale assets	(219,752)	(929,034)
Proceeds from disposal of available for sale assets	234,310	281,816
Net cash used in investing activities	<u>(318,379)</u>	<u>(1,725,070)</u>
Net increase in cash held	3,163,455	2,894,036
Cash at the beginning of year	9,296,739	6,402,703
Cash at the end of the year	<u>12,460,194</u>	<u>9,296,739</u>

*The accompanying notes form part of these financial statements*

## **LIFELINE AUSTRALIA**

### **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 company 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.

##### **Basis of preparation**

In the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations and the Corporations Act 2001 requirements to prepare and distribute financial statements to the members of Lifeline Australia Limited. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Lifeline Australia Limited, as a stand alone entity.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', 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 is a public benevolent institution under section 50-5 of the Income Tax Assessment Act 1997, as amended, and is 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 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.

##### **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.

## **LIFELINE AUSTRALIA**

### **ABN: 84 081 031 263**

#### **NOTES TO THE FINANCIAL STATEMENTS**

##### **Note 1. Significant accounting policies (continued)**

###### **Goods and Services Tax ('GST') and other similar taxes (continued)**

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 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.

###### **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 Company assesses impairment at each reporting date by evaluating conditions specific to the Company 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 2018.

###### *Employee Provision*

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.

###### *Available for sale instruments*

The Company has available for sale financial assets with a carrying amount of \$1,961,200 (2017: \$1,876,992) at the end of the reporting period. Certain individual investments declined in prior periods in value however the Directors do not believe this decline constitutes a significant or prolonged decline below cost. Accordingly no impairment has been recognised. Should security values decline to a level that is 25% below cost and is sustained for a period of 12 months the Directors have determined that such investments will be considered impaired in the future.



**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**NOTES TO THE FINANCIAL STATEMENTS**

	2018	2017
	\$	\$
<b>NOTE 2. Revenue</b>		
Resources received free of charge		
- Consultant, subcontractors and IT costs	209,527	796,100
- Marketing and communications	-	2,086
- Other administrative costs	-	75,872
- Telecommunications	40,042	39,208
- Plant and equipment	-	52,891
	<u>249,569</u>	<u>966,157</u>
Other gain/(losses)		
- Net gain/(loss) on disposal of plant and equipment	(976)	(50,022)
- Net gain/(loss) on disposal of available for sale financial assets	(18,089)	(3,965)
	<u>(19,065)</u>	<u>(53,987)</u>

**Accounting Policy**

*Revenue recognition*

*Grants*

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that *have been* received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as unexpended grants in Unearned Revenue.

*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. Funding for special purpose projects received prior to the year-end but unexpended at that date are recognised in the financial report as Other deferred income in Unearned Revenue.

*Donations and bequests*

Revenue from donations and bequests is recognised when the income is received.

*Sales revenue*

Sales revenue is recognised when the related merchandise or services have been provided.

*Resources received free-of-charge*

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined. They are recognised concurrently as an expense of the same amount.

*Affiliation fees*

Affiliation fee income covers the financial year and is recognised on an accruals 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 Company 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.

*Tickets Sold*

Revenue from the sale of tickets is measured at fair value of the consideration received. Revenue is recognised when the significant risks and rewards of ownership have been transferred to the buyer, the associated costs and possible return of goods can be estimated reliably, and there is no continuing management involvement with the goods. Transfers of risks and rewards vary depending upon the individual terms of the contract of sale. Tickets are recognised as 'Other Revenue' in the Statement of Comprehensive Income once the raffle has taken place or the event has been held. Monies received for tickets in prospective events and raffles are deferred and recorded as other deferred income in unearned revenue.

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS****NOTE 3. Surplus from ordinary activities***Net surplus has been determined after:*

a) Depreciation of plant and equipment:		
Computers	92,399	66,064
Office equipment	1,210	1,378
Office furniture and fittings	168,117	103,886
	<u>261,726</u>	<u>171,328</u>
b) Amortisation of intangible assets:		
Software	165,969	127,570
	<u>427,695</u>	<u>298,898</u>
c) Bad and doubtful debts expense	-	16,139
d) The following expenses are contained in:		
<i>Occupancy costs</i>		
Office rental charges	189,489	231,124
	<u>189,489</u>	<u>231,124</u>

**NOTE 4. Cash and cash equivalents**

Cash on hand	197	200
Cash at bank	3,953,349	6,556,715
Term deposits	8,506,648	2,739,824
	<u>12,460,194</u>	<u>9,296,739</u>

**Accounting Policy**

For the purposes of the Statement of Cash Flows, cash includes cash on hand, deposits held at call with banks, and term deposits with banks or financial institutions.

**NOTE 5. Trade and other receivables**

Trade debtors	676,409	58,635
Accrued income	111,383	92,881
Net GST receivable	256,666	205,879
	<u>1,044,458</u>	<u>357,395</u>

**Accounting Policy**

Accounts receivable and other debtors include 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 6. Other current assets**

Prepayments	<u>472,125</u>	<u>434,435</u>
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**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**NOTES TO THE FINANCIAL STATEMENTS**

	2018 \$	2017 \$
<b>NOTE 7: Financial assets</b>		
Available for sale financial assets:		
Investments in listed shares, available for sale	1,292,383	1,077,756
Held to maturity financial assets:		
Investments in fixed interest securities	668,817	799,236
	<u>1,961,200</u>	<u>1,876,992</u>

**Accounting Policy**

Non-derivative financial instruments are recognised initially at fair value. Subsequent to initial recognition, non-derivative financial instruments are measured as described below.

*Available-for-sale financial assets*

The Company's investment in managed funds, listed shares and listed securities are classified as available-for-sale financial assets. After initial recognition, these assets are measured at fair value and changes there in, other than impairment losses, are recognised as a separate component of equity (the financial assets reserve). When an investment is derecognised the cumulative gain or loss in equity is transferred to profit and loss.

*Held-to-maturity investments*

The Company's investments in fixed interest securities are classified as 'held to maturity' investments. After initial recognition, these assets are measured at fair value.

*Other*

Other non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses.

**NOTE 8. Property, Plant and Equipment**

Computers- at cost	851,645	849,536
Accumulated depreciation- computers	(593,603)	(714,484)
	<u>258,042</u>	<u>135,052</u>
Office equipment- at cost	10,313	9,704
Accumulated depreciation- office equipment	(5,889)	(6,220)
	<u>4,424</u>	<u>3,484</u>
Officer furniture and fittings- at cost	737,493	750,845
Accumulated depreciation	(247,444)	(95,278)
	<u>490,049</u>	<u>655,567</u>
	<u>752,515</u>	<u>794,103</u>

**Accounting Policy**

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

Where applicable, the initial cost of plant and equipment assets includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to property leases taken up by the Company where there exists an obligation to restore the property to its original condition on cessation of the lease. The estimated restoration costs are included in the value of the Company's office fittings and furniture, with a corresponding provision for 'makegood' recognised.

The carrying amount of plant & equipment is reviewed annually, or when impairment indicators are present (refer to Note 1), to ensure this value is not in excess of the recoverable amount from these assets.

## LIFELINE AUSTRALIA ABN: 84 081 031 263

### NOTES TO THE FINANCIAL STATEMENTS

#### Note 8. Property Plant and Equipment (Continued)

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, annually.

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 plant and equipment asset	Depreciation Rate
Computers and software	33%
Office equipment	20%
Office fittings and furniture	20%

#### Impairment

At each reporting date, the Company 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 statement of comprehensive income as an impairment loss.

In the case of loans and receivables, a 'loss event' may indicate that a debtor(s) is experiencing financial difficulty. 'Loss events' include default or delinquency in meeting agreed credit or repayment terms, or information that the organisation is entering into financial reorganisation, and indicate the debtor could default on payment. After having undertaken all economically viable possible measures of recovery, and it is established that the carrying amount cannot be recovered by any means, the amount will be written off. The amount will be charged to either a separate allowance account used to reduce the carrying amount of financial assets impaired by credit losses, or if no impairment account was previously recognised, directly against the carrying amount of the financial asset.

A significant or prolonged decline in the market value of an available for sale security would be considered a 'loss event'. In this instance impairment losses are recognised in the profit and loss. Any cumulative decline in fair value previously recognised in other comprehensive income is reclassified into profit and loss at this point.

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

	Computers	Office equipment	Office fittings and furniture	Total
	\$	\$	\$	\$
<b>2018</b>				
Balance at the beginning of the year	135,052	3,484	655,567	794,103
Additions	216,365	2,150	2,599	221,114
Disposals	(976)	-	-	(976)
Depreciation expense	(92,399)	(1,210)	(168,117)	(261,726)
Carrying amount at the end of year	<b>258,042</b>	<b>4,424</b>	<b>490,049</b>	<b>752,515</b>

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**NOTES TO THE FINANCIAL STATEMENTS**

	2018 \$	2017 \$
<b>NOTE 9. Intangible assets</b>		
Computer software- at cost	1,520,656	1,438,952
Accumulated amortisation	<u>(1,209,931)</u>	<u>(1,074,079)</u>
	<b><u>310,725</u></b>	<b><u>364,873</u></b>

*Movements in carrying amounts:*

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

Opening balance at 1 July	364,873	175,275
Additions at cost	111,821	317,170
Amortisation expense	<u>(165,969)</u>	<u>(127,572)</u>
Carrying amount at 30 June	<b><u>310,725</u></b>	<b><u>364,873</u></b>

**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 8.

	2018 \$	2017 \$
<b>NOTE 10. Payables</b>		
<i>Unsecured liabilities:</i>		
Creditors	1,075,816	1,475,056
Other current payables	<u>1,146,000</u>	<u>1,375,605</u>
	<b><u>2,221,816</u></b>	<b><u>2,850,661</u></b>

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**  
**ABN: 84 081 031 263****NOTES TO THE FINANCIAL STATEMENTS**

	2018 \$	2017 \$
<b>NOTE 11. Provisions</b>		
a) Employee benefits provision		
CURRENT		
Annual leave	345,838	334,595
Long service leave	115,165	102,210
	<u>461,003</u>	<u>436,805</u>
NON-CURRENT		
Long service leave provision	95,409	115,676
	<u>95,409</u>	<u>115,676</u>
	<u><b>556,412</b></u>	<u><b>552,481</b></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 Company 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 Company does not have a right to defer payment of these amounts should the employee request to use their entitlement.

The non current portion of this provision includes amounts accrued for long service leave entitlements that have not yet vested as the employee(s) concerned have not yet completed the required period of service.

b) Makegood provision		
Non-current	130,624	127,814
	<u>687,036</u>	<u>680,295</u>

**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 12. Unearned revenue**

Other deferred income	-	249,667
Unexpended grants	7,213,538	4,590,744
	<u>7,213,538</u>	<u>4,840,411</u>

**Accounting Policy**

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as Unexpended grants in Unearned Revenue.

**LIFELINE AUSTRALIA**  
**ABN: 84 081 031 263**

**NOTES TO THE FINANCIAL STATEMENTS**

**Note 13. 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 2018 are:

Mr John Brogden AM	Dr Robyn Clough (to 17/11/2017)
Mr Travis Dillon (from 18/11/2017)	Rev Geoff Flynn
Mr Grant Foster	Ms Samantha Klintworth (to 17/11/2017)
Mr Geoffrey McClellan	Dr Daniel Mainville (from 18/11/2017)
Mr Bruce Mansfield	Mr Brent McCracken (from 18/11/2017)
Mrs Jacinta Munro	Mrs Sheryl Weil
Mr Tony Windever (from 20/08/2017)	

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Short term benefits	866,635	1,345,776
Post-employment benefits	128,741	110,910
Other long-term benefits	13,685	35,990
	<u><b>1,009,061</b></u>	<u><b>1,492,676</b></u>

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.

**Note 14. Principal Activities**

Lifeline Australia is a company limited by guarantee with 20 Member organisations. 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 an active Research Foundation which supports research and evaluation related to telephone and online crisis support services, as well as community based suicide prevention, drawing together academic and experts and service program managers. Information stemming from these activities allows us to represent the needs and interests of our Members by contributing to public policy and the development of effective services in Australia related to suicide prevention and the promotion of emotional wellbeing.

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.

**Note 15. Contact Details**

The registered office and principal place of business is at Level 3, 71 Northbourne Ave, Canberra ACT.

## LIFELINE AUSTRALIA

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

##### 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 (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (from 11/4/2017 to 5/5/2017 and since 4/5/2018).
Mr Travis Dillon	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (Alternate Director since 16/11/2017 to 27/4/2018 and from 4/5/2018).
Rev Geoff Flynn	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018) and CEO of Uniting Care Wollongong Mission (auspiced by Uniting NSW.ACT which is a Member of Lifeline Australia).
Mr Grant Foster	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 11/4/2017). Mr Foster was on an approved leave of absence from the Boards of Lifeline Australia and Lifeline Direct Ltd from 13/10/2017 to 2/3/2018, and further granted leave from 27/6/2018.
Ms Samantha Klintworth	General Manager – SE/SW/North Coast & Lifeline Child and Family Services, UnitingCare Queensland which operates Lifeline Centres in Queensland (UnitingCare Queensland is a Member of Lifeline Australia Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (from 5/5/2017 to 17/11/2017).
	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018).
Mr Geoff McClellan	Director of Lifeline Direct Limited (CAN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018).
Mr Brent McCracken	Group Executive, Child and Family Services, UnitingCare Queensland (since 25/7/2016). UnitingCare Queensland is a Member of Lifeline Australia Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 17/11/2017).
Dr Daniel Mainville	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018) and Director of Lifeline Gippsland Inc.
Mr Bruce Mansfield	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 11/4/2017).
Mrs Jacinta Munro	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018).
Mrs Sheryl Weil	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018).
Mr Tony Windever	Director of Lifeline Direct Limited (ACN 618 509 818), a wholly owned subsidiary of Lifeline Australia (since 4/5/2018).

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. All transactions with the Members have been conducted on normal commercial terms except for Affiliation Fees which are determined by Lifeline Australia on an annual basis.



## LIFELINE AUSTRALIA

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

##### Note 16. Related Parties (continued)

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.

	2018	2017
	\$	\$
<b>Note 17. Commitments</b>		
The company has non-cancellable operating leases contracted for but not recognised in the financial report. Commitments are stated exclusive of GST.		
Payable:		
- not later than 1 year	267,481	168,036
- between 1 and 5 years	<u>494,999</u>	<u>674,617</u>
	<u><b>762,480</b></u>	<u><b>842,653</b></u>

The commitments include a property lease for the Canberra and Parramatta premises, both of which are non-cancellable leases with rent required to be paid monthly in advance. The Canberra lease expires 31 August 2021 with increase in lease commitments occurring on anniversary at the rate of 3.5% per annum. The Parramatta lease expires 30 April 2020 with increase in lease commitments occurring on anniversary at the rate of 3.75% per annum.

##### Accounting Policy

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

The Company has made an allowance for 'makegood' where required under property lease agreements (non-current provision).

##### Note 18. Subsequent Events

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

##### Note 19. 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.

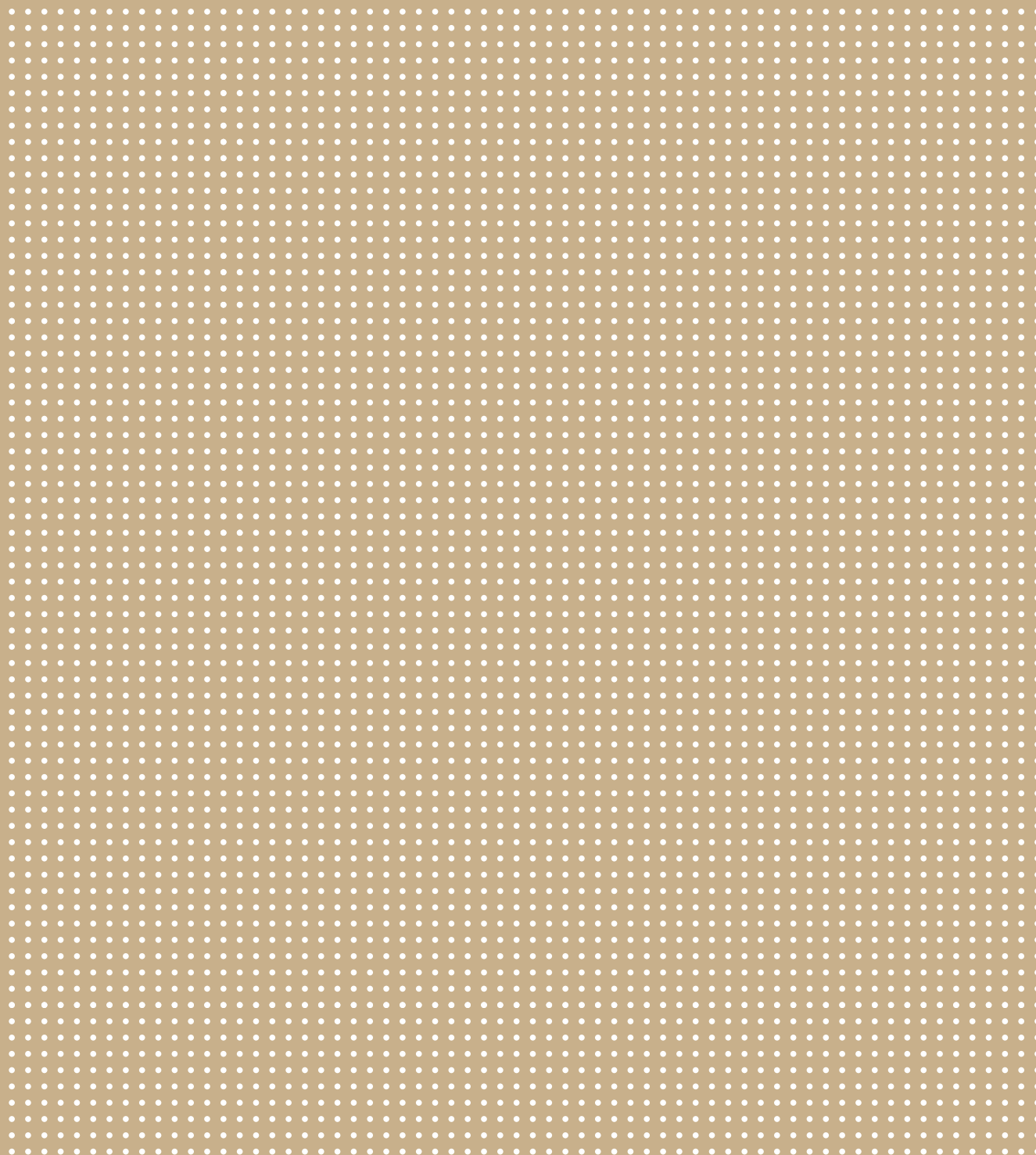
##### Note 20. Contingent Liabilities

The Landlord for both the Canberra and Parramatta offices require a bank guarantee to secure against the potential non-payment of rent. The bank guarantees as at 30 June 2018 were \$67,434 (2017: \$67,434). The bank guarantees are secured against the Company's cash assets at St George Bank.

As at 30 June 2018, there were no indications that these bank guarantees would need to be exercised (2017: Nil).

## 16 Annex 2

Consolidated Annual Financial Report of Lifeline  
Australia and Controlled Entities 2017/2018



## 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 2018.

#### DIRECTORS

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

Mr John Brogden AM	Dr Robyn Clough (to 17/11/2017)
Mr Travis Dillon (from 10/11/2017)	Rev Geoff Flynn
Mr Grant Foster	Ms Samantha Klintworth (to 17/11/2017)
Mr Geoffrey McClellan	Dr Daniel Mainville (from 17/11/2017)
Mr Bruce Mansfield	Mr Brent McCracken (from 17/11/2017)
Mrs Jacinta Munro	Mrs Sheryl Weil
Mr Tony Windever (from 21/08/2017)	Mr Gary Webb (from 16/5/2017 to 4/5/2018)
Mr David Smith (from 16/5/2017 to 4/5/2018)	

#### INFORMATION ON DIRECTORS

<p>Mr John Brogden AM Chairman (Director from 28/11/2009 to 5/11/2011; and since 2/11/2012)</p> <p>Director qualifications: MPA; FAICD</p> <p>Experience: John is the Chief Executive Officer of Landcom. Between 2015 and 2017 John was the MD &amp; 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 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.</p>	<p>Mrs Jacinta Munro Deputy Chair (Director since 16/4/2013)</p> <p>Director qualifications: BBus (Accounting), CA, GAICD.</p> <p>Experience: Jacinta is a Chartered Accountant with 25 years' experience with KPMG, with over ten years as Partner. Jacinta currently has the dual role of Partner responsible for Regulatory Compliance and Sector Leader for Wealth Management. 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 investment management industry in Melbourne.</p>
<p>Dr Robyn Clough (Director from 5/11/2011 to 17/11/2017)</p> <p>Director qualifications: PhD (USyd): BA (Hons); MAICD</p> <p>Experience: Robyn was elected to the Board in November 2011. She was a director of the Board of Lifeline Canberra from 2005 to 2011 and Board President from 2009. Robyn also worked as a Telephone Crisis Supporter for five years. Robyn has extensive experience in research and project development across the public, community and private sectors.</p>	<p>Mr Travis Dillon (Director from 10/11/2017)</p> <p>Director qualifications: MAICD, MBA, Adv Dip RBM</p> <p>Experience: Travis has more than 25 years' experience in the agribusiness industry. Having joined Ruralco Holdings Limited in 2007, Travis has extensive operational knowledge across all of the Group's activities including rural supplies, livestock agency, live export, financial services, wool and real estate agency activities. Prior to his appointment as Managing Director &amp; CEO in November 2015, Travis was responsible for many of the profit centre operations across the Group. Current directorships include several of the Ruralco entities along with AuctionsPlus Pty Ltd, market leader in online transactions of livestock services.</p>

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

### DIRECTORS' REPORT

INFORMATION ON DIRECTORS (CONTINUED)	
<p>Rev Geoff Flynn (Director since 17/2/2016)</p> <p>Director qualifications: BE (Communications) BD MA (Pastoral Supervision)</p> <p>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 20 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.</p>	<p>Mr Grant Foster (Director since 20/7/2015) (Leave of absence from 13/10/2017 to 2/3/2018 and from 27/6/2018 to 24/9/2018)</p> <p>Director Qualifications: MBA, MAICD</p> <p>Experience: Grant is one of the founding directors of strategic consultancy Ellis Foster McVeigh and an adjunct faculty member at Member of The Australian Graduate School of Management (UNSW). He has held senior marketing roles in Australia, US and European listed technology businesses and is one of Australia's leading consultants in business and brand strategy, working with clients in Australia, New Zealand, Asia and United Kingdom. Grant has an MBA from Bond University, has completed the Executive Program at Stanford University and is a member of the Australian Institute of Company Directors (MAICD).</p>
<p>Ms Samantha Klintworth (Director from 18/7/2016 to 17/11/2017)</p> <p>Director Qualifications: LLB, Bachelor of Psychology, Grad Diploma in Psychology, GAICD.</p> <p>Experience: Samantha is an accomplished leader and strategic professional developed over 25 years predominately in the child and family, community, health and not for profit sector. She has worked in a variety of contexts, run her own private practice and is highly motivated to achieve tangible results for the organisations with which she works. Samantha has particular expertise in clinical and operational governance in child and family services, mental health environments, working cross culturally, clinical psychological and community environments, strategy development, delivery of high quality client services, and exceptional people and leadership skills. Samantha is a registered Psychologist, registered Dispute Resolution Practitioner, has a Bachelor of Law, Post Graduate qualifications in Human Services, Management and Company Directorship and is an experienced executive. She stands out for delivering and implementing large scale and high-level change programs in collaboration with other executives.</p>	<p>Mr Geoffrey McClellan (Director since 17/10/2011)</p> <p>Director qualifications: BEc (Sydney); LLB (Sydney)</p> <p>Experience: Geoff joined the Board in November 2011. He is a Senior Litigation Partner 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.</p>

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

### DIRECTORS' REPORT

#### INFORMATION ON DIRECTORS (CONTINUED)

<p>Dr Daniel Mainville (Director since 17/11/2017)</p> <p>Director qualifications: PhD, M.Sc., B.Sc (Eng)(Honours), GAICD, FARLF (Fellow of the Australian Rural Leadership Foundation)</p> <p>Experience: Daniel has served on the Board of Lifeline Gippsland Inc. since 2014. Daniel is an Associate Director – Capital Projects and Infrastructure at PwC Australia. He possesses advanced 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. Daniel brings to the Board his skills in stakeholder management and strategic vision as well as a passion for helping communities embrace diversity and build resilience – particularly in the area of support for LGBTI people who face additional challenges in mental health and suicidality due to stigma, bullying, isolation, and the internal acceptance of their sexuality.</p>	<p>Mr Bruce Mansfield (Director since 19/4/2013)</p> <p>Director qualifications: BCom, MAICD, F Fin.</p> <p>Experience: Bruce Mansfield was appointed Chief Operating Officer of the Eliminate Cancer Initiative (ECI) in September 2017, the most recent global initiative under Andrew and Nicola Forrest's Minderoo Foundation. Prior to this, Bruce was Managing Director of eftpos Payments Australia Limited from August 2010 to August 2017. Prior to joining eftpos, Bruce held a number of senior executive positions for Visa Inc. where he worked for over 18 years including Executive Vice President of a number of local and regional 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.</p>
<p>Mr Brent McCracken (Director since 17/11/2017)</p> <p>Director qualifications: B Soc Sc, Grad Dip Adult Ed, Executive MPA.</p> <p>Experience: Brent is Group Executive Child and Family 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.</p>	<p>Mr Tony Windever (Director since 21/8/2017)</p> <p>Director qualifications: BEc</p> <p>Experience: Tony is the vice president and managing director for Unisys Asia Pacific. Tony is an accomplished executive who has successfully led IT services organisations in the Asia Pacific region to significant growth through the development, sales, marketing and delivery of innovative new solutions and service channels. Before joining Unisys in December 2015, Tony was managing director, Global Services, Asia Pacific for Adobe Systems. Prior to Adobe, he held senior sales and marketing roles at Dell Inc., including leading Dell Services Sales for Asia Pacific. Tony began his career at Westpac Banking Corporation.</p>

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

ABN: 84 081 031 263

### DIRECTORS' REPORT

#### INFORMATION ON DIRECTORS (CONTINUED)

<p>Mrs Sheryl Weil (Director since 29/11/2013)</p> <p>Director qualifications: GAICD</p> <p>Experience: Sheryl joined the Board in November 2013. Sheryl has more than 33 years' experience in the financial services industry with Macquarie Bank. Sheryl was an Executive Director with Macquarie Group for 10 years, 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 also involved with MS Research and the Big Issue. Previously Sheryl was a longstanding member of the Macquarie Group Foundation Board and a Non-Executive Director of the Schizophrenia Research Institute.</p>	<p>Mr Dave Smith (Director from 16/5/2017 to 4/5/2018)</p> <p>Mr. Smith has an engineering background. He began his banking career with Morgan Grenfell &amp; Co in 1987. After this position, he held a number of senior management positions in Deutsche Bank, UBS and Lloyds International Pty Ltd.</p> <p>From September 2005 to March 2009, Mr. Smith was Head of Bank of Scotland Treasury Australia (later part of Lloyds International Pty Ltd. He was Chief Executive Officer and Managing Director of Lloyds International Pty Ltd. (formerly known as HBOS Australia Pty Ltd), a subsidiary of Lloyds Banking Group from March 2009 to November 2012. As CEO, Smith had responsibility for 10 countries, 1500 staff and managing assets of \$A50 billion.</p> <p>He was appointed Chief Executive Officer of the Australian Rugby League Commission in November 2012 to 30 November 2015</p>
<p>Mr Gary Webb (Director from 16/5/2017 to 4/5/2018)</p> <p>Director qualifications: B.Surv (Hons) Grad Dip.Ed., Grad Cert BA, GAICD</p> <p>Gary was Chief Executive Officer of NewcastlePort Corporation, since 2004 and Director since 2005, until Sept 2013. Mr. Webb was previously the General Manager Operations for Newcastle Port Corporation. He is responsible to the Board for the day to day management of Newcastle Port and providing advice on its strategic direction. He is also responsible for delivering Newcastle Port Corp.'s Business Plan which identifies the following core elements, providing safe and efficient operations, fulfilling corporate responsibilities, winning more business and looking after NPC's people. He serves as a Director at Australian Maritime Safety Authority.</p> <p>Gary now commits much of his time giving back to the community and was Chairman of Lifeline Hunter Central Coast, and is Director of the Hunter Valley Research Foundation, and Board Member of the Australian Maritime Safety Authority. Gary was named as Newcastle City Council's Australia Day Citizen of the Year.</p>	

## **LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**

**ABN: 84 081 031 263**

### **DIRECTORS' REPORT**

#### **BOARD and COMMITTEE MEMBERSHIP**

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

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

#### **Audit and Risk Committee**

Chair – Mrs Jacinta Munro (Member since 16/4/2013 and Chair since 20/11/17).

Membership – Mr Bruce Mansfield (Member since 19/4/2013 and Chair till 20/11/17), Mr Geoffrey McClellan (since 1/7/2017), Ms Teresa Dyson (co-opted from 23/4/2013 to 08/5/2018), Mr Samuel Hinchcliffe (co-opted since 22/4/2015).

#### **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 Samantha Klintworth (from 18/7/2016 to 17/11/2017), Ms Lindy Tallis (co-opted from 29/1/2013 to 30/11/2017), Ms Kristy Do (co-opted since 15/3/2018).

#### **Service Committee**

Chair – Mrs Sheryl Weil (Member since 29/11/2013 and Chair since 20/7/2015).

Membership – Mr Brent McCracken (since 17/11/2017), Mr Tony Windever (since 21/8/2017), Dr Robyn Clough (from 1/2/2013 to 17/11/2017), Mrs Annie Corlett AM (Member from 1/2/2013 to 5/5/2017; co-opted member since 22/6/2017), Mr Geoffrey Robinson (co-opted since 13/2/2013).

#### **Lifeline Direct Steering Committee**

Chair – Mr Grant Foster (Member and Chair since 4/5/2018).

Membership – Mr Travis Dillon (since 4/5/2018), Mr Brent McCracken (since 4/5/2018), Mr Dave Smith (since 4/5/2018), Mr Gary Webb (since 4/5/2018).

### **MEMBERS**

As at 30 June 2018 there were 22 members of Lifeline Australia (2017: 20). If the company was wound up, each member would be required to contribute \$2.

### **PRINCIPAL ACTIVITIES AND ALIGNMENT WITH OBJECTIVES**

Lifeline Australia is a company limited by guarantee with 22 Members. Lifeline Australia accredits Member organisations to enable them to provide national Lifeline services, which are presently telephone and online chat crisis support, 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 an active Research Foundation which supports research and evaluation related to telephone and online chat crisis support services, as well as community-based suicide prevention, drawing together academic and experts and service program managers. Information stemming from these activities allows us to represent the needs and interests of our Members by contributing to public policy and the development of effective services in Australia related to suicide prevention and the promotion of emotional wellbeing.

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.

In July 2016, the Members of Lifeline Australia entrusted Lifeline Australia with a mandate to conduct direct service delivery across Australia. To this end Lifeline Direct Ltd was established in 11 April 2017 as a wholly owned subsidiary of Lifeline Australia. The entity formally commenced service delivery on 1 July 2017. 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.

## **LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**

**ABN: 84 081 031 263**

### **DIRECTORS' REPORT 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 & safety, statutory and regulatory obligations, compliance matters, and human resource matters.

### **SIGNIFICANT CHANGES IN STATE OF AFFAIRS**

On 11 April 2017, Lifeline Australia established Lifeline Direct Ltd as a wholly owned subsidiary Company. Lifeline Direct Ltd is a Company Limited by Guarantee. If Lifeline Direct Ltd was wound up, Lifeline Australia would be required to contribute \$2. In establishing Lifeline Direct Ltd the entity absorbed the operations of four Lifeline Centres (previously owned and operated by Lifeline Australia Members). Lifeline Direct Ltd delivers crisis support and suicide prevention services from several locations including Newcastle, Hunter, Central Coast, Northern Rivers (NSW) and South West Victoria. The entity also operates up to 24 Op-Shops. Lifeline Direct Ltd is governed by a Board of Directors (who are also the Directors of Lifeline Australia).

As at 1 July 2017, Lifeline Direct (being a company limited by guarantee) comprised of a Board of Directors and a Chief Transformation Officer that was responsible for the management of the day to day operations of the entity. The Lifeline Direct Board consisted of three directors from the Board of Lifeline Australia and two non-Lifeline Australia Directors. The Chief Transformation Officer reported directly to the Board of Lifeline Direct. On 4 May 2018, the Board of Lifeline Australia (being the parent company) undertook governance and management reforms across the Lifeline Australia Group (which consists of Lifeline Australia and its wholly owned subsidiary, Lifeline Direct). The changes included amended the Chief Transformation Officer's reporting line from reporting to the Board of Lifeline Direct, to reporting directly to the CEO of the Lifeline Australia Group in order to ensure greater Management alignment across the Group. The changes also included amendments to the Lifeline Direct Constitution to enable the Lifeline Direct Board to fully comprise of Lifeline Australia Directors.

No other significant changes in the company's state of affairs occurred during the financial year.

### **AFTER BALANCE DATE EVENTS**

No matters have occurred subsequent to balance date that require disclosure other than those listed at Future Developments below.

### **FUTURE DEVELOPMENTS**

Lifeline Australia received \$9,790,000 in the 2017-18 financial year from the Federal Government for DV Alert, a further \$9,850,000 will be provided in the next financial year. In addition to this, Lifeline Australia received \$9,299,000 in the 2017-18 financial year from the Federal Government for Teleweb, a further \$15,558,000 will be provided in the next financial year.

### **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.



**LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**  
**ABN: 84 081 031 263**

**DIRECTORS' REPORT**  
**LIFELINE AUSTRALIA DIRECTORS**

During the financial year, eight meetings of directors were held. Attendance by each director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	8	6
Mrs Jacinta Munro	8	7
Dr Robyn Clough	4	3
Mr Travis Dillon	5	4
Rev Geoff Flynn	8	8
Mr Grant Foster	5	5*
Ms Samantha Klintworth	4	3
Mr Geoffrey McClellan	8	5
Mr Brent McCracken	4	3
Dr Daniel Mainville	4	3
Mr Bruce Mansfield	8	8
Mrs Sheryl Weil	8	7
Mr Tony Windever	6	6

\*For the avoidance of doubt, Mr Grant Foster was granted a leave of absence from the Lifeline Australia Board on 13/10/2017 until 02/03/2018. Mr Foster was granted a further leave of absence on 27/06/2018.

**LIFELINE DIRECT DIRECTORS**

During the financial year, nine meetings of directors were held. Attendance by each director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	0	0
Mrs Jacinta Munro	0	0
Mr Travis Dillon	3	3
Rev Geoff Flynn	0	0
Mr Grant Foster	5	5*
Ms Samantha Klintworth	5	5
Mr Geoffrey McClellan	0	0
Mr Brent McCracken	3	2
Dr Daniel Mainville	0	0
Mr Bruce Mansfield	9	8
Mrs Sheryl Weil	0	0
Mr Tony Windever	0	0
Mr Dave Smith	9	7
Mr Gary Webb	9	9

\*For the avoidance of doubt, Mr Grant Foster was granted a leave of absence from the Lifeline Direct Board on 13/10/2017 until 02/03/2018. Mr Foster was granted a further leave of absence on 27/06/2018.

  
John Brogden  
Director

  
Jacinta Munro  
Director

Dated: 19 October 2018

## 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 12 to 28 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 2018 and of the performance for the year ended on that date of the Company and the consolidated entity;

In the Director's 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: 19 October 2018



**RSM Australia Partners**

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600  
GPO Box 200 Canberra ACT 2601

T +61(0) 2 6217 0300  
F +61(0) 2 6217 0401

[www.rsm.com.au](http://www.rsm.com.au)

**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 2018, 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.



**RSM Australia Partners**

Canberra, Australian Capital Territory  
Dated: 25 October 2018



**Rodney Miller**  
Partner



RSM Australia Partners

Equinox Building 4, Level 2, 70 Kent Street Deakin ACT 2600

GPO Box 200 Canberra ACT 2601

T +61 (0) 2 6217 0300

F +61 (0) 2 6217 0401

[www.rsm.com.au](http://www.rsm.com.au)

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF

### LIFELINE AUSTRALIA LTD AND IT'S CONTROLLED ENTITY

#### Qualified Opinion

We have audited the financial report of Lifeline Australia LTD (the Company) and its subsidiary (the Group), which comprises the consolidated statement of financial position as at 30 June 2018, 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 Commissions Act 2012* (ACNC Act 2012), including:

- (i) giving a true and fair view of the Group's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards 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 *Australian Charities and Not-for-profits Commissions 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.

#### THE POWER OF BEING UNDERSTOOD AUDIT | TAX | CONSULTING

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### 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 2018 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 *Australian Charities and Not-for-profit Commission 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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

  
RSM Australia Partners

  
Rodney Miller  
Partner

Canberra, Australian Capital Territory  
Dated: 25 October 2018

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

		Consolidated	
	Note	2018	2017
		\$	\$
<b>Revenue</b>			
<i>Operating activities:</i>			
Grants		23,604,001	19,092,907
Corporate sponsorships		30,532	302,159
Donations and bequests received		6,021,558	4,453,935
Sale of services		2,005,215	453,999
Sale of goods		5,626,443	4,114
Functions revenue		30,476	-
Administration and management fees		106,173	-
Resources received free of charge	2	249,569	966,157
		<u>37,673,967</u>	<u>25,273,271</u>
<i>Other revenue:</i>			
Affiliation fees		449,210	476,030
Interest and dividends		418,821	249,184
Other revenue		382,204	262,902
		<u>1,250,235</u>	<u>988,116</u>
Other gain/(loses)	2	<u>(19,065)</u>	<u>(53,987)</u>
Total income		<u><b>38,905,137</b></u>	<u><b>26,207,400</b></u>
Purchase of goods for resale		<u>(1,108,428)</u>	<u>(3,598)</u>
Gross operating surplus for the year		<u><b>37,796,709</b></u>	<u><b>26,203,802</b></u>
<b>Expenses</b>			
Employee benefits expense		(12,385,645)	(6,545,085)
Consultants, subcontractors and IT costs		(4,839,433)	(4,435,224)
Depreciation and amortisation	3	(585,418)	(298,898)
Bad and doubtful debts expense	3	-	(16,139)
Occupancy costs	3	(357,827)	(306,365)
Marketing and communications		(609,652)	(679,496)
Meeting and travel costs		(1,079,914)	(835,476)
Other administrative costs		(2,936,693)	(1,086,663)
Payments to Lifeline centres		(11,570,671)	(11,980,151)
Telecommunications		(1,591,477)	(1,601,705)
Total expenses		<u><b>(35,956,730)</b></u>	<u><b>(27,785,202)</b></u>
Net current year surplus/(loss)		<u><b>1,839,979</b></u>	<u><b>(1,581,400)</b></u>
Other comprehensive income			
Fair value gains/(losses) on available for sale financial assets		84,103	25,577
		<u>84,103</u>	<u>25,577</u>
Total comprehensive income/(loss) for the year		<u><b>1,924,082</b></u>	<u><b>(1,555,823)</b></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 2018**

		Consolidated	
	Note	2018 \$	2017 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	4	16,315,598	9,296,739
Receivables	5	898,664	357,395
Inventories		17,212	19,007
Other current assets	6	486,652	434,435
<b>TOTAL CURRENT ASSETS</b>		<b>17,718,126</b>	<b>10,107,576</b>
NON-CURRENT ASSETS			
Financial assets	7	1,961,200	1,876,992
Other current assets	6	68,262	-
Property, plant and equipment	8	1,758,076	794,103
Intangible assets	9	310,725	364,873
<b>TOTAL NON-CURRENT ASSETS</b>		<b>4,098,263</b>	<b>3,035,968</b>
<b>TOTAL ASSETS</b>		<b>21,816,389</b>	<b>13,143,544</b>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Payables	10	2,936,365	2,850,661
Provisions	11	933,051	436,805
Unearned revenue	12	7,542,617	4,840,411
<b>TOTAL CURRENT LIABILITIES</b>		<b>11,412,033</b>	<b>8,127,877</b>
NON-CURRENT LIABILITIES			
Provisions	11	510,529	243,490
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>510,529</b>	<b>243,490</b>
<b>TOTAL LIABILITIES</b>		<b>11,922,562</b>	<b>8,371,367</b>
<b>NET ASSETS</b>		<b>9,893,827</b>	<b>4,772,177</b>
<b>EQUITY</b>			
Retained earnings		9,797,950	4,760,403
Reserves		95,877	11,774
<b>TOTAL EQUITY</b>		<b>9,893,827</b>	<b>4,772,177</b>

*The accompanying notes form part of these financial statements*

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### CONSOLIDATED STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Retained surplus \$	Financial assets reserve \$	Total \$
<b>2017</b>			
Opening balance at 1 July	6,341,803	(13,803)	6,328,000
Net deficit for the year	(1,581,400)	-	(1,581,400)
Other comprehensive income for the year	-	<u>25,577</u>	<u>25,577</u>
Closing balance at 30 June	<u><b>4,760,403</b></u>	<u><b>11,774</b></u>	<u><b>4,772,177</b></u>
<b>2018</b>			
Opening balance at 1 July	4,760,403	11,774	4,772,177
Net value of assets transferred on amalgamation	3,197,568	-	3,197,568
Net surplus for the year	1,839,979	-	1,839,979
Other comprehensive income for the year	-	<u>84,103</u>	<u>84,103</u>
Closing balance at 30 June	<u><b>9,797,950</b></u>	<u><b>95,877</b></u>	<u><b>9,893,827</b></u>

### CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Consolidated	
	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash receipts from operations	38,106,241	28,382,109
Donations received	6,021,558	4,651,995
Interest and dividends received	418,821	302,564
Payments to suppliers and employees	(38,373,104)	(28,717,562)
Net cash generated from operating activities	<u><b>6,173,516</b></u>	<u><b>4,619,106</b></u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for plant and equipment	(1,384,398)	(780,363)
Payments for intangible assets	(111,821)	(297,489)
Payments for available for sale assets	(219,752)	(929,034)
Proceeds from disposal of available for sale assets	<u>234,310</u>	<u>281,816</u>
Net cash used in investing activities	<u><b>(1,481,661)</b></u>	<u><b>(1,725,070)</b></u>
Net increase in cash held	4,691,855	2,894,036
Cash at the beginning of year	9,296,739	6,402,703
Cash received on amalgamation	2,327,004	-
Cash at the end of the year	<u><b>16,315,598</b></u>	<u><b>9,296,739</b></u>

*The accompanying notes form part of these financial statements*



## **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 company 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.

##### **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'), the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001, 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. As this is the first year that Lifeline Direct has been consolidated into Lifeline Australia, the comparative figures for 2017 only include Lifeline Australia.

##### **Current and non-current classification**

Assets and liabilities are presented in the 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 an entity 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.

Details regarding the controlled entities are contained in Note 13 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 entities have been incorporated into the consolidated financial statements as well as its results for the year then ended.

## **LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**

### **ABN: 84 081 031 263**

#### **NOTES TO THE FINANCIAL STATEMENTS**

##### **Note 1. Significant accounting policies (continued)**

###### **Principles of Consolidation (continued)**

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.

The subsidiary 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.

###### **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 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.

###### **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 Company assesses impairment at each reporting date by evaluating conditions specific to the Company 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 2018.

###### *Employee Provision*

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.

###### *Available for sale instruments*

The Company has available for sale financial assets with a carrying amount of \$1,961,200 (2017: \$1,876,992) at the end of the reporting period. Certain individual investments declined in prior periods in value however the Directors do not believe this decline constitutes a significant or prolonged decline below cost. Accordingly, no impairment has been recognised. Should security values decline to a level that is 25% below cost and is sustained for a period of 12 months the Directors have determined that such investments will be considered impaired in the future.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 2. Revenue</b>		
Resources received free of charge		
- Consultant, subcontractors and IT costs	209,527	796,100
- Marketing and communications	-	2,086
- Other administrative costs	-	75,872
- Telecommunications	40,042	39,208
- Plant and equipment	-	52,891
	<u>249,569</u>	<u>966,157</u>
Other gain/(losses)		
- Net gain/(loss) on disposal of plant and equipment	(976)	(50,022)
- Net gain/(loss) on disposal of available for sale financial assets	(18,089)	(3,965)
	<u>(19,065)</u>	<u>(53,987)</u>

#### Accounting Policy

##### Revenue recognition

##### Grants

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as unexpended grants in Unearned Revenue.

##### 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. Funding for special purpose projects received prior to the year-end but unexpended at that date are recognised in the financial report as Other deferred income in Unearned Revenue.

##### Donations and bequests

Revenue from donations and bequests is recognised when the income is received.

##### Sales revenue

Sales revenue is recognised when the related merchandise or services have been provided.

##### Resources received free-of-charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined. They are recognised concurrently as an expense of the same amount.

##### Affiliation fees

Affiliation fee income covers the financial year and is recognised on an accruals 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 Company 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.

##### Tickets Sold

Revenue from the sale of tickets is measured at fair value of the consideration received. Revenue is recognised when the significant risks and rewards of ownership have been transferred to the buyer, the associated costs and possible return of goods can be estimated reliably, and there is no continuing management involvement with the goods. Transfers of risks and rewards vary depending upon the individual terms of the contract of sale. Tickets are recognised as 'Other Revenue' in the Statement of Comprehensive Income once the raffle has taken place or the event has been held. Monies received for tickets in prospective events and raffles are deferred and recorded as other deferred income in unearned revenue.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 3. Surplus from ordinary activities</b>		
<i>Net surplus has been determined after:</i>		
a) Depreciation of plant and equipment:		
Computers	92,399	66,064
Office equipment	4,136	1,378
Furniture and fittings	256,668	103,886
Motor Vehicles	33,046	-
Plant and equipment	<u>33,200</u>	<u>-</u>
	<u>419,449</u>	<u>171,328</u>
b) Amortisation of intangible assets:		
Software	<u>165,969</u>	<u>127,570</u>
	<u>585,418</u>	<u>298,898</u>
c) Bad and doubtful debts expense	<u>-</u>	<u>16,139</u>
d) The following expenses are contained in:		
<i>Occupancy costs</i>		
Office and store rental charges	<u>1,306,734</u>	<u>231,124</u>
<b>NOTE 4. Cash and cash equivalents</b>		
Cash on hand	5,217	200
Cash at bank	5,145,383	6,556,715
Term deposits	<u>11,164,998</u>	<u>2,739,824</u>
	<u>16,315,598</u>	<u>9,296,739</u>

Lifeline Direct Limited has a commercial credit card facility to the value of \$150,000.

#### Accounting Policy

For the purposes of the Statement of Cash Flows, cash includes cash on hand, deposits held at call with banks, and term deposits with banks or financial institutions.

#### NOTE 5. Trade and other receivables

Trade debtors	530,615	58,635
Accrued income	111,383	92,881
Net GST receivable	<u>256,666</u>	<u>205,879</u>
	<u>898,664</u>	<u>357,395</u>

#### Accounting Policy

Accounts receivable and other debtors include 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.

**LIFELINE AUSTRALIA AND CONTROLLED ENTITIES**  
**ABN: 84 081 031 263**

**NOTES TO THE FINANCIAL STATEMENTS**

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 6. Other current assets</b>		
CURRENT		
Prepayments	486,652	434,435
NON CURRENT		
Rental bonds	68,262	-
	<u>554,914</u>	<u>434,435</u>
<b>NOTE 7. Financial assets</b>		
Available for sale financial assets:		
Investments in listed shares, available for sale	1,292,383	1,077,756
Held to maturity financial assets:		
Investments in fixed interest securities	668,817	799,236
	<u>1,961,200</u>	<u>1,876,992</u>

**Accounting Policy**

Non-derivative financial instruments are recognised initially at fair value. Subsequent to initial recognition, non-derivative financial instruments are measured as described below.

*Available-for-sale financial assets*

The Company's investment in managed funds, listed shares and listed securities are classified as available-for-sale financial assets. After initial recognition, these assets are measured at fair value and changes there in, other than impairment losses, are recognised as a separate component of equity (the financial assets reserve). When an investment is derecognised the cumulative gain or loss in equity is transferred to profit and loss.

*Held-to-maturity investments*

The Company's investments in fixed interest securities are classified as 'held to maturity' investments. After initial recognition, these assets are measured at fair value.

*Other*

Other non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 8. Property, Plant and Equipment</b>		
Land and buildings at deemed cost	<u>494,088</u>	-
Computers	851,645	849,536
Accumulated depreciation	<u>(593,603)</u>	<u>(714,484)</u>
	<u>258,042</u>	<u>135,052</u>
Office equipment	19,669	9,704
Accumulated depreciation	<u>(8,815)</u>	<u>(6,220)</u>
	<u>10,854</u>	<u>3,484</u>
Furniture and fittings	1,041,852	750,845
Accumulated depreciation	<u>(335,469)</u>	<u>(95,278)</u>
	<u>706,383</u>	<u>655,567</u>
Motor Vehicles	157,177	-
Accumulated depreciation	<u>(33,046)</u>	-
	<u>124,131</u>	-
Plant and equipment	197,778	-
Accumulated depreciation	<u>(33,200)</u>	-
	<u>164,578</u>	-
	<u><b>1,758,076</b></u>	<u><b>794,103</b></u>

#### Accounting Policy

##### Plant and equipment

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

Where applicable, the initial cost of plant and equipment assets includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to property leases taken up by the Company where there exists an obligation to restore the property to its original condition on cessation of the lease. The estimated restoration costs are included in the value of the Company's office fittings and furniture, with a corresponding provision for 'makegood' recognised. The carrying amount of plant & equipment is reviewed annually, or when impairment indicators are present, to ensure this value is not in excess of the recoverable amount from these assets.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, annually.

##### 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.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### NOTES TO THE FINANCIAL STATEMENTS

#### Note 8. Property, Plant and Equipment (continued)

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

Class of asset	Depreciation rate
Buildings (commencing depreciation in July 2018)	2.50%
Computers and software	20%-33%
Office equipment	20%-33%
Office fittings and furniture	20%-33%
Motor Vehicles	20%-25%
Plant and equipment	20%-33%

#### Impairment

At each reporting date, the Company 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 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
2018	\$	\$	\$	\$	\$	\$	\$
Balance at the beginning of the year	-	135,052	3,484	655,567	-	-	794,103
Additions	494,088	216,365	11,506	307,484	157,177	197,778	1,384,398
Disposals	-	(976)	-	-	-	-	(976)
Depreciation expense	-	(92,399)	(4,136)	(256,668)	(33,046)	(33,200)	(419,449)
Carrying amount at the end of year	<b>494,088</b>	<b>258,042</b>	<b>10,854</b>	<b>706,383</b>	<b>124,131</b>	<b>164,578</b>	<b>1,758,076</b>

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 9. Intangible assets</b>		
Computer software- at cost	1,520,656	1,438,952
Accumulated amortisation	(1,209,931)	(1,074,079)
	<u>310,725</u>	<u>364,873</u>

#### *Movements in carrying amounts:*

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

Opening balance at 1 July	364,873	175,275
Additions at cost	111,821	317,170
Amortisation expense	(165,969)	(127,572)
Carrying amount at 30 June	<u>310,725</u>	<u>364,873</u>

#### **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 8.

#### **NOTE 10. Payables**

##### *Unsecured liabilities:*

Creditors	1,263,276	1,475,056
Other current payables	<u>1,673,089</u>	<u>1,375,605</u>
	<u>2,936,365</u>	<u>2,850,661</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

	Consolidated	
	2018	2017
	\$	\$
<b>NOTE 11. Provisions</b>		
a) Employee benefits provision		
CURRENT		
Annual leave	674,483	334,595
Long service leave	<u>258,568</u>	<u>102,210</u>
	<u>933,051</u>	<u>436,805</u>
NON-CURRENT		
Long service leave provision	<u>150,931</u>	<u>115,676</u>
	<u>150,931</u>	<u>115,676</u>
	<u>1,083,982</u>	<u>552,481</u>
b) Makegood provision		
Non current	<u>359,598</u>	<u>127,814</u>
	<u>1,443,580</u>	<u>680,295</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 Company 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 Company does not have a right to defer payment of these amounts should the employee request to use their entitlement.

The non current portion of this provision includes amounts accrued for long service leave entitlements that have not yet vested as the employee(s) concerned have not yet completed the required period of service.

#### 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 12. Unearned revenue

Other deferred income	191,861	249,667
Unexpended grants	<u>7,350,756</u>	<u>4,590,744</u>
	<u>7,542,617</u>	<u>4,840,411</u>

#### Accounting Policy

Grants are recognised as revenue in the year received or receivable to the extent of expenditure during the year for the purpose of the grant. Grant monies that have been received or are receivable but have not been expended at balance date, including interest thereon where required under the terms of the grant, are recognised as Unexpended grants in Unearned Revenue.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

		Consolidated	
		2018	2017
		\$	\$
<b>NOTE 13. CONTROLLED ENTITIES</b>			
Name of subsidiary	Country of Incorporation	Ownership interest held by Lifeline Australia Limited	
Lifeline Direct Limited	Australia	100%	0%

#### NOTE 14. PARENT ENTITY DISCLOSURES

The accounting policies of the parent entity, which have been applied in determining the financial information shown below, are the same as those applied in the consolidated financial statements. Refer to note 1 for a summary of the significant accounting policies relating to the Group.

	2018	2017
	\$	\$
<b>(a) Financial Information</b>		
Current Assets	13,976,777	10,107,576
Non Current Assets	<u>3,024,440</u>	<u>3,035,968</u>
	<b><u>17,001,217</u></b>	<b><u>13,143,544</u></b>
Current Liabilities	9,896,357	8,127,877
Non Current Liabilities	<u>226,033</u>	<u>243,490</u>
	<b><u>10,122,390</u></b>	<b><u>8,371,367</u></b>
Shareholders Equity		
Retained Earnings	6,782,950	4,760,403
Reserves	<u>95,877</u>	<u>11,774</u>
	<b><u>6,878,827</u></b>	<b><u>4,772,177</u></b>
Profit/(loss) for the year	2,022,547	(1,581,400)
Other comprehensive income	<u>84,103</u>	<u>25,577</u>
	<b><u>2,106,650</u></b>	<b><u>(1,555,823)</u></b>

#### (b) Guarantees

No cross guarantees have been provided by the Company and its controlled entities.

#### (c) Contingent Liabilities

The Landlord for both the Canberra and Parramatta offices require a bank guarantee to secure against the potential non-payment of rent. The bank guarantees as at 30 June 2018 were \$67,434 (2017: \$67,434). The bank guarantees are secured against the Company's cash assets at St George Bank.

#### (d) Commitments for the acquisition of property plant and equipment

There are no commitments at reporting date.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES ABN: 84 081 031 263

### NOTES TO THE FINANCIAL STATEMENTS

#### NOTE 15. ACQUISITION OF SUBSIDIARY LIFELINE DIRECT LIMITED

##### Acquisition of subsidiary Lifeline Direct Limited

Lifeline Australia has 100% holding of Lifeline Direct Limited (LLD). LLD is the Company formed through the amalgamation of four Lifeline entities, Lifeline Central Coast, Lifeline Newcastle and Hunter, Lifeline Northern Rivers and Lifeline South West Victoria.

On the 11th of April 2017 LLD was registered with the Australian Charities and Not-for-profits Commission. The entity commenced trading on the 1 July 2017.

The net asset amount transferred to LLD from these four entities as described above was \$3,197,568, being reflected in the statement of changes in equity within LLD. A detailed break down of the assets and liabilities transferred is outlined below:

Financial Information	
Current Assets	3,860,136
Non Current Assets	<u>649,028</u>
	<u><b>4,509,164</b></u>
Current Liabilities	1,072,914
Non Current Liabilities	<u>238,682</u>
	<u><b>1,311,596</b></u>
Shareholders Equity	
Retained Earnings	<u>3,197,568</u>
	<u><b>3,197,568</b></u>

Subsequent to amalgamation Lifeline Direct purchased 104 Conway Street Lismore NSW for \$1 from the Uniting Church.

The entity recognised the asset at fair value within land and buildings and a corresponding donation was recognised in the statement of comprehensive income for \$489,999.

#### Note 16. 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 2018 are:

Mr John Brogden AM	Dr Robyn Clough (to 17/11/2017)
Mr Travis Dillon (from 10/11/2017)	Rev Geoff Flynn
Mr Grant Foster	Dr Daniel Mainville (from 17/11/2017)
Mr Geoffrey McClellan	Mr Brent McCracken (from 17/11/2017)
Mr Bruce Mansfield	Mrs Sheryl Weil
Mrs Jacinta Munro	Mr Gary Webb (from 16/5/2017 to 4/5/2018)
Mr Tony Winder (from 21/8/2017)	Ms Samantha Klintworth (to 17/11/2017)
Mr David Smith (from 16/5/2017 to 4/5/2018)	

	2018	2017
	\$	\$
Short term benefits	1,003,607	1,345,776
Post-employment benefits	141,753	110,910
Other long-term benefits	<u>13,685</u>	<u>35,990</u>
	<u><b>1,159,045</b></u>	<u><b>1,492,676</b></u>

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.

## **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 with 20 Member organisations. 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 an active Research Foundation which supports research and evaluation related to telephone and online crisis support services, as well as community based suicide prevention, drawing together academic and experts and service program managers. Information stemming from these activities allows us to represent the needs and interests of our Members by contributing to public policy and the development of effective services in Australia related to suicide prevention and the promotion of emotional wellbeing.

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**

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 serve the entire national population. Lifeline Australia has been established as a company limited by guarantee pursuant to the Corporations Act. 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 for 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 objects

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

##### Note 18. Contact Details

The registered office and principal place of business is at Level 3, 71 Northbourne Ave, Canberra ACT.

##### Note 19. Commitments

The company has non-cancellable operating leases contracted for but not recognised in the financial report. Commitments are stated exclusive of GST.

	2018	2017
Payable:	\$	\$
- not later than 1 year	1,185,061	168,036
- between 1 and 5 years	1,540,501	674,617
- more than 5 years	<u>22,113</u>	<u>-</u>
	<u><b>2,747,675</b></u>	<u><b>842,653</b></u>

The commitments for Lifeline Australia include a property lease for the Canberra and Parramatta premises, both of which are non-cancellable leases, with rent required to be paid monthly in advance. The Canberra lease expires 31 August 2021 with increase in lease commitments occurring on anniversary at the rate of 3.5% per annum. The Parramatta lease expires 30 April 2020 with increase in lease commitments occurring on anniversary at the rate of 3.75% per annum.

For Lifeline Direct Limited, there are currently 29 lease agreements in place. The commitments expire at various dates in the future, from 2 months to five and a half years. The majority of these leases are subject to an annual CPI increase.

##### Accounting Policy

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

The Company has made an allowance for 'makegood' where required under property lease agreements (non-current provision).

##### Note 20. Subsequent Events

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

##### Note 21. 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 22. Contingent Liabilities

The Landlord for both the Canberra and Parramatta offices require a bank guarantee to secure against the potential non-payment of rent. The bank guarantees as at 30 June 2018 were \$67,434 (2017: \$67,434). The bank guarantees are secured against the Company's cash assets at St George Bank.

As at 30 June 2018, there were no indications that these bank guarantees would need to be exercised (2017: 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 2018 were \$68,262.

## LIFELINE AUSTRALIA AND CONTROLLED ENTITIES

### ABN: 84 081 031 263

#### NOTES TO THE FINANCIAL STATEMENTS

##### Note 23. 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 since 10/11/2017.
Rev Geoff Flynn	CEO of Uniting Care Wollongong Mission (auspiced by Uniting NSW.ACT which is a Member of Lifeline Australia). Additionally, Director of Lifeline Direct Limited and Lifeline Australia.
Mr Grant Foster	Director of Lifeline Direct Limited and Lifeline Australia.
Ms Samantha Klintworth	General Manager – SE/SW/North Coast & Lifeline Child and Family Services, UnitingCare Queensland which operates Lifeline Centres in Queensland. UnitingCare Queensland is a Member of Lifeline Australia. Additionally, Director of Lifeline Direct Limited and Lifeline Australia.
Mr Geoffrey McClellan	Director of Lifeline Direct Limited and Lifeline Australia.
Mr Brent McCracken	Group Executive, Child and Family Services, UnitingCare Queensland (since 25/7/2016). UnitingCare Queensland is a Member of Lifeline Australia. Additionally, Director of Lifeline Direct Limited and Lifeline Australia.
Dr Daniel Mainville	Director of Lifeline Gippsland Inc. Additionally, Director of Lifeline Direct Limited and 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 since 21/8/2017.
Mr David Smith	Director of Lifeline Direct Limited from 16/5/2017 to 4/5/2017.
Mr Gary Webb	Consultant retained by United NSW.ACT. Uniting is a current Member of Lifeline Australia and transferred three (of nine) Lifeline Centres to Lifeline Direct. Mr Webb was formerly Chairman of Lifeline Hunter Central Coast which transitioned to Lifeline Direct on 1/7/2017. Additionally, Director of Lifeline Direct Limited from 16/5/2017 to 4/5/2017.

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. All transactions with the Members have been conducted on normal commercial terms except for Affiliation Fees 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.



