

A close-up photograph of a young woman with long, wavy blonde hair, smiling warmly at the camera. She is wearing a white t-shirt. The background is slightly blurred, showing some greenery and a hint of a red object.

15 16 annual report

Incorporation

Lifeline Australia (ABN 84 081 031 263) is a public company limited by guarantee. It had 22 Members in FY16 and a National Board of Directors. Its registered office is located at 24 Thesiger Court, Deakin 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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01

Meeting Needs – The Year That Was

FY16 was a year of significant change for Lifeline.

We have developed new ways to strengthen our organisation's service to people in need, build more resilient and suicide-safe communities, and equip individuals to ask for help when they need it. Through cooperation between Lifeline Members and leadership by its national Board, a new era of improvements, integration and innovation commenced this year.



Make no mistake – suicide rates in Australia have reached the level of national emergency. Australia lost 2864 people to suicide in 2014. This reflects an increase in the suicide rate to 12 people per 100,000 population – the highest since a national peak in 1997. Year on year we are seeing increasing demand for our 13 11 14 crisis line and online Crisis Support Chat service as we endeavour to help as many Australians in crisis as possible.

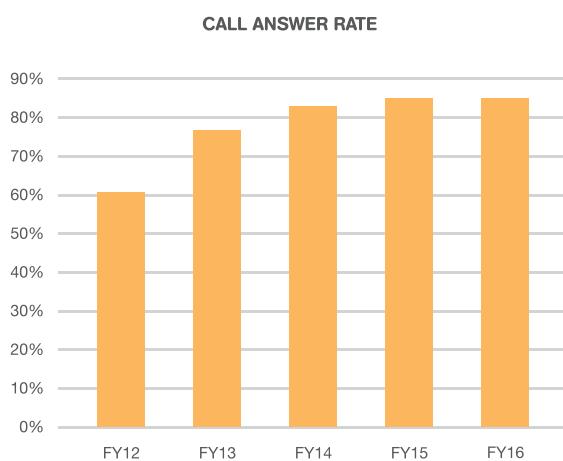
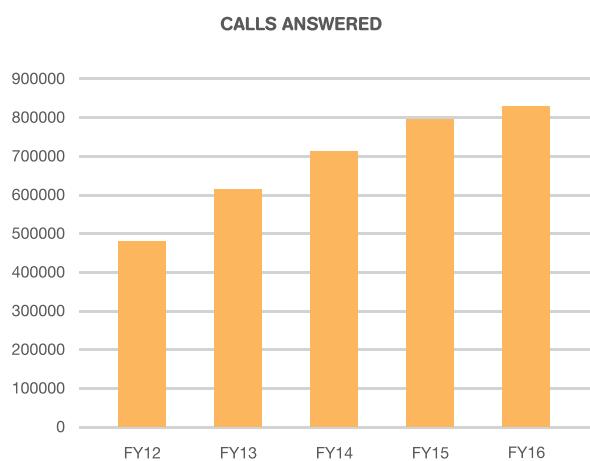
The demand placed on our service was unprecedented in FY16. 975,144 calls were made to our 13 11 14 service with 831,744 of those answered. Our online Crisis Support Chat service engaged in 40,878 conversations with Australians in need, and is likely to only increase.

The beating heart of Lifeline is, and always will be, our dedicated volunteers. Our volunteer base has grown to over 11,000 people, spanning from Telephone Crisis Supporters who pick up the 13 11 14 phones in Melbourne, to volunteers who work the Lifeline shop tills in Toowoomba. We are only able to provide such a wide range of services due to the time and skills donated by hundreds of volunteers across Australia everyday.

This year, Lifeline Australia and the Lifeline Network devoted much time and energy to developing our Lifeline ABC Strategy 16-19, to best manage the increasing demand on our services. Lifeline Australia has sought ideas and comment to shape our strategy and our commitment to co-design and cooperation across our organisation means that this Strategy has truly been created with help-seeker and community needs in focus.

As the demand for our service increases, Lifeline is adapting and creating new initiatives to realise our goals of 100 per cent of calls answered and 70 per cent of those in under 90 seconds. One of the new initiatives put in place this year to help reach these goals is Project Safeguard – a new program of work designed to reduce unwelcome calls, better meet the needs of frequent callers, and protect and enhance the well-being of our Crisis Supporters.

In 2016, Lifeline is stronger and more resilient than ever through the continued support of our volunteers, the Australian community, state and federal governments, and our individual and corporate supporters. We are more hopeful than ever that we will be able to meet future demands on our services and make a real difference to Australians in crisis.



02

From the Chairman

On behalf of the Board of Lifeline Australia, I am pleased to present our FY16 Annual Report.

This year has been the beginning of the next chapter for Lifeline. Our organisation is bound together by our commitment to save lives.

This year has been a time of immense change, much hard work and unprecedented successes for Lifeline, set against the tragedy of a 10 year high in the number of suicides in Australia. 53 years after the Rev Dr Sir Alan Walker founded Lifeline we have never been more needed.



The changes agreed to with the overwhelming support of our Members at the Special General Meeting will make our structure fit for the future. Although at times challenging as change generally can be, these changes were necessary for our organisation to adapt and strengthen. Through this all Lifeline has remained grounded in our history of compassion and care.

I thank our outstanding volunteers that have worked tirelessly to comfort and support Australians in crisis. Their compassion and steady voices have helped countless people through their darkest times of need. Lifeline is truly blessed to have each 11,000 of you in our ranks and on our phones.

The demand for our 13 11 14 service continues to rise, with a record 975,144 calls from Australians in crisis. This year we answered 85 per cent of calls. Whilst this call answer rate is also a record for Lifeline, 143,400 calls went unanswered. We are committed to answering every call from people in crisis and to make sure that 70 per cent of those are answered in under 90 seconds.

In order to meet this demand, we need to improve, integrate and innovate. This year we embarked upon a suite of reforms to modernise our organisation, including a new three-year strategy for Lifeline. These reforms were the culmination of two-and-a-half years of work with our Members and the Network on crafting a future state for Lifeline to help us meet our vision – an Australia free of suicide. Through the Better Connected Lifeline project, we have worked extensively on this – starting with consultation through 2014, the motions at the 2014 AGM, challenges in 2015, and finally the reforms passing at our July Special Annual General Meeting.

We would not be able to continue providing support to Australians in crisis, if it was not for the support that Lifeline receives in turn. The support from the Commonwealth Government, several state and territory governments, our corporate partners and the countless communities and individuals across Australia who help us connect with more people every day. And we are grateful for the strong support from private citizens and corporations with generous donations.

I wish to thank our Members and Centres around Australia, my fellow directors at Lifeline Australia, our Interim CEO Brett Goodridge and welcome our new CEO Peter Shmigel.

We have a strong plan for the future. The unwavering commitment of our volunteers, employees and partners is crucial for our organisation to tackle the national emergency of rising suicide rates. I truly believe that we are now at the best point in our history to make a real impact for Australians in crisis and become the strongest possible force in suicide prevention and crisis support.



John Brogden AM
Chairman

Dean Berry knows better than most the power of being there for someone when they're at their most vulnerable – giving them hope when hope seems impossible.

He is one of Lifeline's 3500 Crisis Supporters working to tackle Australia's national suicide emergency. These volunteers will receive more than a million requests for help this year from everyday Aussies struggling with issues such as isolation, living pressures and mental illness.

For the mothers and fathers, sisters and brothers, friends, neighbours and colleagues who find themselves struggling to cope and call Lifeline, Dean believes positivity and empathy make a world of difference.

"They are needing to say what they want to say and not be judged," Dean said.

"People are letting us into their lives at a very vulnerable stage of their life, and during a call, you can get very close and personal connections with people."

Dean came to Lifeline South East SA looking for a new challenge after a farming accident left him with a physical disability. Since then, he has become a shining example of Lifeline's skilled and incredibly kind-hearted volunteers who make a difference to the lives of people in need.

Dean was recently awarded Lifeline's Mary Parsissons Outstanding Volunteer Award for 2016. The 'Mary Parsissons Outstanding Volunteer Award' epitomises that which Lifeline Volunteers represent. The award is named after Mary Parsissons - herself an outstanding volunteer. Mary trained to become a Lifeline counsellor 25 years ago and volunteered on the phones for many years. She then joined the Board of Lifeline Tasmania where she was President for six years, then served on the Lifeline Australia National Board for 14 years, and was the Australian representative for Lifeline International for nine years.

Dean fought back tears as he thanked his wife, Joy, for her unwavering support and encouragement as he helps Australians doing it tough.

"There's nothing like helping someone else when they reach out. I really appreciate the work that we do at Lifeline, as well as the support that we get from the Centre," Dean said.

The award is recognition of Dean's 10 years of service, during which time he has changed the lives of thousands of Australians for the better.



"They are needing to say what they want to say and not be judged."

A portrait of a middle-aged man with short grey hair, smiling warmly at the camera. He is wearing a dark grey suit jacket over a white collared shirt and a light blue tie. In his right hand, he holds a rectangular award trophy with a blue base and a clear glass upper section. The background is a solid dark grey.

‘There’s
nothing
like helping
someone else
when they
reach out.’

03

From the CEO

Lifeline's vision is an Australia free of suicide.

That is no small dream when you consider that every three hours in Australia someone dies by suicide. We are envied the world over for our peace and prosperity and yet we continue to see suicide numbers rise with 2864 deaths by suicide in 2014 – a 13.5 per cent increase on the previous year. Suicide is the leading cause of death for those between 15 and 44.

This is now a national emergency. As new statistics and studies are released every day, and more people are finding the courage to share their lived experiences with suicide,



our collective calls for meaningful action are becoming louder. More conversations are happening peer-to-peer, more suicide-safe communities are being cultivated and our state and federal governments are preparing to back us in this critical fight to save more lives. I could not be more proud that Lifeline will remain on the frontline of this battle.

Firstly, I want to thank the Lifeline volunteers, and acknowledge the work you have done to help Australians in crisis. Without our dedicated volunteers, our organisation would simply not exist, and I am grateful every day that there are so many passionate individuals who are willing to donate their time and energy to help others in crisis, including my family. As I am fond of saying, our volunteers are the SAS of Australian volunteers – the Special Angel Service.

So much of the Australian public has had occasion to witness the services Lifeline provides to the community, and the difference we make in people's lives through the amazing work of our 11,000 volunteers across our 41 Lifeline Centres. Many Australians take great comfort in knowing there is a veritable army of passionate and caring individuals who are committed to helping their community in any capacity they can.

Our dedicated Lifeline Centre employees across the Network have felt acutely the changes the organisation has been through in the last year. Their unwavering commitment to our shared vision of a suicide-free Australia allowed us all to come together this year and make significant and modernising reforms to our structure and strategy.

"I want to thank the Lifeline volunteers, and acknowledge the work you have done to help Australians in crisis."

Through co-design and cooperation, Lifeline now has an innovative strategy for the next three years. The ABC Strategy 16-19 is not just focussed on improving what we already have, but trying new initiatives and services through an evidence-based approach.

What does it mean? First, it means improving and growing our 13 11 14 crisis support and suicide prevention services into Lifeline Digital – a platform of telephony, the Internet, text and other technologies to be there for Australians in need. We aim to reach more people and people who have not turned to our service in the past. Second, it means a more deliberate approach to initiatives in grass-roots communities to help them become suicide-safer. Third, it means leading a national conversation on suicide reduction and meeting the needs of high-risk communities.

I am particularly proud of our new National Aboriginal and Torres Strait Islander Suicide Prevention Strategy. New initiatives such as these are enabling our Network to reach more Australians in crisis – including high-risk members of the community.

Organisations and leadership teams go through cycles. In FY16, Lifeline was no exception to this rule. I was truly humbled to be appointed CEO of Lifeline in October of 2015, to be trusted with helping guide the organisation as it was going through what I am sure will be remembered as a significant period in Lifeline's history. For modern organisations, as in life, there is only one constant - change. I am excited to share with you what this cycle of change has brought us, and what the path forward looks like.

Lifeline is for Australians in crisis. We stand for compassionate, non-judgemental support, and creating suicide-safe communities. I am so proud to be a part of an organisation that is able to offer those services, and does so with such a high level of professionalism and kindness. I look forward to what the next phase of this journey will bring.



Peter Shmigel
CEO





38 Years of Service

At 90 years young, Lifeline Crisis Supporter volunteer Don Didsbury has seen and experienced a lot. Luckily, he is a resilient and adaptable person.

According to Lifeline Melbourne Centre Manager, Tina Thomas, Don has always displayed a high degree of loyalty, commitment and resilience.

“His common response to change is ‘oh well you know, you just get on with it,’” Mrs Thomas said.

Having completed 5012 hours since commencing his volunteering in 1978, Mrs Thomas, believes Don is also a fantastic leader and role model.

“He is a positive support role model for men of all ages and has continually demonstrated the ability to discuss and support callers of all ages, various backgrounds and issues,” Mrs Thomas said.

Volunteering at Lifeline means a great deal to Don.

“Being a Lifeline volunteer and the work we do has been a great stimulus in my life,” Don said.

“Working with volunteers and staff for many years has been a source of great satisfaction.”

Having only forgotten his password once in 38 years, Don no doubt has a few good years of service left in him.

STRATEGIC FRAMEWORK

OUR VISION

An Australia free of suicide



OUR MISSION

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



OUR STRATEGY

IMPROVEMENT OF CRISIS SUPPORT SERVICES

“Making every crisis contact count every time”

INNOVATION FOR SUICIDE PREVENTION

“Empowering people and communities to #stopsuicide”

INTEGRATION FOR A BETTER NETWORK

“Performing with purpose for Network through National Office”



OUR SERVICES

Lifeline Digital

#stopsuicide

Fit-for-purpose governance



OUR VALUES

Passion

Respect

Transparency

Innovation

Accountability

Fun

A photograph of a woman with blonde hair, wearing a white button-down shirt, smiling and holding a young child in her arms. The child is wearing a blue and green plaid shirt and is also smiling. They are outdoors in a bright, sunny environment.

04

The ABC Strategy

The ABC Strategy 16-19 details Lifeline's plan to grow as an organisation to help more people.

This Strategy was produced with our vision of a suicide-free Australia in mind – which means saving more lives and connecting with more people.

On the back of a commitment to co-design and cooperation across the Network this Strategy has truly been created with help-seeker and community needs in focus.

Community engagement is at the core of what Lifeline does. As such, the Strategy combines our considerable community footprint with our digital services approach to reach more help-seekers. And, while the Strategy also represents necessary change, Lifeline remains grounded in its history of charitable and compassionate values and recognises the need to balance empathy and effectiveness.

In essence, Lifeline is seeking to do more and do better - the effort needs to be more effective, across various aspects of the spectrum between outreach, prevention, intervention and recovery/postvention.

The ABC Strategy 16-19 has three primary areas of focus:

Improvement of Crisis Support Services

Making every crisis contact count every time.

We will achieve this by optimising the reach, efficiency and quality of our digital service, and the integration of leading technology to better connect with more help-seekers.

Innovation for Suicide Prevention

Empowering people and communities to #stopsuicide.

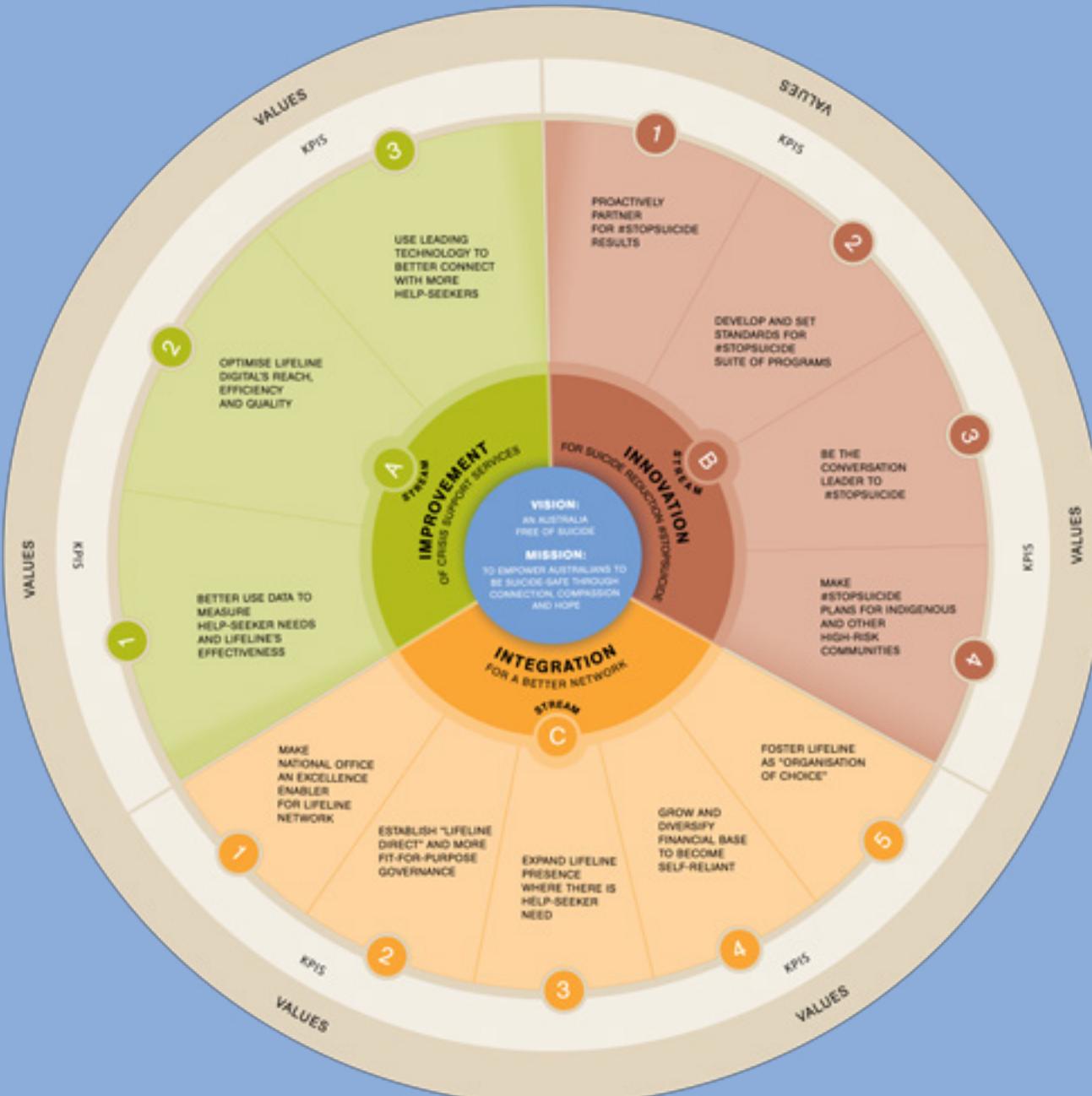
The #stopsuicide axiom is a short-hand term to cover the full suite of help-seeker services - across outreach, prevention, intervention and recovery/postvention - and calls for Lifeline to be the "Conversation Leader" for #stopsuicide. Importantly, we will collaborate with our sector peers to achieve better outcomes for help-seekers. Further, we will evolve the accessibility and appeal of our services to meet the needs of high-risk communities, such as; Indigenous, LGBTI, rural, and CALD people as first priorities.

Integration for a Better Network

Performing with purpose for the Network through National Office.

We will make National Office an "Excellence Enabler" for the Lifeline Network through enhanced management, governance, standards and collaboration. Critical to this will be the establishment of Lifeline Direct and diversification to our financial base. We will seek to expand Lifeline's presence where there is help-seeker need.

With the ABC Strategy 16-19, Lifeline has a real plan for the future. The adoption and pursuit of this Strategy is crucial for Lifeline to tackle the national emergency of rising suicide rates. This is our commitment to making a real impact for Australians in crisis and to become the strongest possible force in suicide prevention and crisis support.



Aboriginal and Torres Strait Islander suicide prevention: New strategy about listening ‘with open hearts and minds’

Lifeline Australia will make the prevention of Aboriginal and Torres Strait Islander suicides a cornerstone of its strategic direction in FY17 and beyond.

Together with the Lifeline Network and key stakeholders, Lifeline Australia has developed a National Aboriginal and Torres Strait Islander Suicide Prevention Strategy that will take a strengths-based approach to stopping suicides.

With rates of suicide among Aboriginal and Torres Strait Islander peoples more than double the national rate, we understand the importance of a coordinated approach that builds upon existing activities already being led by Lifeline Centres across the country.

Our 24/7 crisis support services, training programs, national presence and advocacy may be only part of the suicide reduction solution, but we must take greater responsibility for that part.

As such, the strategy recognises the importance of listening – with open hearts and minds – to understand the deep roots of Aboriginal and Torres Strait Islander suicide that are economic disadvantage, cultural dislocation and, importantly, racism.

It also highlights the need to partner with and empower communities to help them find solutions from within, not by forcing our solutions upon them.

And, ultimately, it's about committing long-term resources and effort to turn our vision of an Australia free of Aboriginal and Torres Strait Islander suicide, and indeed all suicides, into a reality.



**“...empower
communities to help
them find solutions
from within...”**

“the strategy
recognises the
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of listening
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minds...”



05

How We Deliver Our Services

In FY16 our service levels continued to meet the increased demand through our digital channels (13 11 14 and online Crisis Support Chat).

The improvement in service levels are due to a range of operational improvements, most notably the significant improvement in Workforce Management adoption across the Network. Currently 70 per cent of our operational seats are covered by our Workforce Management System and processes which allow for the optimisation of Telephone Crisis Supporter



resources across Australia. The system gives us greater control of aligning resources to meet demand.

The positive early signs from our efforts in the area of frequent and unwelcome callers (Project Safeguard) shows that our strong focus is warranted. This effort is two-fold, firstly ensuring that our services for those high frequency users are 'fit for their needs' and secondly that users of our service who are clearly abusing it for self-gratification are brought to justice. In FY16 we received 29,743 calls from unwelcome callers putting significant strain on our workforce and potentially disrupting the service to those callers with genuine needs for our support.

In FY16 Lifeline Australia formally installed a clinical governance committee to support different parts of our policy and practice development. With a primary focus on Program Safeguard, the members include a number from the mental health industry and who proactively support the evolution of our service delivery model. An important continuous improvement initiative.

As we look towards FY17, our service focus aligns to the ABC Strategy 16-19 and, in particular, the ongoing improvements to our Lifeline Digital suite of services. Excitingly, we are also focused on the prevention and postvention programs that complement our crisis intervention services. Our Network continues to develop community focused services that are saving lives and it's with great interest we look to how we can expand some of those across Australia.

How our people help JULY 2016



70,291 total number of calls to Lifeline



88% of calls were answered*



57% of calls were answered in under 90 secs



3,766 Individuals were considering suicide



3,061 Safety plans were made for individuals at risk



2,521 total active crisis supporters across the Network

*9,825 calls were abandoned in the queue

MONTHLY FACT

Of callers who disclosed their age, 44.5% were 45-65 years old

WFM

Through FY16 we have focused on completing the roll-out of our national Workforce Management principles and practices to improve the effectiveness with which we schedule our incredible paid and volunteer Crisis Supporters to meet the call demand from our help-seekers.

Through increased engagement with Lifeline Centre staff and volunteers we have managed to improve our service level performance, peaking in June with 56% of all crisis calls answered within 90 seconds. This is an all-time high and great progress towards our target of consistently answering 70% of all crisis calls within 90 seconds.

Project Safeguard

In FY16, Project Safeguard was established, bringing together four related projects under one program of work.

These four projects are:

1. Supervision;
2. Remote Call Monitoring;
3. Unwelcome calls; and
4. Frequent Callers.

The objectives of Project Safeguard are to:

- Protect and enhance Crisis Supporter wellbeing;
- Measure, monitor and improve quality of service;
- Reduce the proportion of unwelcome calls entering the service system; and
- Better meet the needs of frequent callers who may not be best served by our current service model.

During FY16 a new model of Crisis Supporter supervision was trialled and evaluated, informing national rollout of a new model in FY17. In addition, a tool for measuring the quality of a call or crisis support chat was developed and piloted. This tool will be utilised in an upcoming trial of remote call monitoring. In June 2016, a new initiative to contact callers who have made unwelcome (malicious, threatening or harassing) calls to the service was commenced as part of Project Safeguard, with callers spoken to about their service use and offered additional support. Initial results have shown a reduction in these types of calls. In regard to frequent callers, research on the needs of frequent callers was undertaken by the Lifeline Research Foundation in collaboration with Melbourne University. This research will inform the development of a service trial to be commenced in FY17.

Hot Spot Service

A suicide hot spot is a location where people are known to suicide. Lifeline currently delivers crisis support for four suicide hot spot locations in Australia through a dedicated 24/7 phone service. In February 2016, an additional hot spot location was added in Tasmania, with emergency phones and signage installed.

Life Saving and Technology

As advancements in technology collide with an emergent age of socialising and communicating digitally, Lifeline ICT is working closely with the Lifeline Research Foundation and Service Delivery Partners to identify and leverage new technologies in the pursuit of an Australia free of suicide. These programs will emerge in support of the ABC Strategy 16-19.

Learning and Development

In FY16 the Learning and Development Team supported 39 Centres through their journeys in training and developing their local regions to become equipped to help community members at their most vulnerable.

The training programs that we accredit are CSWT (Crisis Supporter Workplace Training), DV-alert (Domestic Family Violence Awareness training for Community Services frontline workers) and Workplace training for Corporate and Community organisations.

Nationally, Lifeline Australia undertook a transition of our CSWT program across to a new crisis support skillset consisting of three units of competency that are more specifically focused on crisis support. During FY16 Lifeline Australia supported 39 Centres in delivering CSWT training to 2750 students across Australia.

DV-alert also undertook a transition over to the Recognise and Responding Appropriately to Domestic and Family Violence unit of competency as the previous unit was also superseded. During FY16 more than 3826 people were trained in DV-Alert through the Lifeline Network across all states and territories. The program commenced in 2007 and has expanded into a number of streams including general, e-learning, Indigenous, multicultural and a new settlement stream will be released in October 2016.

The process to transition the CSWT and DV-Alert program areas has been a consultative one as our Lifeline Network collaborates to create the most professional and educative training sessions possible, which is reflective of best practice models currently held in the relevant sectors.

Both new skill sets are better aligned with Lifeline's core purpose of providing crisis support, and also provides better pathways into other qualifications, such as the Diploma of Counselling and the Certificate IV in Community Services.



**Our network
continues to develop
community focused
services that are
saving lives.**



06

The Year in Numbers



831,744

calls were
answered by
Telephone Crisis
Supporters

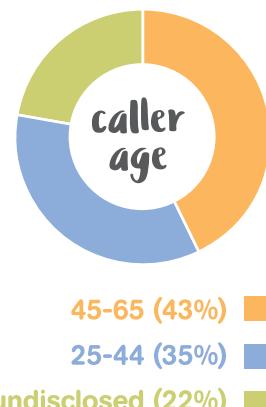
This equals a call
answer rate of 85%



calls were
made to
13 11 14
in FY16

73%
of calls
were
from
people
in
crisis.

Note: a crisis is any situation that is causing someone to have difficulty coping and can cover a range of issues including suicide, loneliness, mental health, relationships or finances.



In about 125 calls
per day the
help-seeker was
considering suicide
now or in the
future.



103+
safe plans

were made per
day by Lifeline
Telephone Crisis
Supporters

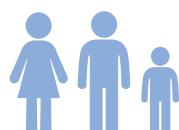


Females
made up **61%**
of crisis calls where gender
was disclosed.

**In 76% of
crisis calls**

help-seekers were provided with
referrals to other support
including mental health and
e-mental health services.

Top 3 major call topics



25%
Family and
Relationships

20%
Personal
Issues

20%
Mental
Health

45,037

requests were made to
Online Crisis Support
Chat service in FY16

40,878
conversations

were engaged in by our
Online Crisis Supporters

in almost
50%

of chats suicide
was identified as a
safety issue

and more than 12
suicidality related **safe
plans** were created
each day

**online
crisis
support
chat**

Women
made up
78%
of contacts



Approx 70% of help-seekers
were between **18 and 44** years of age

Proposed Crisis Text Service Development

Building on Lifeline's capability to offer crisis support services using digital technologies (telephone and online), initial development work has been undertaken by Lifeline Australia to scope a Crisis Text service, i.e. to offer contact with help-seekers using SMS/Chat technologies. This form of communication is now widely adopted in Australia across many age groups and provides an immediate, low cost and private form of interaction – which is very relevant to Lifeline's service purpose in making crisis support available to all people experiencing personal crisis.

There are examples in other countries, such as USA and UK, where crisis text services have effectively been used to provide crisis support. Lifeline Australia will draw on its relationships with other organisations internationally to inform its thinking on an Australian model of Crisis Text.

During FY16, Lifeline Australia made approaches to the Federal Government and to other potential funding sources, with a view to obtaining financial support for the initial development and trial of Crisis Text in the coming 12 months.

01

Lifeline Research Foundation

During the past 12 months, the Lifeline Research Foundation has completed several large research and evaluation projects which have direct relevance to the strategic and service directions for Lifeline Australia.

For instance, the Frequent Caller Research undertaken by University of Melbourne researchers was completed this year with a final summary report on findings and recommendations now circulated widely for consideration. In total, six peer reviewed publications have emerged from the research



on frequent callers, reflecting the quality and relevance of the findings. Critical points to emerge are:

- Callers to the 13 11 14 crisis line are a mix of 'one-off' callers and callers who phone several times.
- Frequent callers often have complex needs for emotional support and are more likely to be suicidal at the time of call than non-frequent callers.
- The existing model of service for the 13 11 14 crisis line, which assumes a 'single session' interaction is not always helpful for frequent callers who may benefit from a different arrangement through which they can obtain support from Lifeline.

The next steps involve the Foundation hosting 'roundtable' discussions with key personnel within Lifeline and external experts to consider changes in crisis support practice, or the delivery of Lifeline 13 11 14, in response to the research findings.

Three service improvement evaluations have been undertaken in the past year: an outcomes evaluation of the DV-alert Program, a process evaluation of pilot tests of enhanced supervision and support for Telephone Crisis Supporters, and the review of effectiveness of NSW Health funding for Lifeline 13 11 14 across NSW Lifeline Centres. In each evaluation, the Lifeline Research Foundation performed the role of commissioning agent, assisting with the determination of scope and design of evaluation, and then the selection of suitable external evaluators to undertake activities. This has occurred collaboratively with Lifeline Australia service managers and with Lifeline Centres.

Roundtable on Tele-Web Reform

The Lifeline Research Foundation hosted a Roundtable on Tele-Web Reform in February 2016, bringing together more than 50 representatives of service organisations, consumer and carer advocates and policy advisers, to discuss the directions for Digital Services in mental health and suicide prevention.

The Federal Government has announced key reforms such as Digital Gateway and the promotion of digital services by Primary Health Networks. The Foundation emphasises the value of research-based development of digital services where that research supports co-design principles with users. The Roundtable resulted in a summary of key principles for effective digital service development, offered as advice to the Federal Government.

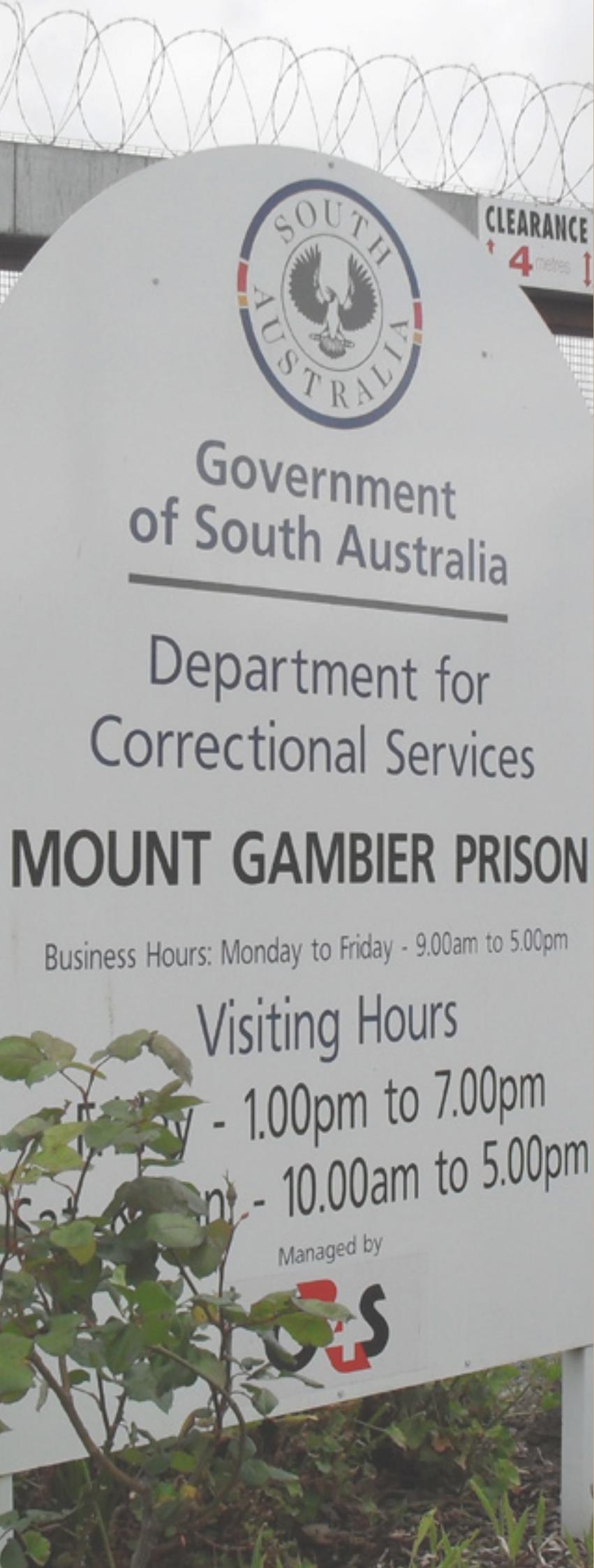
The Foundation has also commenced research activities to trial innovation, drawing on the experiences of Lifeline Centres, so that new approaches to suicide prevention are examined for efficacy and wider application. For instance, in an Australian first, the University of New England will be examining the efficacy and effectiveness of a trial at Lifeline Mid Coast, Port Macquarie, NSW, of a support group for people who have survived a suicide attempt. The trial is drawing on a group support model already tested in the United States and the Lifeline Research Foundation was able to access this international expertise to guide the trial design in Australia. Ground-breaking research on the support needs of volunteer Telephone Crisis Supporters has also progressed this year, conducted by University of Wollongong PhD Candidates.

The Foundation has maintained a strong emphasis on the use of research methods and design that bring forward the insights of people who use Lifeline services and the voices of those with lived experience of suicide. For instance, a major research program with University of Melbourne involves a cohort of Lifeline Callers in a longitudinal qualitative study to explore their use of Lifeline 13 11 14, their expectations and experiences of the service and the extent to which the service generates positive outcomes for them in coping with crisis situations in their lives and prevention of suicide.

There has also been ground-breaking research on the support needs of volunteer Telephone Crisis Supporters.

The Foundation has maintained a partnership approach with multiple academic institutions. This model of operation has served the Foundation well and has enabled Lifeline Australia to access excellent research expertise as well as leverage the ability of partner research organisations to attract research funding relevant to Lifeline's strategic and service priorities. For instance, Lifeline Research Foundation has been an end user partner with the Centre for Research Excellence in Suicide Prevention at Black Dog Institute since its inception; during the past year this Centre secured a \$14.5m grant from the Paul Ramsay Foundation for suicide prevention research trials in NSW. Lifeline Centres are involved in regional consortia participating in these trials in three out of four of the regions selected.





Lifeline South East SA's Prison Listener Program

2015 marked the 20th anniversary of the Prison Listener program, an unlikely collaboration between Lifeline South East SA and Mount Gambier prison that has helped combat suicide in custody and built a subculture of hope among inmates.

Drawing heavily on a review of English and Welsh prisons that suggested the establishment of a peer support program, the Prison Listener scheme has fostered self-worth and self-respect among prisoners, substantially reducing the number of suicides and significantly increasing post-incarceration employability and prospects.

Lifeline South East's (SA) Chief Executive Officer Eve Barratt says the secret to the program's success lies in the care shown by prisoners toward their fellow inmates.

"Since mid-1995, the Prison Listener program has worked on the basis that prisoners can be 'knowledgeable agents', meaning that they are more likely to confide in other inmates, who can be taught to recognise the cues and clues of more serious problems," Ms Barratt said.

"With new training undertaken every 18 months, and prisoners chosen on their maturity and desire to help others, we have created a support network of people who understand first-hand what other prisoners may be going through and can provide support accordingly."

08

Our People

We recognise that achieving our vision of an Australia free of suicide can only be realised through the talent and commitment of our employees.

Nationally, Lifeline has around 1000 staff operating from about 50 locations. The majority of these employees work in one of our 41 Centres, and report to their Member organisations.

Following restructuring, the Leadership Group have been working towards providing a clear, coherent direction for our services,



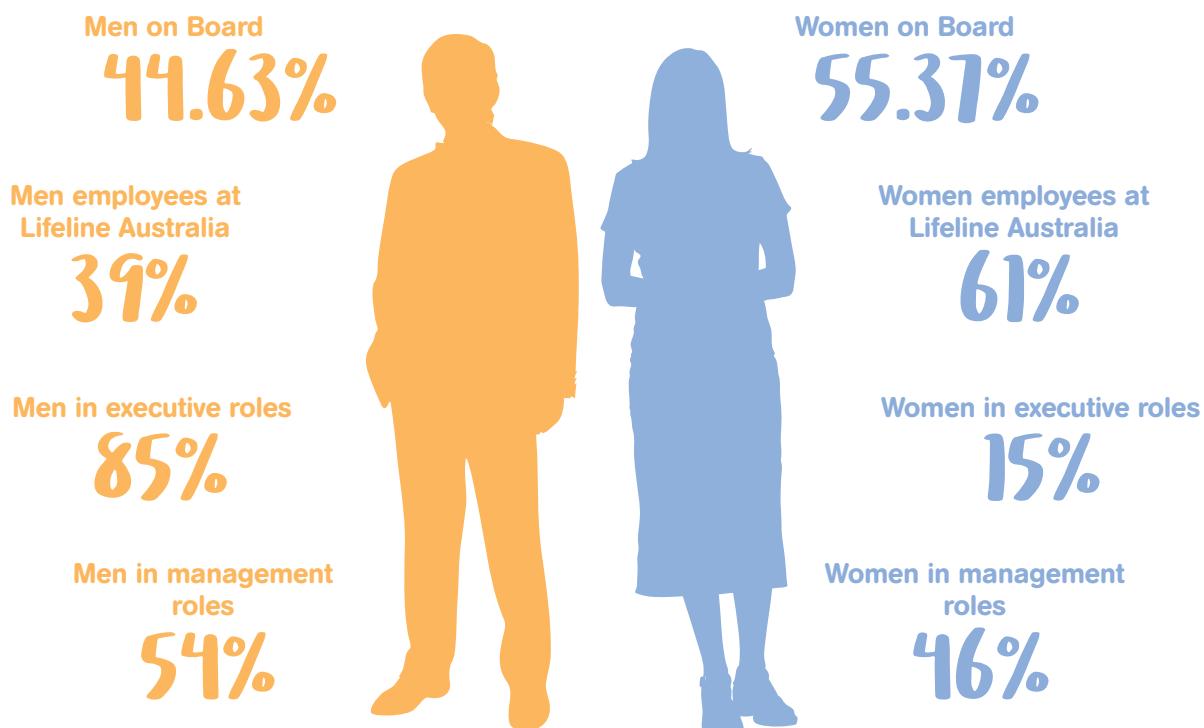
managing risk and harnessing the passion and commitment of staff and supporters. Lifeline Australia employed 46 FTE during FY16.

In FY16, Lifeline Australia maintained its strong commitment to diversity and inclusion in the workplace through a variety of strategies, with equal employment opportunity and cultural improvement being key focuses during the year. The Working from Home Policy continues to support employees balancing work and family responsibilities. In addition to accessing this opportunity, employees pursued other options such as: purchasing additional annual leave; moving to part-time employment; paid maternity and paternity leave and accessing the supplementary leave provisions offered by Lifeline Australia, which are above and beyond the entitlements within the National Employment Standards.

Work Health and Safety

The importance of WHS for Lifeline is clearly articulated in our strategic foundation of promoting emotional wellbeing. Integral to achieving this is wellbeing in all facets of health. Lifeline Australia demonstrated its commitment to WHS throughout the year with the Lifeline Australia Board endorsing a WHS Compliance Project to ensure that we are compliant with the Work Health & Safety Act 2011. All WHS policies and procedures are being reviewed and will subsequently be implemented alongside compliance training sessions to raise awareness for all staff.

Lifeline Australia continued offering employees WHS strategies of previous years, including the Employee Assistance Program and flu vaccinations. WHS related compliance e-learning sessions were also completed by employees.



Lifeline helped Dennis through some of his darkest moments.

Today, he gives back by volunteering on the phones.

At age 18, Dennis joined the Army and went through the Australian Defence Force Academy and later underwent officer training at the Royal Military College, Duntroon. Over the years, Dennis underwent rigorous training that prepared him for some of the toughest circumstances you could imagine.

But he never thought among them would be suicide.

"I was deployed to East Timor twice. When I came back, I was different. Looking back now I know it wasn't normal. But back then, I didn't have any idea about depression or mental health," Dennis said.

For years, Dennis struggled with undiagnosed depression that soon turned to thoughts of suicide. His military training taught him to overcome challenges and be self-reliant, but Dennis truly needed help.

"My thoughts became so dark, it was overwhelming. All I could think was that I didn't want to burden the people in my life any more. I thought they would all be better off without me," Dennis said.

In 2004-2005 Dennis' unaddressed mental health worsened and he was hospitalised three times after serious suicide attempts. The doctors said he was incredibly lucky to be alive.

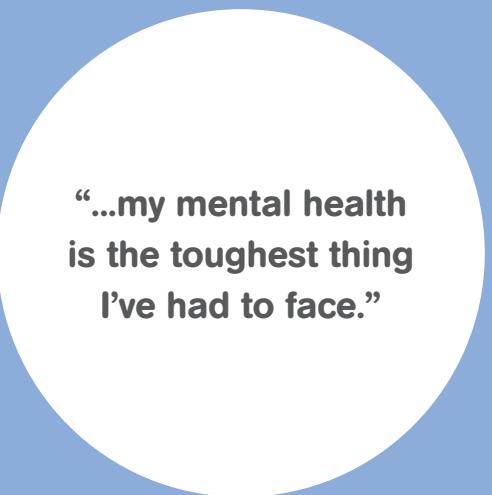
Each time Dennis left hospital, he struggled to find the support he needed to pull himself out of the terrible cycle. Dennis called Lifeline for help many times during those years.

"I remember one time I was suicidal when I called. I spoke to a gentleman and he helped stop me being at risk of hurting myself. For someone to just say, 'it's ok mate, we'll just have a chat' – it takes such a weight off your shoulders," Dennis said.

Dennis worked with psychologists to address his depression and started to recover. Telling all his family and friends what he had been through was an integral but challenging part of his journey.

"I served 19 years in the army. I ran into fires as a firefighter. But, my mental health is the toughest thing I've had to face," Dennis said.

Today, Dennis has his mental health under control. But his work on the front lines isn't over. He is now a trained Lifeline Telephone Crisis Supporter and helps save lives with every shift.

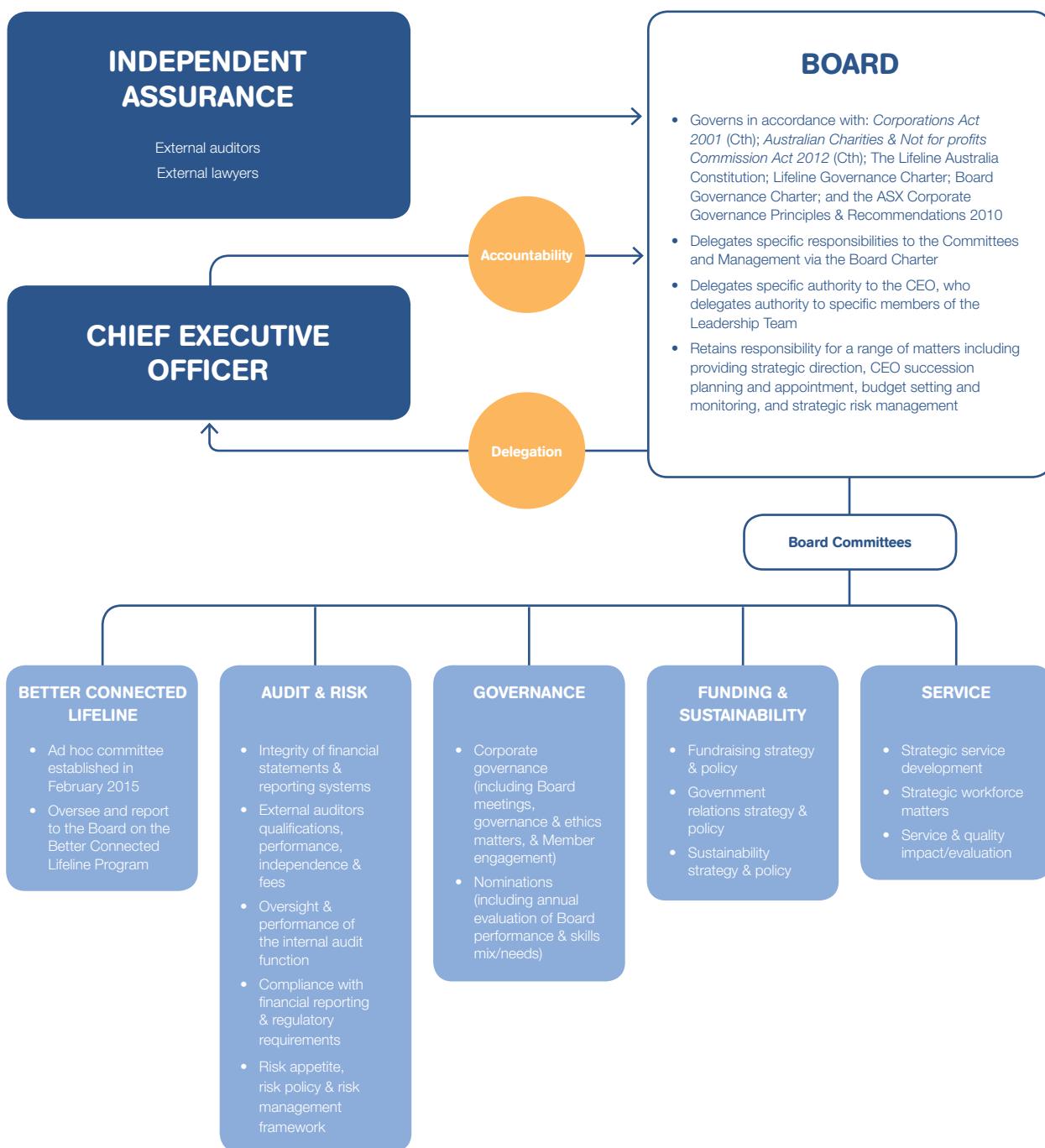


**"...my mental health
is the toughest thing
I've had to face."**

“For someone
to just say,
‘it’s ok mate,
we’ll just
have a chat’
- it takes
such a weight
off your
shoulders.”



09 Our Governance



Our Approach to Corporate Governance

Lifeline Australia is governed in accordance with the ***Corporations Act 2001 (Cth)***, ***Australian Charities and Not-for-profits Commission Act 2012 (Cth)***, the **Constitution of Lifeline Australia**, **Lifeline Governance Charter**, and **Board Governance 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 the interests of stakeholders. This approach includes a commitment to corporate governance excellence, which Lifeline sees as fundamental to its sustainability and performance.

Since 2011, Lifeline has used the *ASX Corporate Governance Principles & Recommendations 2010* as the foundation for its approach to corporate governance. The following table shows how Lifeline has applied the ASX principles.



ASX principles Achievement against the ASX recommendations

Lay solid foundations for management and oversight

The Board is comprised of 11 unpaid non-executive directors. Additionally, the board co-opts individuals with suitable expertise to its Board Committees to assist each Committee from time to time. The profiles for Lifeline Australia's Directors and Co-opted Committee Members can be found at <https://www.lifeline.org.au/About-Lifeline/Corporate-Governance/Our-Corporate-Governance>. The functions reserved for the Board and those delegated to Management are formally documented in the *Board Governance Charter, Director Letter of Appointment, and Instrument of Delegation*. These documents are reviewed regularly and are available at <https://www.lifeline.org.au/About-Lifeline/Corporate-Governance/Our-Corporate-Governance>. Lifeline Australia's senior executives are subject to Lifeline Australia's Performance Review Policy, which includes a six-monthly and annual performance evaluation. As part of this process, position descriptions are reviewed and updated, with performance objectives for the forward period being set. In FY16, every senior executive was subject to performance review with the CEO. The CEO's performance was reviewed by the Board.

Structure the Board to add value

At 30 June 2016, the majority (9:2) of the Board were independent directors. The Board is committed to ensuring that Board-appointed Directors are independent. The Board is also committed to the following Board roles being filled by independent directors:

- Chairman
- Chair – Audit & Risk Committee
- Chair – Governance Committee

As outlined in the Board Governance Charter, Lifeline has a formal process in place to assess director independence. Although the Board strives to maintain independence in this regard, from time to time, the Board may temporarily waive these requirements having regard to the requirements and best interest of the organisation at that time. As at 30 June 2016, the status of director independence was as follows:

Mr John Brogden AM	Independent
Dr Robyn Clough	Independent
Mrs Annie Corlett AM	Independent (as at 27/02/16)
Ms Libby Davies	Non-Independent (director to 17/02/16)
Mr Geoffrey Flynn	Non-Independent (Director from 17/02/16)
Mr Grant Foster	Independent (Director from 20/07/16)
Mr Bob Gilkes	Non-Independent
Mr Brett Goodridge	Non-Independent (Director to 5/07/2015)
Mr Geoff McClellan	Independent
Ms Tessa Marshall	Independent
Mr Bruce Mansfield	Independent (as at 25/02/16)
Ms Jacinta Munro	Independent
Ms Sheryl Weil	Independent

There is also a procedure in place for directors to take independent professional advice at the expense of the company. The Board has delegated responsibility for nominations to the Governance Committee. On an annual basis, the Governance Committee undertakes a Board skills assessment and makes recommendations to the Board on any gaps. It is a requirement that vacancies are advertised nationally and that a competitive recruitment process is undertaken. The Board reviews its performance regularly using a combination of external and internal board effectiveness reviews. In FY16 Lifeline Australia engaged PricewaterhouseCoopers to conduct a Board Effectiveness Review during the first part of FY16.

ASX principles Achievement against the ASX recommendations

Promote ethical and responsible decision making	Lifeline has in place <i>Code of Conduct, Conflict of Interest and Diversity</i> policies. Each director is required to adhere to the <i>Lifeline Australia Ethical Guidelines for the Board</i> (available on our website). Lifeline's website and Annual Report discloses the Board's objectives for achieving gender diversity. The Annual Report provides information on the proportion of women employees in the organisation, women in senior executive positions and women on the Board.
Safeguard integrity in financial reporting	The Board is supported by a largely independent Audit & Risk Committee. The Committee consists of four non-executive Committee members, is chaired by a non-executive director, who is not the Chair of the Board, has four members and consists of a majority of independent Committee members. The Committee has a formal charter, which is available in the <i>Board Governance Charter</i> on our website.
Make timely and balanced disclosure	Lifeline makes extensive public disclosures concerning its activities, policies, practices, audited financial statements, service performance, and director information on our website and in the Annual Report.
Respect the rights of shareholders	Lifeline has in place a comprehensive annual program of engagement aimed at promoting effective communication with Members and other stakeholders. This includes regular updates for the Boards, CEOs and operational staff of our Member organisations, and consultations with Member organisations to review policy, service practice, training and governance. It addition, Lifeline runs a half yearly Member's Forum where Board Chairs and their CEOs come together with the Lifeline Australia Board and management team to discuss strategic matters.
Recognise and manage risk	Lifeline has in place a comprehensive <i>Risk Management Policy</i> and maintains strategic and operational risk management plans aligned with ISO31000. The Audit & Risk Committee has oversight of risk matters and the Board regularly reviews strategic risks. Management has designed and implemented an effective risk management and internal control system to manage Lifeline's material business risks and reports to the Audit & Risk Committee and Board on how those risks are being managed. The CEO and CFO provide an annual declaration that the financial statements have been properly maintained in accordance with the <i>Corporations Act 2001</i> (Cth), the <i>Australian Charities and Not-for-Profits Commission Act 2012</i> (Cth) and all applicable regulations and accounting standards.
Remunerate fairly and responsibly	The Governance Committee has oversight of management and staff remuneration. The Governance Committee is chaired by an independent Chair and has four Committee members. The Board is comprised of non-executive directors who are unpaid; Director expenses are disclosed below.

Reimbursements to Lifeline directors during FY16

Lifeline Australia's Board Members are not paid for their services, so out-of-pocket expenses incurred in the services of Lifeline, and the community, are compensated. Expenses mainly consist of travel and accommodation for meetings.

Reimbursements to 13 Lifeline directors during FY16

No	Name	Expense (\$)
1	Mr John Brogden AM	6,357
2	Dr Robyn Clough	4,034
3	Mrs Annie Corlett AM	1,466
4	Ms Libby Davies	744
5	Mr Geoffrey Flynn	0
6	Mr Grant Foster	5,283
7	Mr Bob Gilkes	10,100
8	Mr Brett Goodridge	0
9	Mr Geoff McClellan	0
10	Ms Tessa Marshall	1,527
11	Mr Bruce Mansfield	0
12	Ms Jacinta Munro	6,300
13	Ms Sheryl Weil	898
		36,709



Board Skills Matrix (30 June 2016)

Name	Qualifications	Accounting / finance	Marketing / promotions	Fundraising / sponsorship	Government / advocacy	Health / mental health / welfare / community / NFP	Entrepreneurship	Business management / administration / development	Information technology / communication / consultation	Project management / consulting	Research	Quality management / evaluation	Operations / service delivery	Other	
John Brogden AM	M Public Affairs, FAICD														
Robyn Clough	Phd (Gender Studies)														
Annie Corlett AM	BEC Sydney, MAICD														
Libby Davies	BA, Dip. Ed. MAICD														
Geoff Flynn	BE (Communications) BD MA (Pastoral Supervision)														
Bruce Mansfield	B Com, MAICD, Ffin														
Geoff McClellan	BEC, LLB														
Jacinta Munro	B Bus (Accounting), CA, GAICD														
Sheryl Weil	GAICD														
Tessa Marshall	BEC, Grad Dip Mktg, Grad Dip Psych														
Grant Foster	MBA, MAICD														
Bob Gilkes															
Brett Goodridge	Assoc. Bus Admin, MAICD, Numerous AICD Courses in Governance, C.S.A Courses in Governance														

* Strategic Development and Planning

Our FY16 Members

State	Member	Voting Number
ACT	Lifeline Canberra Inc.	1
NSW	Erac Australia Ltd.	1
	Lifeline Broken Hill Inc.	1
	Lifeline Central West Inc.	1
	Lifeline Harbour to Hawkesbury Inc.	1
	Lifeline Northern Beaches Inc.	1
	The Uniting Church in Australia Property Trust (NSW) represented by Uniting Care NSW ACT	9
QLD	Lifeline Darling Downs & South West Queensland Ltd.	1
	The Uniting Church in Australia Property Trust (Q.)Trading as Uniting Care Community Queensland	11
VIC	Lifeline Central Victoria and Mallee Inc.	1
	Lifeline Geelong Barwon Region Inc.	1
	Lifeline Gippsland Inc.	1
	Lifeline South West Vic Inc.	1
	The Uniting Church in Australia (VIC.TAS) Property Trust	1
	Wesley Mission Victoria Ltd.	1
SA	Lifeline Central (SA/NT) Inc.	1
	Lifeline South East (SA) Inc.	1
	Uniting Communities Adelaide	1
NT	Crisis Line Inc.	1
	Lifeline Central Australia Inc.	1
WA	Living Stone Foundation Inc.	1
TAS	Lifeline Tasmania	2

Compliance

Regulatory Environment

Lifeline Australia's compliance burden continues to be driven by the complexity of differing state and territory legislation, in addition to compliance with Federal legislation and regulations. A good example of this is the requirement for Lifeline Australia to obtain separate licences to fundraise and seek donations in each state and territory, with each maintaining different reporting standards, terms and conditions. For this reason, we believe a priority should be the national harmonisation of legislation that impacts on charities.

Fundraising

Lifeline is endorsed by the Australian Taxation Office (ATO) as a Deductible Gift Recipient (DGR), adhering to all ATO and Not-for-profit Commission regulations to ensure compliance and retain DGR status. Lifeline complies with all relevant national, state and territory fundraising regulations. Where required, Lifeline holds valid Charitable Fundraising licences and permits in all states and territories. Information on the fundraising licenses held in each state and territory is accessible via Lifeline Australia's corporate governance page at: <https://www.lifeline.org.au/About-Lifeline/Corporate-Governance/Our-Corporate-Governance>

Key governance achievements in FY16

With the introduction of the Lifeline ABC Strategy 16-19 and key strategic reforms that have been in development over a number of years, FY16 was a busy time for Governance at Lifeline. Governance was an enabler for many of the key reforms undertaken, for example, the establishment of Lifeline Direct required a number of governance reforms, such as the revision of the Lifeline Australia Constitution, Governance Charter and Membership Policy.

On the 28 July 2016, all governance reforms proposed were adopted by the Members at a Special General Meeting and work has now commenced on embedding key priorities under the strategy and establishing Lifeline Direct – the governance reforms reflect our continuous improvement and focus on 'fit for purpose' governance, with governance acting as a clear enabler in key reforms and priorities.

Information security

Privacy and confidentiality of data and information is a critical concern for all organisations. Lifeline requires security controls that provide an appropriate level of protection to guard this private and confidential information, while still providing its essential national services to the help-seeker. As part of our proactive approach to information security, an FY17 program of works is in place to review and upgrade security, engaging independent experts to test its controls. Lifeline manages data in accordance with our privacy policy available at: <https://www.lifeline.org.au/about-lifeline/privacy-and-confidentiality>

10

FY16

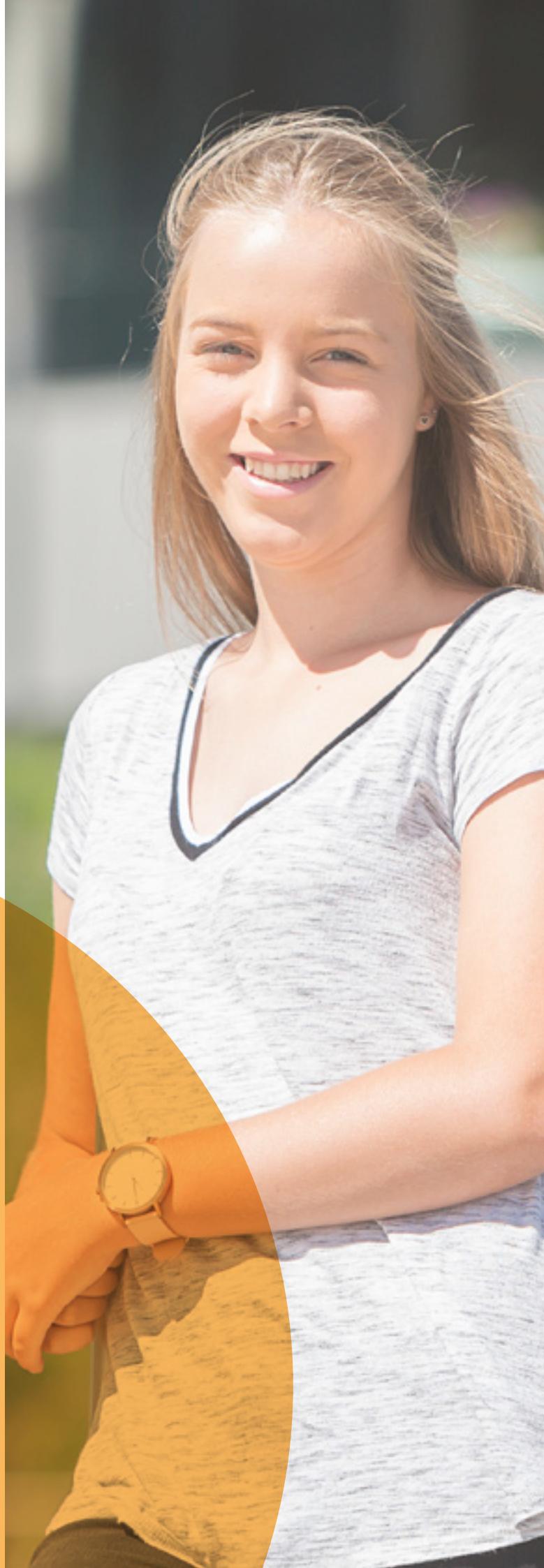
Financial

Summary

Highlights

Our financial position has continued to improve with an additional \$0.53 million added to our retained surpluses in FY16, bringing the total to \$6.33 million (growth of 8.9%).

An FY16 surplus of \$0.53 million has contributed to this strong reserve base which will allow us to undertake important organisational reforms contained in the ABC Strategy in the years ahead as well as mitigating potential future funding shortfalls.



Revenue

Total Revenue of \$25.46 million in FY16 represents an increase of \$2.75 million (12%) from FY15. This reflects growth in our donations and bequests of \$0.50 million (12%) through a range of fundraising activities including the successful launch of the online Pareto Campaign; Emergency Appeal; Black Dog Ride and Liptember. Major Gifts also contributed to this growth. The growth in funding has enabled us to expand our products and services available for help-seekers.

Grant funding increased by \$1.49 million (9.6%) from FY16. This was largely due to an expansion of the DV-Alert program in FY16.

In-kind donations equated to \$0.65 million in FY16 reflecting the strong trust in the Lifeline brand.

Expenditure

Total Expenditure including in-kind donation support amounted to \$24.93 million in FY16 an increase of 13.8% from FY15. This increase is largely attributable to expenditure related to the additional DV-Alert program funding and increases to the NSW Health and Financial Counselling – both of which were passed on to Lifeline Centres throughout Australia. Other Payments to Centres include funding for core business programs such as paid overnight and weekend shifts and online Crisis Support Chat services.

Consultant and IT costs were up \$0.94 million (31%) on FY15 largely as a result of ICT costs to implement the Hybrid Cloud project, deliver the first release of BI tools, research, identifying call centre technology replacement, DV-Alert program development for emerging niche target

groups, Lifeline executive management support, and Pareto fundraising costs.

Cash reserves total \$6.40 million as at 30 June 2016. This is a \$0.70 million decrease from FY15 reflecting the Boards decision to direct funds to managed investments which total \$1.205 million. Interest and dividend income has increased by \$0.021 million (9%) as a result of this investment activity.

Government funding agreements

Funding has been secured for the next 12 months as follows:

- COAG telephone counselling, self help and web-based support programs - **\$10.06m**
- Domestic Violence Response Training - **\$6.33m**
- NSW Department of Health Grants - **\$3.30m**
- Financial Wellbeing and Capability programme - **\$0.50m**
- Health Peak and Advisory Bodies - **\$0.19m**
- Suicide Prevention: Tasman Bridge - **\$0.04m**

Cost ratios

	FY10	FY11	FY12	FY13	FY14	FY15	FY16
Program Expenditure Ratio	77%	75%	78%	80%	81%	83%	83%
Cost of Fundraising Ratio	114%	97%	75%	68%	54%	41%	46%
Cost of Administration Ratio	8%	10%	8%	6%	6%	5%	5%

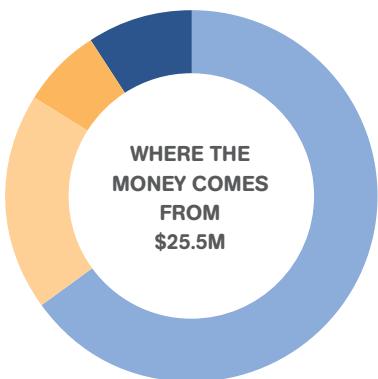
The program expenditure ratio is the total amount spent on our service programs, including crisis support services, governance and support for our members, and research and advocacy, expressed as a percentage of total expenditure.

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.

Snapshot



Five-year financial results at a glance

	FY12	FY13	FY14	FY15	FY16
Income					
Cost of Fundraising Ratio	75%	68%	54%	41%	46%
Cost of Administration Ratio	8%	6%	6%	5%	5%
Total Revenue	19,395,349	23,015,016	21,649,017	22,713,984	25,461,388
Use of Funds					
13 11 14 service	8,788,447	12,402,116	10,995,041	11,227,364	12,075,750
Online Chat service	938,743	729,706	939,881	1,348,931	1,211,145
Helplines - DVSA, CIH, Gap Park, eheadspace	985,719	472,400	511,471	483,223	525,590
Other services, community engagement, advocacy & evaluation, retail	2,864,505	3,541,345	3,649,852	2,758,890	4,262,522
Governance and accreditation	731,053	768,710	803,366	1,023,080	779,294
Better Connected Lifeline				896,439	1,290,302
Lifeline Foundation	280,838	318,910	358,243	345,752	450,805
Fundraising and promotion	2,555,044	3,240,892	2,847,690	2,686,991	3,022,488
Administration	1,466,341	1,273,063	1,203,784	1,130,214	1,312,520
Total Revenue	18,610,690	22,747,143	21,309,329	21,900,882	24,930,416
Surplus	784,659	267,872	339,688	813,102	530,972



Lifeline

concise financial report

for the financial year
ended 30 June 2016

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- Statement of Cash Flows
- Notes to the Concise Financial Report

DIRECTORS REPORT

Your directors present this report on the company for the financial year ended 30 June 2016.

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

Mrs Annie Corlett AM

Rev Geoff Flynn (from 17/02/2016)

Mr Robert Gilkes (to 18/07/2016)

Ms Samantha Klintworth (from 18/07/2016)

Mr Bruce Mansfield

Ms Jacinta Munro

Dr Robyn Clough

Ms Libby Davis (to 17/02/2016)

Mr Grant Foster (from 20/07/2015)

Mr Brett Goodridge (to 05/07/2015)

Mr Geoffrey McClellan

Ms Tessa Marshall

Ms Sheryl Weil

INFORMATION ON DIRECTORS

Mr John Brogden AM

Chairman

(Director since 02/11/ 2012)

Director qualifications: MPA; FAICD

Experience: John is the Managing Director & Chief Executive Officer of the Australian Institute of Company Directors (AICD). John is the Chairman of UrbanGrowth NSW, Furlough House Retirement Village and the Broken Bay Institute. John is also the Patron of Kookaburra Kids, Sailability Pittwater, Bilgola Surf Lifesaving Club and Avalon Beach Surf Lifesaving Club. From 1996 to 2005 John was the Member for Pittwater in the NSW Parliament and was Leader of the Opposition from 2002 to 2005. In January 2014, John was made a Member of the Order of Australia (AM) for significant service to the community through representational roles with social welfare organisations, particularly Lifeline, to the business and financial sectors and to the Parliament of New South Wales.

Dr Robyn Clough

Deputy Chair

(Director since 05/11/2011)

Director qualifications: PhD (USyd); BA (Hons); MAICD

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.

Mrs Annie Corlett AM

(Director since 05/11/2011)

Director qualifications: BEc Sydney, MAICD.

Experience: Extensive business experience in the financial services sector as well as Company Secretary and Executive Director of publicly listed mining companies. Annie is currently the President of the University of

LIFELINE AUSTRALIA
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DIRECTORS REPORT

Sydney Alumni Council. Annie is a member of the External Advisory Committee for the Dept. of Government and International Relations at the University of Sydney and a member of the Sydney University Sport & Fitness Management Committee. Annie is an accredited Lifeline Telephone Crisis Supporter, Facilitator and In-Shift Supervisor.

Ms Libby Davies

(Director since 29/11/2013 to 17/02/2016)

Director qualifications: BA, Dip. Ed. MAICD

Experience: CEO, White Ribbon Australia. Libby has held executive and advisory positions in education, social policy and community services and chief executive positions, including CEO for Family Services Australia and National Director, UnitingCare Australia. She was the immediate past Chair of the Board of UnitingCare NSW. ACT, has served on a variety of advisory, ministerial and organisational boards including the House with No Steps and The Australian Institute of Health and Welfare. Libby is a member of the NSW Domestic and Family Violence Council.

Rev Geoff Flynn

(Director since 17/02/2016)

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

Experience: Geoff is currently the Minister/Executive Officer of the Wollongong Mission of The Uniting Church in Australia which has a long history of supporting persons in crisis through Lifeline South Coast and its Community Care Centre. Geoff has 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.

Mr Grant Foster

(Director since 20/07/2015)

Director Qualifications: MBA, MAICD

Experience: Grant Foster was appointed to the Board in July 2015, Grant is one of the founding directors of strategic consultancy Ellis Foster McVeigh and an adjunct faculty 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).

Mr Robert Gilkes

(Director since – 05/11/2011 to 18/07/2016)

Experience: Executive Director of UnitingCare Communities. 28 years of experience in the disability, aged care and community services sector. Former Director of Organisational Development and Regional Director for Blue Care and has also worked for Health and Human Services as Director of Child, Youth and Family Support as well as other executive roles within the Tasmanian Government.

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ABN: 84 081 031 263
DIRECTORS REPORT

Mr Brett Goodridge

(Director since 06/11/2010 to 05/07/2015)

Director qualifications: Tertiary studies in business, finance and administration; AICD

Experience: Over 35 years of commercial experience at senior management levels in both the private and public sectors. His areas of expertise include the Financial, Legal, and Accounting Professional Services Industries.

Ms Samantha Klintworth

(Director since 18/07/2016)

Director Qualifications: LLB, Bachelor of Psychology, Grad Diploma in Psychology, GAICD, Currently completing MBA

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.

Mr Geoffrey McClellan

(Director since 17/10/2011)

Director qualifications: BEc (Sydney); LLB (Sydney)

Experience: Over 30 years experience as a commercial lawyer. Chairman of the board of major Australian Law firm for six years and board member for an additional five years. Board member Australian Centre for International Commercial Arbitration for three years.

Mr Bruce Mansfield

(Director Since 19/04/2013)

Director qualifications: BCom, MAICD, F Fin.

Experience: Currently the Managing Director of eftpos Payments Australia Limited – a business that processes more than 2 billion payment transactions representing \$130 billion annually. Bruce has substantial board experience in the corporate, industry and NFP sectors, most notably on Save the Children Australia Limited Board, Tourism Task Force Advisory Board and Australian Payments Council.

Ms Tessa Marshall

(Director since 07/11/2014)

Director qualifications: MAICD, Bachelor of Economics, Grad Diploma in Marketing, Grad Diploma in Psychology, Cert IV in Workplace Training, various psychometric profiling accreditations

Experience: Tessa has 16 years volunteering with Lifeline and a similar timeframe running her own Practice as a Leadership and Career Coach, Corporate Trainer consulting to some of Australia's largest organisations and Relationship Counsellor. She previously spent 15 years in corporate management spanning

LIFELINE AUSTRALIA
ABN: 84 081 031 263
DIRECTORS REPORT

marketing, HR and consulting functions. Prior to joining the National Lifeline Board, she was on the Board of Lifeline Harbour to Hawkesbury (H2H) for nine years, chairing the Board Human Resources Committee. She continues as a voluntary personal counsellor, gambling counsellor and support group facilitator at H2H. She was a telephone counsellor and in shift support supervisor and domestic violence line supervisor prior to this. Her memberships include Australian Human Resources Institute, the Psychotherapy and Counselling Federation of Australia, an accredited facilitator for Myers-Briggs Type Indicator, psychometricMLQ360 and has her Certificate IV Training and Assessment. Her passion? Enriching lives at work and at home.

Ms Sheryl Weil
(Director since 29/11/2013)
Director qualifications: GAICD

Experience: Sheryl is an Executive Director at Macquarie Bank Ltd and holds the role of Head of Service and Operations for the Banking and Financial Services Division. Sheryl has substantial and in depth experience within the financial services sector and, in particular, with back office operations and client service provision. Sheryl is a graduate member of the AICD. Sheryl is also involved with The BIG Issue, MS Australia and Oz Harvest. Sheryl was a longstanding board member of the Macquarie Group Foundation and was also on the board of directors for Schizophrenia Research Institute.

Ms Jacinta Munro
(Director since 16/04/2013)
Director qualifications: BBus (Accounting),
CA, GAICD

Experience: A Chartered Accountant with 25 years' experience with KPMG, with over ten years as Partner. She 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.

LIFELINE AUSTRALIA
ABN: 84 081 031 263
DIRECTORS REPORT

BOARD and COMMITTEE MEMBERSHIP

Board Chair – Mr John Brogden AM (from 02/11/2012)

Board Deputy Chair – Dr Robyn Clough (from 29/11/2013)

Audit and Risk Committee

Chair – Mr Bruce Mansfield (from 19/04/2013),

Membership – Ms Jacinta Munro (from 16/04/2013), Ms Teresa Dyson (co-opted from 23/04/2013), Mr Brett Goodridge (from 13/12/2013 to 23/02/2015), Mr Samuel Hinchcliffe (co-opted from 22/04/2015), Ms Tessa Marshall (from 20/07/2015)

Governance and Remuneration Committee

Chair – Mr Geoffrey McClelland (from 06/07/2012),

Membership – Mr Robert Gilkes (from 16/12/2011 to 18/07/2016), Ms Lindy Tallis (co-opted from 29/01/2013), Ms Libby Davies (from 29/11/2013 to 17/02/2016), and Rev Geoff Flynn (from 18/02/2016)

Funding and Sustainability Committee

Chair – Mr Brett Goodridge (from 06/11/2010 to 05/07/2015), Mrs Annie Corlett AM (from 20/07/2015)

Membership – Mrs Annie Corlett AM (from 16/12/2011), Ms Kate Brown (co-opted from 12/03/2014), Mr Taine Mouffarige (co-opted from 19/03/2014), Ms Eve Brown (co-opted from 04/01/2015), Mr Grant Foster (from 20/07/2015)

Services Committee

Chair – Mrs Annie Corlett AM (from 01/02/2013 to 20/07/2015), Ms Sheryl Weil (from 20/07/2015)

Membership – Dr Robyn Clough (01/02/2013), Mrs Annie Corlett AM (from 01/02/2013), Mr Geoffrey Robinson (co-opted from 13/02/2013), Ms Sheryl Weil (from 29/11/2013)

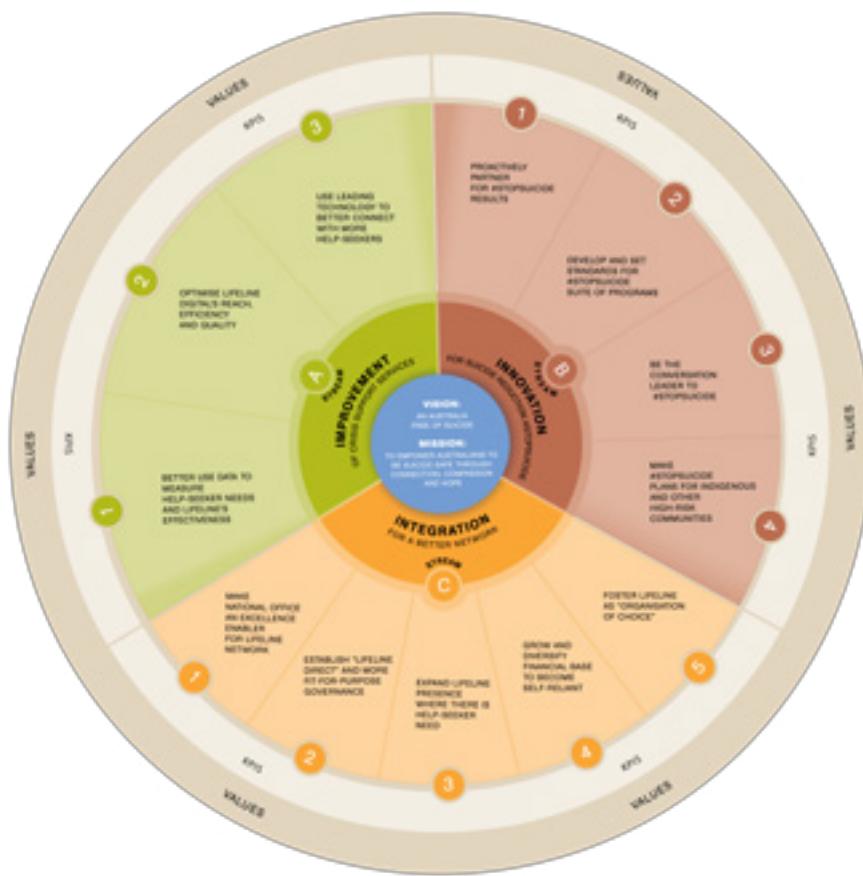
Better Connected Lifeline Committee

Chair – Ms Jacinta Munro (from 23/02/2015)

Membership – Mr Geoffrey McClellan (from 23/02/2015), Ms Tessa Marshall (from 23/02/2015)

MEMBERS

As at 30 June 2016 there were 22 members of Lifeline Australia (2015: 22). If the company was wound up, each member would be required to contribute \$2.



LIFELINE'S STRATEGIC FRAMEWORK

The Strategic Framework outlined above has been developed for the three years to 2019. The strategy details Lifeline's plan to grow as an organisation to help more people. This strategy was produced with our vision of a suicide-free Australia in mind – which means to save more lives and connect with more people.

Lifeline Australia sought ideas and feedback to shape our strategy moving forward. Our commitment to co-design and cooperation across the Lifeline network has meant that this strategy has truly been created with help-seeker and community needs in focus.

Community engagement is at the core of what Lifeline does. The strategy leverages our considerable community footprint together with our digital services approach in order to reach more help-seekers. Whilst the strategy represents necessary change, Lifeline remains grounded in its history of charitable and compassionate values and recognises the need to balance empathy with effectiveness.

The strategy is followed by a separate implementation plan formulated each year, to ensure progress and performance against the strategic objectives. We now have a real plan for the future to enable our organisation to tackle the national emergency of rising suicide rates.

LIFELINE AUSTRALIA
ABN: 84 081 031 263
DIRECTORS REPORT

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.

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.

OPERATING RESULT

The net result of operations of Lifeline Australia for the year ended 30 June 2016 was an operating surplus (excluding other comprehensive income) of \$530,972 (2015: \$813,102).

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

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

DIVIDENDS PAID OR RECOMMENDED

The company is limited by guarantee and is prohibited by its objects from distributing its surplus to its Members. Accordingly no dividend has been paid or declared for the year by the company since the end of the previous financial year and up to the date of this report.

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

Throughout the financial year Lifeline Australia embarked upon an extensive consultation process with Members to determine how best to configure Lifeline into the future. Lifeline Direct is the result of this process – it will focus on service delivery, revenue generation and operational support, its purpose being to:

- 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,
- Improve Lifeline's sustainability using predictable, scalable and profitable business models with strong governance on financial management and reinvestment, and
- Simplify and strengthen Lifeline's governance structure and operations model so we can expand Lifeline's presence to meet the needs of help seekers in all areas of Australia.

Members unanimously agreed to the new structure in July 2016. Lifeline Australia is now in the process of creating the Lifeline Direct subsidiary to progress the reforms.

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
ABN: 84 081 031 263
DIRECTORS REPORT

MEETINGS OF DIRECTORS

During the financial year, 10 meetings of directors were held. Attendance by each director was as follows:

	Number eligible to attend	Number attended
Mr John Brogden AM	10	10
Dr Robyn Clough	10	9
Mrs Annie Corlett AM	10	9
Ms Libby Davies	7	4
Rev Geoff Flynn	3	3
Mr Grant Foster	9	9
Mr Robert Gilkes	10	8
Mr Brett Goodridge	0	0
Mr Geoffrey McClellan	10	7*
Mr Bruce Mansfield	10	10
Ms Tessa Marshall	10	10
Ms Jacinta Munro	10	10
Ms Sheryl Weil	10	9

* For the avoidance of doubt, Mr McClellan was granted a leave of absence from the Lifeline Australia Board on 11 December 2015. The leave of absence was only in lieu of Board meetings that Mr McClellan was unable to attend whilst in the UK.

INDEMNIFICATION OF AUDITORS AND OFFICERS

The Company has not, during or since the financial year, in respect of any person who is or has been an officer or auditor of the company or a related body corporate, indemnified or made any relevant agreement for indemnifying against a liability, including costs and expenses in successfully defending legal proceedings.

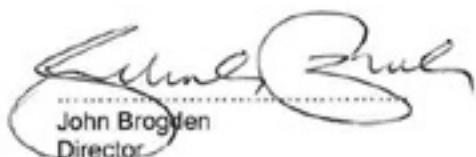
During the financial year, Lifeline Australia paid premiums to insure the directors and officers. The confidentiality provisions of the policy prevent the disclosure of the premiums paid and the nature of the cover provided.

LIFELINE AUSTRALIA
ABN: 84 081 031 263

AUDITOR'S INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration in accordance with Section 60-4C of the Australian Charities and Not-for-profits Commission Act 2012 for the year ended 30 June 2016 has been received and is set out on the following page.

Signed in accordance with a resolution of the Board of Directors



John Brogden
Director



Bruce Mansfield
Director

Dated this 7th day of October 2016



AUDITOR'S INDEPENDENCE DECLARATION

TO THE DIRECTORS OF LIFELINE AUSTRALIA LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been:

1. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
2. no contraventions of any applicable code of professional conduct in relation to the audit.



Eric Hummer
Audit Director

Dated: 30 September 2016



 **SYNERGY GROUP AUDIT PTY LTD**

 (02) 6260 7477  synergygroup.net.au  Authorised Audit Company No. 301280 ABN 45 104 227 063
 PO Box 4789 Kingston ACT 2600  Ground Floor, 15 National Circuit, BARTON ACT 2600
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INDEPENDENT AUDITOR'S REPORT

**TO THE MEMBERS OF LIFELINE AUSTRALIA LIMITED
(ABN 84 081 031 263)**



Report on the Concise Financial Report

We have audited the accompanying concise financial report of Lifeline Australia (the company), which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Lifeline Australia for the year ended 30 June 2016. The concise financial report does not contain all of the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.



Directors' Responsibility for the Concise Financial Report

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.



Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of the company for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated 7 October 2016. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.



An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report is derived



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from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with AASB 1039 Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039 Concise Financial Reports.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian Charities and *Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, provided to the Board of the company, would be in the same terms if provided to the Board as at the time of this auditor's report.

Auditor's Opinion

In our opinion, the concise financial report of Lifeline Australia for the year ended 30 June 2016:

- a) is consistent with the full annual financial statements of the company that have been audited by us and in respect of which we have issued an independent audit report dated 18 October 2016 that was not subject to any qualification; and
- b) complies with Accounting Standard AASB 1039: Concise Financial Reports.

Eric Hummer
Audit Director

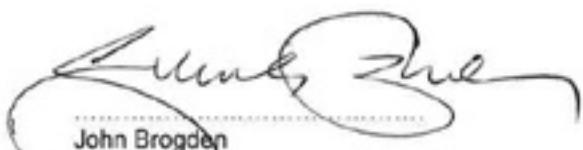
Dated: 18 October 2016

LIFELINE AUSTRALIA
ABN: 84 081 031 263

DIRECTORS' DECLARATION

The Directors of the Company declare that:

1. The accompanying concise financial report and notes of Lifeline Australia Limited:
 - a) has been derived from and is consistent with, the full financial report for the year ended 30 June 2016; and
 - b) complies with Accounting Standard AASB 1039 Concise Financial Reports
2. This declaration is made in accordance with a resolution of the Board of Directors.



John Brogden
Director



Bruce Mansfield
Director

Dated this 7th day of October 2016

LIFELINE AUSTRALIA
ABN: 84 081 031 263

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
Revenue		
<i>Operating activities:</i>		
Grants	16,946,972	15,459,161
Corporate sponsorships	1,037,316	1,054,236
Donations and bequests	4,674,313	4,171,855
Sale of services	728,865	589,075
Sale of merchandise	1,948	6,920
Resources received free of charge	<u>653,355</u>	<u>470,027</u>
	<u>24,042,769</u>	<u>21,751,274</u>
<i>Other revenue:</i>		
Affiliation Fees	464,483	447,960
Interest and dividends	270,937	249,520
Other revenue	<u>685,395</u>	<u>271,270</u>
	<u>1,420,815</u>	<u>968,750</u>
Other gains/(losses)	(442)	(70)
Total income	<u>25,463,142</u>	<u>22,719,954</u>
Purchase of goods for resale	(1,754)	(5,970)
Gross operating surplus for the year	<u>25,461,388</u>	<u>22,713,984</u>
Expenses		
Employee benefits expenses	(6,209,932)	(5,418,096)
Consultants, subcontractors and IT costs	(4,027,717)	(3,086,903)
Depreciation and amortisation	(363,162)	(388,149)
Bad and doubtful debts expense	(9,648)	(2,273)
Occupancy costs	(291,445)	(283,370)
Marketing and communications	(534,814)	(413,349)
Meeting and travel costs	(734,262)	(699,614)
Other administrative costs	(1,037,746)	(817,957)
Payments to Lifeline Centres	(10,132,917)	(9,157,888)
Telecommunications	<u>(1,588,773)</u>	<u>(1,633,283)</u>
Total expenses	<u>(24,930,416)</u>	<u>(21,900,882)</u>
Net current year surplus	<u>530,972</u>	<u>813,102</u>
Other comprehensive income		
Fair value remeasurement gains / (losses) on available for sale financial assets	<u>(13,803)</u>	-
	<u>(13,803)</u>	-
Total comprehensive income for the year	<u>517,169</u>	<u>813,102</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 2016	2016	2015
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,402,703	7,101,589
Receivables	539,602	300,583
Inventories	17,670	29,795
Other current assets	434,807	552,078
TOTAL CURRENT ASSETS	<u>7,394,782</u>	<u>7,984,045</u>
NON CURRENT ASSETS		
Receivables	-	8,752
Financial assets	1,204,944	-
Plant and equipment	205,096	232,240
Intangible assets	175,275	276,171
TOTAL NON CURRENT ASSETS	<u>1,585,315</u>	<u>517,163</u>
TOTAL ASSETS	<u>8,980,097</u>	<u>8,501,208</u>
LIABILITIES		
CURRENT LIABILITIES		
Payables	1,501,679	879,635
Provisions	351,270	658,522
Unearned revenue	728,024	977,032
TOTAL CURRENT LIABILITIES	<u>2,580,973</u>	<u>2,515,189</u>
NON-CURRENT LIABILITIES		
Provisions	71,124	175,188
TOTAL NON CURRENT LIABILITIES	<u>71,124</u>	<u>175,188</u>
TOTAL LIABILITIES	<u>2,652,097</u>	<u>2,690,377</u>
NET ASSETS	<u>6,328,000</u>	<u>5,810,831</u>
EQUITY		
Retained Surplus	6,341,803	5,810,831
Reserves	(13,803)	-
TOTAL EQUITY	<u>6,328,000</u>	<u>5,810,831</u>

The accompanying notes form part of these financial statements.

LIFELINE AUSTRALIA
ABN: 84 081 031 263

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2016

	Retained surplus	Financial Assets Reserve	Total
2015			
Opening balance at 1 July	4,997,729	-	4,997,729
Net surplus / (deficit) for the year	813,102	-	813,102
Other comprehensive income for the year	-	-	-
Closing balance at 30 June	<u>5,810,831</u>	<u>-</u>	<u>5,810,831</u>
2016			
Opening balance at 1 July	5,810,831	-	5,810,831
Net surplus / (deficit) for the year	530,972	-	530,972
Other comprehensive income for the year	-	(13,803)	(13,803)
Closing balance at 30 June	<u>6,341,803</u>	<u>(13,803)</u>	<u>6,328,000</u>

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Cash receipts from operations	21,809,819	18,791,597
Donations received	4,669,387	4,040,436
Interest received	195,826	273,204
Dividends received	19,254	-
Merchandise sales	18,479	16,200
Payments to suppliers and employees	(25,957,782)	(23,021,549)
Net cash generated from/(used in) operating activities	<u>754,983</u>	<u>99,888</u>
CASH FLOW FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(107,013)	(66,730)
Payments for intangible assets	(129,775)	(59,443)
Payments for available for sale assets	(1,310,994)	-
Proceeds from disposal of plant and equipment	75	-
Proceeds from disposal of available for sale assets	93,838	-
Net cash used in investing activities	<u>(1,453,869)</u>	<u>(126,173)</u>
Net increase/(decrease) in cash held	(698,886)	(26,285)
Cash and cash equivalents at beginning of the financial year	7,101,589	7,127,874
Cash and cash equivalents at the end of the financial year	<u>6,402,703</u>	<u>7,101,589</u>

The accompanying notes form part of these financial statements.

LIFELINE AUSTRALIA
ABN: 84 081 031 263

NOTES TO THE CONCISE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2016

NOTE 1. Basis of Preparation of the Concise Financial Report

The concise financial report of Lifeline Australia (the Company) is an extract from the full financial report for the year ended 30 June 2016. The concise financial report has been prepared in accordance with Accounting Standards AASB 1039: Concise Financial Reports, and the *Australian Charities and Not-for-profit Commission Act 2012* (Cth).

The financial statements, specific disclosures and other information included in the concise financial report are derived from, and are consistent with, the full financial report of the Company. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Company as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The presentation currency used in this concise financial report is Australian dollars.

NOTE 2. DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENT

This discussion and analysis is provided to assist Members in understanding the concise financial report. The discussion and analysis is based on the Company's financial statements and the information contained in the concise financial report has been derived from the full financial report of Lifeline Australia.

Statement of Comprehensive Income

The current year surplus (including other comprehensive income) for the year to 30 June 2016 is \$517,169 compared to a surplus of \$813,102 in the preceding financial year.

Lifeline Australia was able to increase its income from donations (+12%) through the sustained continuation of a range of fundraising activities; particularly events such as the Liptember, Black Dog Ride, online Pareto Campaign and Emergency Appeal. Individual Major Gifts was also a significant contributor to the increase. Grant funding increased by 10% on 2015 largely as a result of the expansion of the DV alert program. Interest and Dividend income increased by \$21,417 (+9%) on 2015 resulting from the commencement of an investment portfolio in 2016. Revenue from the Sale of Services increased 24% on 2015 predominantly as a result of financial support received from Uniting Care to support the business change facilitation process.

Increased Payments to Centres incurred in 2016 largely reflect the expansion of the DV alert program and increases to NSW Health and Financial Counselling grants which are directly passed on to Centres. Expenditure on Consultants and Subcontractors increased compared to the previous year largely as a result of ICT projects to deliver the Hybrid Cloud project; the first release of BI Tools and research to identify call centre technology replacement, and DV alert program development for emerging niche target groups.

Statement of Financial Position

Total assets increased by \$478,889 to \$8,980,097 representing an increase of 6%. Receivables increased in 2016 largely due to outstanding affiliation and RTO student fees, and increasing accrued interest. The Company's total assets also include \$1.205 million in financial assets; the Board making a decision to invest in listed securities, fixed interest and managed funds to maximise tax effective income whilst maintaining conservation of capital. There has also been a decrease in the recognised value of Intangible assets; a few high value assets now being at the end of their useful economic life.

LIFELINE AUSTRALIA
ABN: 84 081 031 263

**NOTES TO THE CONCISE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2015**

NOTE 2. DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENT (CONTINUED)

Total Liabilities decreased by \$38,280 to \$2,652,097 reflecting both increases and decreases to various liability categories. Payables increased by \$622,044 (71%) reflecting increased project activity towards the end of the year. Staff provisions decreased by \$307,252 (47%): the 2015 year included accrued staff salary and superannuation payments whilst 2016 did not include comparable amounts. 2016 also saw reduced balances held as Unearned Revenue (-\$249,008). Grant monies totalling \$345,891 are unexpended.

Statement of Changes in Equity

The retained surplus increased by \$530,972 being the addition of the net surplus for the year.

Statement of Cash Flows

Cash flows indicate both increased receipts and payments relative to 2015. An increase in operating cash flows occurred primarily through an increase in grant funding related to the expansion of the DV alert program and an expanded donations program. Increased expenditure reflects additional expenditure on Centre Payments enabling service delivery and the creation of the Financial Assets portfolio.

11

Our Thanks

Our donors and supporters form a valued part of the Lifeline community and play a vital role in helping us save the lives of everyday Australians. We would like to acknowledge and thank you for your support. We would also like to thank our dedicated volunteers and staff who work tirelessly to help us achieve our vision of an Australia free of suicide.



Government Supporters

Australian Government – Department of Health
Australian Government – Department of Social Services
NSW Health Administration Corporation
Tasmanian Government – Department of Health and Human Services
Victorian Government

Major Donors

Belinda Barry
Bruce Saint
Darren Little
Elizabeth Taylor
Janet Boyle
John & Megan Zeni
Maree Heaton
Patricia Griffin
Sean Triner
Wendy Tonkin

Corporate Supporters

Airbag Man
Clubs NSW
Darley Australia Pty Ltd
Emeco International Pty Ltd
Gene Pty Ltd
Highwater Capital
Insurance Australia Group
Lendlease Group Services
Lumsden Pty Ltd
Mercedes-Benz Fashion Festival
Petra Capital
Plants Management
Port Authority of NSW
Ruralco
Stacks of Snacks
Swiss Reinsurance Company Ltd
Sydney Grammar School
Trading Pursuits

Community Fundraising Partners

Black Dog Ride
Liptember Foundation

Trust & Foundations

ACME Foundation
AMP Foundation Charitable Trust
Bridging Hope Charity Foundation
Bruce McMullin Foundation
Camceda Pty Ltd ATF The Roberts Family Foundation
Charities Aid Foundation
Count Charitable Foundation
Crown Resorts Foundation PAF
Emorgo Foundation
Grenet Foundation Ltd as Trustee for Merrin Foundation
IAG Foundation
Macquarie Group Foundation
MLC Community Foundation
Packer Family Foundation PAF
PW Foundation Pty Ltd
QBE Foundation
Scrimshaw Foundation
Servier
The Buildcorp Foundation
The CW & AM Drew Family Trust
The Vernon Foundation
UBS Foundation
O'Sullivan Family Gifts

Workplace Giving Partners

ADP Employer Services
Apache Energy
ASIC (Australian Securitisation and Investment Commission)
Australian Federal Police- AFP
Australian Securities Exchange - ASX
Australian Unity Home Care Services
Bekaert
BHP Billiton
BP Australia
CA Technologies
Cancer Council
Citi Australia
Credit Union Australia Limited
CSL Ltd
Defence Materiel Organisation - DMO
Deloitte
Department of Defence
Department of Education
Department of Employment
Department of Health
Department of Human Services
Department of Prime Minister and Cabinet
Deutsche Bank Services Pty Ltd
Digital Industry Association of Australia - AIMIA
Employment Services Holdings (ESH)
Endeavour Energy
Envoy Services
Ernst & Young
Essential Energy
Frontier Software Pty Ltd
Housing NSW
Insurance Manufacturers of Australia
La Trobe Financial Services Pty Ltd
Medibank
MTC Australia
MTC Work Solutions
National Australia Bank Limited
New South Wales Crime Commission NSWCC
NSW Government - Family & Community Services
NSW Government - Human Services
NSW State Government Department of Ageing, Disability and Home Care (DADHC)
OneSteel
OPTUS
Origin Energy
Perpetual
Philip Morris Limited
Programmed - Health Professionals
Programmed - Marine
Programmed - Professionals
Programmed - Skilled Group
PwC Australia
Ralph Lauren Australia
Reserve Bank Benevolent Fund
Reserve Bank of Australia
Robson Excavations Pty Ltd
Scentre Group
Skilled - Offshore Marine
South32
Suncorp
Sydney Trains
Telstra Corporation
The Westpac Group
Therapeutic Goods Administration - Department of Health
Transurban
UniSuper
UXC Australia



Lifeline's online petition to #stopsuicide and save lives

In March 2016, Lifeline Australia launched a new advocacy initiative to help garner public support for addressing Australia's suicide emergency. We called on our supporters to make their voices heard by signing a petition calling on the Federal Government to double the funding into suicide prevention programs across Australia. The petition gathered an incredible 65,000 signatures from caring, compassionate Australians in just a matter of weeks.

We're pleased to report that our voices were heard. This public petition, along with the advocacy efforts of Lifeline and the sector, contributed to the Prime Minister's recent announcement of a \$192 million mental health package with a major emphasis on suicide prevention. We look forward to seeing these funds put into action and thank everyone that pledged their support through our petition.

Climbing mountains for an Australia free of suicide.

In November 2015, Will and Maddie Gay were joined by family, friends and supporters at Mt Kosciuszko, to celebrate the end of a three-month inspirational challenge to climb six mountains; Mt Kinabalu, Machu Picchu, Mt Meru, Mt Kilimanjaro and Mt Cook. The pair from regional NSW raised an astonishing \$165,000 for Lifeline in the process, demonstrating their powerful commitment to our vision for an Australia free of suicide.

The loss of Will and Maddie's father to suicide in 2009, completely shocked their family, friends and wider community. 6NIL became the response of this pair's ambition to prevent this tragedy happening to another family.

"With 6NIL we've managed to turn something heartbreaking into a message of hope. We lost our Dad, but now his story is helping Lifeline change the lives of thousands of Australians. That is something we've held very close to our hearts in completing this challenge."

**"We lost our Dad,
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How can you help?

Suicide remains the leading cause of death for Australians aged between 15 and 44 (ABS: Causes of Death 2015).

Lifeline supports a whole-of-community approach, in which everyone plays a role in preventing suicide.

There are many different ways you can contribute to Lifeline and help us support Australians in crisis:

make a donation

volunteer your time

become a corporate supporter

help raise awareness

become involved in fundraising

For further information on how you can make a difference to your community, please visit lifeline.org.au



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