Lifeline Australia - Information Security Policy Statement

Lifeline Australia provides all Australians experiencing emotional distress with access to highly available crisis support and suicide prevention services.

The objective of this Information Security Policy Statement (Policy Statement) is to ensure that Lifeline Australia delivers a consistently high level of information security throughout its operations. Lifeline Australia is committed to implementing and maintaining compliance with ISO/IEC 27001:2022, and to continuous, practical improvement of our information security practices. This will help:

- deliver highly available 24/7 support services to those in need;
- protect stakeholders' interest against cyber crimes;
- retain the confidence of those who entrust sensitive information to Lifeline Australia;
- maintain Lifeline Australia's reputation in the Australian community; and
- meet legal/regulatory and government supporter's requirements.

Lifeline Australia commits to:

- Clearly understanding the requirements and expectations of the community and relevant regulatory authorities;
- Working closely with employees and volunteers, corporate partners and suppliers to deliver services in a security-conscious manner;
- Ensuring every employee shares responsibility for effective information security;
- Protecting its people, information, intellectual property, assets, and facilities against misuse, loss, damage, disruption, interference, espionage, or unauthorised disclosure;
- Developing and maintaining security policies and controls to meet the requirements of ISO 27001. Lifeline Australia's security policies, procedures, guidelines, and standards reflect the minimum requirements necessary to maintain an acceptable level of security.
- Implement an Information Security Management System (ISMS) and ensure it is maintained, continually improved, and supported with adequate resources to achieve the objectives set in this Policy Statement.

Our approach to achieving the above high-level objectives is to enhance information security through investment in technology, processes, and employee skills. Underpinning our approach is risk management, which systematically identifies and presents risks and opportunities for management review. This allows the leadership team (including the Audit and Risk Committee and the Board) to ensure the security risk profile of Lifeline Australia is accurate and that mitigation efforts are focused on supporting strategic outcomes.

This Policy Statement shall be easily accessible to all staff and available for public viewing on the Lifeline Australia website. Each member of staff is asked to take particular care in their approach to security and to accept the important role they play in maintaining an effective information security program.

Effective: 20/11/2025

Graham Strong

CEO, Lifeline Australia