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# Lifeline Loddon Mallee Limited

2024 - 2025

## ANNUAL REPORT

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## ACKNOWLEDGEMENT OF COUNTRY

I acknowledge that I live & work on Dja Dja Wurrung Country. I would like to extend my appreciation for the Dja Dja Wurrung People and pay my respects to their Leaders & Elders past, present & future. I extend that respect to all First Nations peoples present today.

I also wish to acknowledge that the Traditional Custodians have never ceded sovereignty, and I recognise their strength and resilience in the face of ongoing colonisation.

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## ACKNOWLEDGEMENT OF LIVED EXPERIENCE

We acknowledge all the lives lost to suicide and recognise those struggling today or in the past with thoughts of suicide, mental health issues, or crisis situations.

We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

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Prepared For

**Lifeline Loddon Mallee Ltd**

(03) 5406 0506

PO Box 1164

Bendigo VIC 3552



# STRATEGIC PLAN

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In the second half of the year the Board undertook a robust, inclusive and transparent process for developing and launching a new five-year strategy that was informed by the community and volunteers.

## Our Vision

A suicide free Australia

## Our Purpose

Providing a lifeline to those in distress in Loddon Mallee, with a range of crisis and suicide prevention services that strengthen our community and offer hope.

## Values & Behaviours

**Community:** Active Participation, Supportiveness, Collaboration, Connection Building & Service Orientation.

**Empathy:** Active Listening, Validation, Compassionate Action, Non-Judgmental Attitude & Emotional Support.

**Inclusivity:** Accessible & Genuine Communication, Being True to Values, Vulnerability & Cultural Sensitivity.

**Integrity:** Equal Opportunity & Anti-Discrimination, Honesty & Transparency, Accountability and Ethical Decision-Making.



# STRATEGIC OBJECTIVES

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## Our Volunteers, People & Community

Attracting, supporting and empowering our volunteers, staff, partners and stakeholders to enhance community impact, whilst building trust in community to increase awareness and access to our services.



## Impact & Excellence

Expanding and enhancing our safe, inclusive and high-quality services to better support the community, guided by best practice and innovation.



## Sustainability & Best Practice

Ensuring financial strength, operational efficiency & effectiveness to sustain and grow our services, through a culture of inclusivity, accountability and continuous improvement.

# SUMMARY & HISTORY

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## Lifeline Australia: A National Movement

The story of Lifeline began in 1963, when Reverend Dr. Sir Alan Walker, a Methodist minister in Sydney, received a call from a distressed man who later died by suicide. Deeply affected, Walker envisioned a telephone service where people in crisis could find immediate support. That same year, Lifeline was born—Australia's first 24-hour crisis support line.

From its beginnings in Sydney, Lifeline grew into a national network of centres, each locally run but united by a shared mission: to ensure that no one has to face their darkest moments alone. Today, Lifeline answers over one million calls annually through the 13 11 14 service, and Lifeline Loddon Mallee is proud to be part of this life-saving legacy.



# SUMMARY & HISTORY

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## Our History: From Local Advice to Lifesaving Support

Lifeline Loddon Mallee's journey began in the early 1980s with the establishment of the Citizen Advice Bureau in Bendigo. Located on St Andrews Road, the Bureau was a grassroots initiative offering free, confidential support to locals facing personal, financial, and legal challenges. Staffed by volunteers and driven by community spirit, it quickly became a trusted source of help and connection.

In the mid-1990s, recognising the growing need for specialised crisis support, the committee began working toward's becoming an accredited Lifeline centre. After more than a year of preparation—including volunteer training, infrastructure upgrades, and meeting national standards—the organisation officially launched as Lifeline Central Victoria and Mallee in 1995.

A major milestone came in 2000, when the centre joined the national Lifeline 13 11 14 service, integrating into Australia's 24/7 crisis support network. This allowed callers from anywhere in the country to reach trained crisis supporters in the Loddon Mallee region, and vice versa. In those early years, the service was truly local and deeply personal—volunteers staffed the phones around the clock, often sleeping overnight at the centre to ensure that no one faced their darkest moments alone.

In 2022, the organisation rebranded as Lifeline Loddon Mallee, a name that better reflects its regional identity and deep local connections. Today, Lifeline Loddon Mallee continues to grow, offering crisis support, suicide prevention training, and community outreach across the region.





*“These results affirm that our people feel valued, supported, and connected to our purpose.”*

## MESSAGE FROM CHAIR

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As Chair of Lifeline Loddon Mallee, I am honoured to present this report for the 2024–2025 year—a year marked by strategic renewal, strong governance, and a deepening impact in the community.

This year, the Board of Directors led a comprehensive and inclusive strategic planning process to shape our direction for the next five years. Facilitated by an external consultant, the process began with a broad engagement phase involving surveys distributed to all Directors, staff, and volunteers.

In addition, randomly selected participants were invited to online forums to explore key themes in greater depth. The insights gathered were collated and analysed, and this formed the foundation for a full-day strategic workshop attended by the Board and CEO.

The result was the development and endorsement of the Strategic Plan 2025–2030, which sets a bold and ambitious course for Lifeline Loddon Mallee. Our vision remains clear: a suicide-free Australia, and our purpose is to provide a lifeline to those in distress through crisis services that strengthen the community and offer hope. Our values—Community, Empathy, Inclusivity, and Integrity—continue to guide our work.

The strategy is built around three core objectives:

- **Our Volunteers, People & Community** – Empowering our people and building trust to enhance community impact.
- **Impact & Excellence** – Expanding and improving our services through innovation and best practice.
- **Sustainability & Best Practice** – Strengthening our financial and operational foundations to support long-term growth.

The planning process was developed with information gained from the results of our **annual culture and engagement survey**, which showed strong and positive outcomes across staff and volunteer satisfaction, organisational alignment, and confidence in leadership. These results affirm that our people feel valued, supported, and connected to our purpose and as an organisation that cares for and listens to others, this is so very important.

The strategy outlines a **bold and significant growth agenda** over the next five years, including:

- **Increasing volunteer Crisis Supporter levels** to meet rising demand.
- **Expanding our counselling service**, including telehealth and regional duplication.
- **Embedding and scaling the Disaster Response Critical Incident Response Team (DRCIRT)** program across the Mallee.
- **Growing our training capacity** to support service excellence.
- **Implementing the After Care / Eclipse program** to support individuals post-crisis.
- **Expanding retail operations** to enhance financial sustainability and community engagement.
- **Creating new community engagement activities** to build resilience and connection.
- **Growing our team** to support increased service delivery and operational capacity.

As Chair, I am confident that Lifeline Loddon Mallee is well-positioned to deliver on this bold vision. We have an excellent team all working together to help make this happen and I extend my sincere thanks to my fellow Directors, our CEO, and the entire Lifeline Loddon Mallee team for their dedication, insight, and leadership. Together, we are building a stronger, more resilient Loddon Mallee.

*Dianne Bowles*



*“These results affirm that our people feel valued, supported, and connected to our purpose.”*

## TREASURER'S REPORT

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This financial year has seen Lifeline Loddon Mallee strengthen its financial position while expanding its services and deepening its community reach. Our diversified revenue streams—including fundraising and retail operations—have enabled us to respond to growing demand while maintaining fiscal responsibility.

Fundraising efforts were particularly successful, with major campaigns such as Hello For Hope, Walkathon and Out of the shadows to name a few.

Together, these contributed over \$165,000 in additional revenue, supporting service delivery and operational growth.

Our retail stores continue to provide both financial support and social impact—generating income, offering employment opportunities, and acting as community connection points.

### Financial Position as at 30 June 2025

The financial position of Lifeline Loddon Mallee at the end of the financial year reflects our commitment to sustainability and strategic investment. Key financial metrics are outlined below:

- **Total Assets:** \$2,060,448
- **Total Liabilities:** \$1,526,356
- **Net Equity:** \$534,092
- **Profit & Loss Summary:**
  - Total Revenue: \$1,321,982
  - Total Expenditure: \$1,342,866
  - Net Operating Result: (\$20,884)
- **Current Reserves in Bank:** \$450,000



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These figures reflect a stable and resilient financial foundation, supported by strong fundraising, prudent expenditure, and strategic growth initiatives.

### Key Factors Influencing Financial Outcomes

- Expansion of counselling services and increased client volume
- Successful pilot and funding of the DRCIRT program
- Opening of a second retail store in Strathdale
- Continued investment in volunteer support and training
- Vacancies in key operational roles, impacting expenditure
- Ongoing search for a permanent home, with associated planning costs

Looking ahead, our financial strategy will continue to focus on transparency, accountability, and long-term viability. We are committed to ensuring that every dollar contributes meaningfully to our mission of providing a lifeline to those in distress.

*Joel Atkinson*



*"Together, we are  
creating a stronger,  
more connected  
Loddon Mallee."*

## CEO'S REFLECTIONS

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This year has been one of significant progress, impact, and foundational growth for Lifeline Loddon Mallee. As CEO, I am proud to report on the delivery of our strategic objectives and the continued evolution of our organisation in service to our community.

At the heart of our work is a commitment to building and maintaining a **positive, inclusive, and values-driven culture**. Our annual culture and engagement survey reflected strong results, with staff and volunteers reporting high levels of satisfaction, alignment with our mission, and confidence in leadership.

We continue to prioritise the development of our people, recognising that investing in our team is essential to sustaining and growing our impact.

### Service Delivery Highlights

#### Crisis Support

Our two call centres answered over 18,000 calls this year, with nearly 100 volunteers contributing more than 5,500 hours of support. In Sunraysia alone, 1,159 volunteer hours supported 4,282 calls, demonstrating our reach and responsiveness.

#### Counselling Services

Our low-cost, accessible counselling service provided nearly 1,000 hours of support to 154 unique clients, addressing critical gaps in mental health care. Plans are underway to expand this service via telehealth and replicate it in the Mallee region.

#### Critical Incident Response (DRCIRT)

Following the success of our pilot program, we are embedding DRCIRT into our core operations and expanding its reach. This initiative has proven vital in supporting communities during and after disasters, building resilience and reducing long-term impacts.

#### Community Engagement

Our team has been active on the ground, building relationships with leaders in small towns, responding to tragedies, and identifying service gaps. These efforts ensure our services remain relevant, responsive, and community-led.

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## Growth and Operational Improvements

### Retail Expansion

We opened a second thrift store, which not only contributes to financial sustainability but also provides employment opportunities and acts as a help-seeking avenue for those experiencing cost-of-living pressures.

### Fundraising Success

Our fundraising efforts raised over \$165,000, with standout campaigns including Hello for Hope, Walk for Mental Health, and Out of the Shadows. These funds directly support service delivery and innovation.

### Operational Foundations

We have made key structural improvements to support future growth, including the creation of new roles across crisis support, counselling, fundraising, and operations. While some vacancies remain, our organisational structure is designed to scale with impact.

### Volunteer Development

Increasing volunteer Crisis Supporter levels remains a priority. We are investing in training and support to ensure our volunteers feel equipped, valued, and connected to our mission.

## Looking Ahead

Our **Strategic Plan 2025–2030** sets a bold course for growth. Over the next five years, we will:

- Expand our counselling and crisis support services
- Scale the DRCIRT program across the Mallee
- Launch the After Care / Eclipse program
- Grow our retail and fundraising operations
- Strengthen our training capacity
- Continue building a resilient, inclusive, and high-performing team

I am deeply grateful to our volunteers, staff, Board, and community partners for their dedication and compassion. Together, we are creating a stronger, more connected Loddon Mallee—one that offers hope and support to those who need it most.

*Lisa Renato*



# VOLUNTEERS, PEOPLE & COMMUNITY

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## Volunteer Engagement

*Megan Logan, Centre Supervisor*

### 2024-2025 Highlights

Our volunteer engagement initiatives this year focused on strengthening skills, fostering collaboration, and creating meaningful opportunities for connection. Volunteers remain at the heart of our service delivery, and their commitment continues to drive positive outcomes for our community. Our annual Volunteer Forum provided a platform for open dialogue, feedback, and recognition. Volunteers shared insights on engagement strategies, wellbeing initiatives, and future priorities, reinforcing our commitment to a collaborative culture.

### Key Achievements

#### Group Supervision

Over 50 group supervision sessions were delivered, providing volunteers with structured opportunities for reflection, peer support, and professional growth. These sessions integrated skill development and accreditation requirements, ensuring volunteers remain confident and capable in their roles.

#### Super Saturday Workshops

We hosted four Super Saturday workshops, combining training, skill development, and group debriefing into a single day. These intensive sessions maximised learning while fostering team cohesion and resilience.

#### Professional Development

A total of 12 unique professional development workshops were offered, covering diverse topics to enhance volunteer capability and wellbeing. These sessions addressed emerging needs and supported continuous improvement in service delivery.

#### Call Coaching and Peer Mentoring

Call coaching provides volunteers with real-time feedback and guidance to strengthen their confidence and skills during live or simulated calls. Peer mentoring complements this by fostering supportive relationships between experienced and new volunteers, encouraging knowledge sharing and building a sense of community.

#### Looking Ahead

We remain dedicated to creating an environment where volunteers feel valued, supported, and equipped to make a lasting impact. By addressing these challenges and continuing to invest in supervision, training, and engagement opportunities, we aim to strengthen volunteer retention and satisfaction in the year ahead.



# VOLUNTEERS, PEOPLE & COMMUNITY

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## Sunraysia Impact

### *Kristie Ottrey, Sunraysia Volunteer Coordinator*

This past year has been one of incredible growth, connection, and pride for our Sunraysia team. It's amazing to look back and see just how far we've come.

At the end of 2024, we received two new computers, which helped us move from remote log-ins to being fully connected within Lifeline's systems, a simple change that made a huge difference to how we work and our confidence with technology.

Then, in February 2025, we moved from our shared space at the Irymple library into our very own building at Latrobe. Having a centre that's available to volunteers 24/7, now with 3 computers in their own rooms, has created such a strong sense of ownership and belonging. It's a space where we can truly feel comfortable and connected.

Our visibility in the community has grown so much this year too. We now have 12 active Crisis Supporters, each one bringing warmth and care to every shift. Our ongoing presence at La Trobe University, Mildura has been a big part of that growth, helping us reach new faces and spark interest from people who might not have known about Lifeline before.

The How's Your Mate Round and Out of the Shadows Walk have also been standout events. We had Lifeline representatives at every game during the How's Your Mate Round, chatting with locals, handing out information, and being a visible reminder that support is always close by. The lead-up to the Out of the Shadows Walk 2025 also brought a wave of organic community support, with volunteers, local businesses, and residents helping to spread the word through flyers, emails, and conversations. It's been heartening to see how this event has grown and so exciting to see the community truly embrace it.

When I think about where we started, sharing a two-station hub at the library and where we are now, it's exciting to imagine how far we can go from here. Lifeline Loddon Mallee has built something strong, genuine, and full of heart, and we couldn't be prouder of what we've achieved together.



# AWARD RECIPIENTS

## **Lifetime Member for 20 years of service**

Sue Longford

## **Opal Award for 15 years of service**

Bruce Johnson

## **Peter Ryall Quiet Achiever Award**

Geoff Gaulke

## **Hegedi Commitment Award**

Mary Price

## **Excellence in Action Award**

Wendy Paynting

## **Eucalypt Award for 5 years of Service**

Cindy Clarkson

Geoff Gaulke

Sandy Burton

Katheirne Young

Rick Van Emmerik

Gillian Edlin

Christine Adelwohrer

Peter Haywood



# IMPACT & EXCELLENCE



**106** Volunteers



**58** Crisis Supporters in Bendigo



**14** Crisis Supporters in Sunraysia



**10** Directors



**24** Retail Staff



We delivered

**38 Community Training Workshops**

across

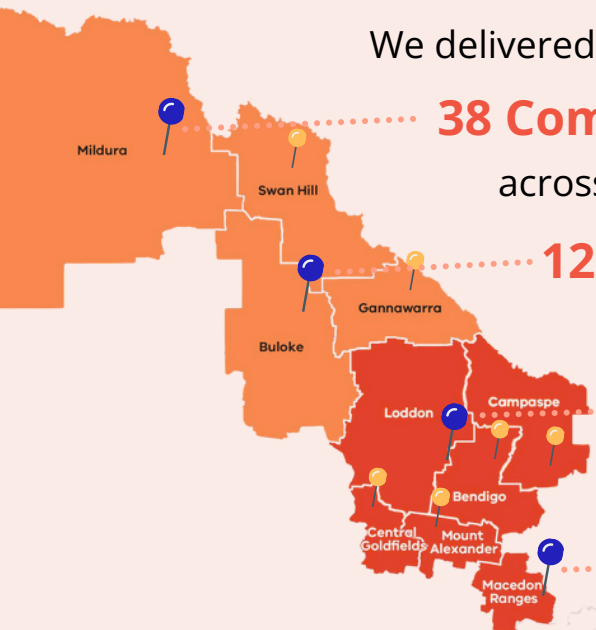
**12 Local Government Areas**

totalling

**68 days**

of delivery and reaching over

**700 members of the community**



**20**

more **volunteers**  
trained this year

Each **volunteer**  
can answer

**312**

calls per year

**\$3,500**

The cost to train  
each new  
**crisis supporter**



# IMPACT & EXCELLENCE

**\$39**

The amount each call answered **costs**

**18,392**

The total number of **calls answered**

**\$717,288**

The **total** cost to operate

**77.2%**

**seats filled**  
every day

**715**

**safety plans**  
developed

**\$717,288**

just to deliver 13 11 14 in Loddon Mallee,  
**requiring us to raise 80% of all funds needed**  
each year to operate our call centres

**4,851**

**volunteer hours**  
logged in retail  
shops

**7,667**

**volunteer hours** logged  
on phones in total

**Bendigo 79%**

**Sunraysia 21%**

**18,392**

**calls answered**  
in total

**Bendigo 77%**

**Sunraysia 23%**





# IMPACT & EXCELLENCE

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## Crisis Services Update & Community Training Deliveries

*Julie Holland, Services Coordinator*

Another busy year has gone by and when I reflect on the activities that were involved, I am struck by the thought that in that busyness, the constant is connection. Whether it be training new crisis supporters to take calls on 13 11 14, delivering important skills based workshops to community members, talking to people in our community at awareness events or spending time with volunteers, the mentoring team or others in our training centre whilst having a cuppa in the tearoom, connection is the most lovely outcome.

When I think more about connection, I realise it is also why help seekers call 13 11 14 and why we feel so privileged as crisis supporters and an organisation, to be in this position, to connect with others.

And to borrow bits and pieces of wisdom and words from mentors and volunteers, I would like to share this quote with you, so you can draw on this when someone seeks you out to talk & share their story,

'They won't remember everything you said, but they will never forget how you made them feel'.



# IMPACT & EXCELLENCE

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## Counselling Service Growth

*Christine Adelwohrer, Lead Counsellor*

Since the previous annual report, the counselling service has continued to grow and evolve. It now operates as a fee-paying service that remains affordable while taking into account individual circumstances and the unique needs of the Loddon Mallee region. Close collaboration with the DRCIRT program and offering crisis support has strengthened referral pathways to specialist providers, further developing relationships with regional urgent care centres and hospital-based mental health teams.

This significant undertaking has contributed to a noticeable increase in clients from Echuca and surrounding areas, highlighting how under-resourced regional communities remain in many aspects of mental and general health care. In response, maintaining and building trust within the community continues to be a core priority of our work.

The EAP partnership has also continued to flourish, with an increased request for crisis response debriefing for both employees and leadership teams. As the organisation grows, our service has proven to be a steady and reliable resource, supporting both individuals and teams through challenging times.

We are particularly proud of our new counselling rooms, now based at Bendigo Primary Care Centre alongside Urgent Care. This co-location has strengthened collaboration and accessibility, with GPs and other acute care organisations continuing to be our main sources of referral.

Megan Logan has expanded service availability by offering evening support two nights a week, an initiative that has been especially well received by EAP employees. This addition complements our weekly on-site service and provides greater flexibility for those seeking support outside standard working hours.



# IMPACT & EXCELLENCE

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## Disaster Recovery & Critical Incident Response Team (DR CIRT)

*Cath Metcalf, Community Project Coordinator*

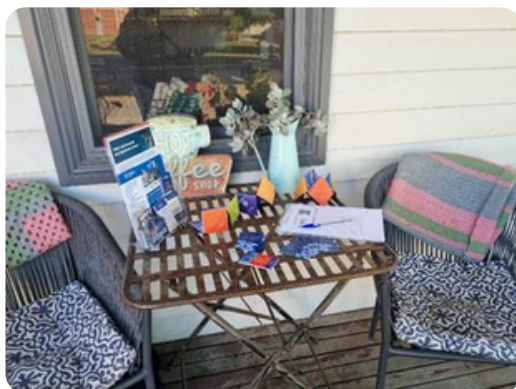
### DRCIRT Program Launch

Since its introduction in December 2024, the Disaster Recovery and Critical Incident Response Team (DRCIRT) program has continued to demonstrate its value as a vital support initiative for communities experiencing crisis or disaster. The program has grown in both scope and recognition, working closely with communities, volunteers, and government partners to deliver timely, compassionate, and effective psychosocial support.

- Responding to and supporting seven communities in crisis
- Welcoming nine volunteers into the program
- Engaging in over 100 incidental conversations with community members, building awareness and trust
- Identifying, supporting, and referring four high-risk individuals for intervention during crisis situations, preventing potential suicide attempts
- Participating in initial discussions with the State Government regarding support for a critical alpine community incident, positioning the DRCIRT program on standby for deployment.

### Community Engagement

Through the ongoing partnership initiative with Agnico Eagle, the communities of Axedale and Goornong have continued to benefit from regular monthly engagement opportunities with Lifeline Loddon Mallee. These sessions, centred around a simple yet powerful offer of a coffee and a chat, have become a trusted space for residents to connect, share experiences, and access support in a relaxed, community-led environment.





# IMPACT & EXCELLENCE

Over the past year, both communities have experienced a notable increase in engagement, with more residents participating in conversations and accessing Lifeline information and resources. The presence of Lifeline staff has also enabled on-site crisis support to be provided when required, ensuring immediate and compassionate responses to individuals in distress.

## Goornong Primary School

The success of this initiative reflects the strength of community partnerships and the positive impact of proactive mental health engagement. Agnico Eagle and Lifeline Loddon Mallee are pleased to continue this collaboration and are preparing to implement Phase Two of the engagement program. This next stage will focus on deepening local connections, identifying emerging community needs, and strengthening pathways to support and resilience within both Axedale and Goornong.

## Networking and Awareness Campaigns

When the DRCIRT program is not actively responding to crises or disasters, its focus shifts toward community awareness and prevention. The team continues to promote the program through participation in Healthy Minds Networks across regional shires, guest speaking engagements at local TAFE Community Services classes, and attendance at mental health and wellbeing awareness events.

## RU OK day, Echuca Victoria

These activities play a vital role in building community understanding of available supports, strengthening referral pathways, and promoting the visibility and accessibility of the DRCIRT program. By engaging proactively, the team helps foster community resilience and ensures that individuals know where to turn for help before a crisis occurs.





# IMPACT & EXCELLENCE

## Digital Impact

*Gillian Edlin, Digital Fundraising Coordinator*

This year, our digital fundraising initiatives delivered impressive results, underscoring continued growth in online engagement and the effectiveness of our digital strategies.

While **participant-generated media prior to the Bendigo Bank Walkathon** was limited, our team successfully built considerable excitement around the event through the creation of engaging content that resonated with the broader community.

The **Sunraysia Lifeline Ride** once again achieved **strong social engagement**, raising awareness and reinforcing local connections. This success highlights the enduring value of digital storytelling in engaging our regional communities.

Our **Hello for Hope** campaign continued to deliver exceptional engagement, with a wealth of user-generated content circulating across social media platforms. This activity helped extend our reach to new audiences and amplified awareness of our cause. This momentum also carried through to **Out of the Shadows Walk** and **Pedalling for Hope**, both of which delivered strong engagement and fundraising results.

We also successfully **met our fundraising target for The Push-Up Challenge**, which remains one of our most effective digital campaigns. During this period, our social media channels experienced their **highest levels of activity and interaction**, driven by high-quality, community-generated content that significantly boosted visibility and participation across the region.

Our continued investment in digital engagement is enhancing visibility, strengthening community relationships, and supporting the long-term sustainability of our fundraising efforts.



# IMPACT & EXCELLENCE

## Fundraising Activity

*John Richards - Community Events Officer*

We've continued to build our community events the past year, raising both funds and awareness of Lifeline Loddon Mallee's services.

There's too many events to list them all, but here's a glimpse at just some of the highlights. September's Hello For Hope month kicked off with a lunch event where Luke Baker and Jude Bourguignon had a powerful discussion about the nature of help-seeking from perspective of both caller and Crisis Supporter. We thank them both for their frank honesty and insights, it was a very rewarding event.

Mere days later, Luke started his Pedalling For Hope appeal where he rode 3249km to raise funds and awareness of our services, one kilometre for each life lost to suicide in Australia that year. Luke raised over \$10,000 as well as gaining fantastic media coverage where he told his story and shared how to get help.

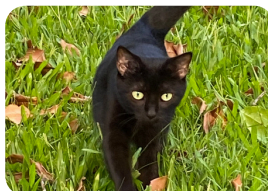
The Bendigo Comedy Festival ran a Laugh For Lifeline tour for us across the state, breaking down the stigma of discussing mental health and bringing our message to an audience we can't always access.

We held our first online Cat Of The Year competition! Ginja Ninja was our inaugural winner and had his portrait done by artist Rhayven Jane. The kitties raised enough money between them to train another Crisis Supporter! Good kitties!

The Out Of The Shadows Walk and Push Up Challenge again showed how many people value our work and want to help us to help others.

The Lifeline Ride in Mildura is going from strength to strength, with even more riders this year taking the 140km journey from Mildura to the Patchewollock Hotel. We even had a colouring-in competition in the Sunraysia Daily!

Not to mention all the various organisations, businesses and individuals who run raffles, events, morning teas and many other events to help us out. We've had a great year building relationships new and old, and we're thrilled to work with so many amazing people to build a stronger and safer world for everyone.



# IMPACT & EXCELLENCE

## Retail Operations

*Leanne Loveland,  
Senior Store Manager*



The 2024–2025 financial year has been one of growth, innovation, and continued community support for Lifeline Loddon Mallee. Our retail operations continue to make a significant contribution to the sustainability of Lifeline’s essential crisis support and suicide prevention services across the region.

Since opening in 2023, our Long Gully store has gone from strength to strength. It has generated approximately \$456,000 in revenue, reflecting the incredible support from our local community and the dedication of our volunteers and staff. The store continues to be a cornerstone of our retail operations — not only providing quality pre-loved goods at affordable prices but also serving as a vital link between Lifeline and the broader community.

We remain committed to reducing our environmental footprint and diverting as much material as possible from land fill. Through our partnerships with Recycle Care, Bendigo Ewaste, and other local organisations, we are successfully minimising waste and finding new and creative ways to repurpose and recycle unwanted goods. These initiatives not only benefit the environment but also help reduce disposal costs, ensuring more funds are directed toward Lifeline’s critical services.

Building on the success of the Long Gully store, we are thrilled to announce, that we have opened our second store at Shop 8, Strath Village, in July 2025. This expansion is made possible by the abundance of donations received at our Long Gully site, which will help stock and support the new store in its early stages. The Strath Village location will increase our visibility and accessibility within the community, providing more opportunities for engagement, volunteering, and fundraising.

We extend our sincere thanks to our dedicated volunteers, donors, and community partners whose ongoing commitment and generosity make our work possible. Every hour volunteered, every item donated, and every purchase made helps Lifeline continue to provide hope and support to those in need.

As we prepare to launch our second store and strengthen our sustainability practices, we remain focused on growth, efficiency, and community connection. Our goal is to continue building a strong, sustainable retail network that supports the vital mission of Lifeline Loddon Mallee.

Our retail journey continues to thrive thanks to the support of our community and the hard work of our volunteers.

Together, we’re creating opportunities, reducing waste, and making a real difference for Lifeline and our local region.



## SUSTAINABILITY & BEST PRACTICE

Board members freely invest their knowledge, expertise, and time to ensure quality services are available to help support Australians in time of crisis and promote a resilient and suicide-safe community. The Board is committed to the highest standards of professionalism, probity, diligence, and excellence and is responsible for setting the ethical framework for the organisation, defining, and nurturing the organisation's fundamental values.

| BOARD DIRECTOR                                   | ELIGIBLE MEETINGS | ATTENDED MEETINGS |
|--------------------------------------------------|-------------------|-------------------|
| Dianne Bowles (Chair)                            | 9                 | 9                 |
| Jan Boynton (Deputy Chair, resigned August 2024) | 1                 | 1                 |
| Rick Van Emmerick (Co Deputy Chair)              | 9                 | 9                 |
| Joel Atkinson (Treasurer)                        | 8                 | 9                 |
| Katherine Hancy                                  | 7                 | 9                 |
| Rachel Mason                                     | 6                 | 9                 |
| Michael Billings                                 | 5                 | 7                 |
| Sean MacDermott (resigned November 2024)         | 1                 | 2                 |
| Anjum Chaudhry (resigned November 2024)          | 2                 | 2                 |

## Subcommittee Membership

## Finance & Audit & Risk

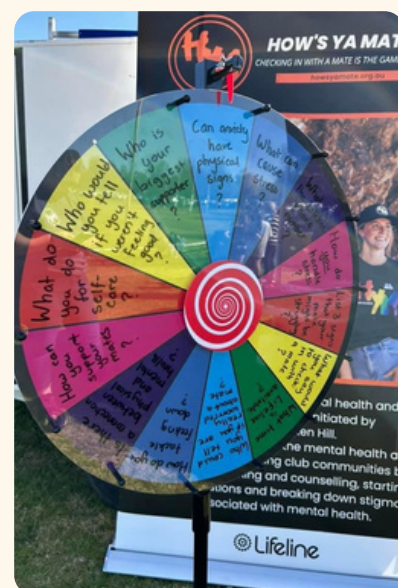
Joel Atkinson - Treasurer & Chair  
Dianne Bowles  
Michael Billings

## Business Development

Rick Van Emmerick - Chair  
Rachel Mason  
Katherine Hancy

## Sunraysia Connection

Stephen Hegedus - Chair  
Michael Billings





# OUR BOARD

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**Dianne Bowles**  
Chair



**Joel Atkinson**  
Treasurer



**Rick Van Emmerick**  
Co Vice Chair



**Katherine Hancy**  
Director



**Rachel Mason**  
Director



**Michael Billings**  
Director

# OUR TEAM

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**Lisa Renato**  
CEO



**Stacey Kelly**  
Business Manager



**Carlie Ryan**  
Philanthropy  
& Fundraising Lead



**Julie Holland**  
Services Coordinator



**Megan Logan**  
Centre Supervisor



**Christine Adelwohrer**  
Lead Counsellor



**Cath Metcalf**  
Community Project  
Coordinator



**Rebecca Boin**  
Engagement Officer Mallee

# OUR TEAM

---



**John Richards**  
Community Events  
Officer



**Gillian Edlin**  
Digital Fundraising  
Coordinator



**Prue Walkinshaw**  
Finance & Support Officer



**Leanne Loveland**  
Retail Manager



**Jacqui Knight**  
Board Support  
Coordinator



**Leah Weimann**  
Executive Assistant



## **LIFELINE LODDON MALLEE LTD**

**ABN: 50 405 097 465**

**Financial Report For The Year Ended  
30 June 2025**

# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

## **Lifeline Loddon Mallee Ltd**

**ABN: 50 405 097 465**

### **Financial Report For The Year Ended 30 June 2025**

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# INDEPENDENTLY REVIEWED FINANCIAL REPORTS



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## **Lifeline Loddon Mallee Ltd. Independent Auditor's Review Report**

### **Report on the Financial Statements**

#### **Conclusion**

We have reviewed the accompanying financial report of **Lifeline Loddon Mallee Ltd.** (the Company) which comprises of the Statement of Financial Position as at 30 June 2025, the Statement of Financial Performance, and Statement of Cash Flows for the year then ended, Notes including material accounting policy information and other explanatory information, and the director's declaration on the annual statements giving a true and fair view of the financial position and performance of the Company.

Based on our review, which is not an audit, nothing has come to our attention that causes us to believe that the accompanying financial report of **Lifeline Loddon Mallee Ltd.** does not present fairly, in all material respects, the financial position of **Lifeline Loddon Mallee Ltd.** as at 30 June 2025, and its financial performance and its cash flows for the year ended on that date, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*

#### **Basis for Conclusion**

We conducted our review in accordance with ASRE 2410 *Review of a Financial Report Performed by the Independent Auditor of the Entity*. Our responsibilities are further described in the *Auditor's Responsibilities for the Review of the Financial Report* section of our report. We are independent of the **Lifeline Loddon Mallee Ltd.** in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the annual financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

#### **Directors Responsibility for the Financial Statements**

The Directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. The Directors determine that internal controls are necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility for the Review of the Financial Report**

Our responsibility is to express a conclusion on the financial report based on our review. ASRE 2410 requires us to conclude whether anything has come to our attention that causes us to believe that the financial report does not present fairly, in all material respects, the financial position of the **Lifeline Loddon Mallee Ltd.** as at 30 June 2025 and of its financial performance and its cash flows for the year ended on that date, in accordance with *Australian Charities and Not-for-profits Commission Act 2012*.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

## ACCOUNTING & AUDIT SOLUTIONS BENDIGO

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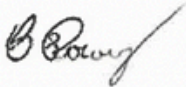
A review of a financial report consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Australian Auditing Standards and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

### Independence

In conducting our Review, we have complied with the independence requirements of the Australian professional ethical pronouncements.

### Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the **Lifeline Loddon Mallee Ltd.** to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the report may not be suitable for another purpose. Our report is intended solely for the **Lifeline Loddon Mallee Ltd.** and should not be distributed to or used by other parties.



Bradley Dowsey CA  
Accounting & Audit Solutions Bendigo

Dated this 3rd day of November, 2025.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**DIRECTORS' REPORT**

Your directors present this report on the entity for the financial year ended 30 June 2025.

**Directors**

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

Dianne Bowles

Joel Atkinson

Katherine Young

Rachel Mason

Rick Van Emmerik

Michael Billings (appointed November 2024)

Anjum Chaundry (resigned November 2024)

Sean MacDermott (resigned November 2024)

Jan Boynton (resigned August 2024)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

**Principal Activities**

During the financial year the principal activity of the company was to assist in the delivery of Lifeline's 13 11 14 crisis support services

No significant changes in the nature of the company's activity occurred during the year.

**Contributions on winding up**

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$1.

**Auditor's Independence Declaration**

The lead auditor's independence declaration for the year ended 30 June 2025 has been received and can be found on page 2 of the financial report.

This directors' report is signed in accordance with a resolution of the Board of Directors.

Director

Director

Dated this

06

day of

November

2025



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS



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## LEAD AUDITOR'S INDEPENDENCE DECLARATION

**Under Section 60-40 the *Australian Charities and Not-for-profits Commission Act 2012***

### TO THE DIRECTORS OF LIFELINE LODDON MALLE LTD

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-Profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the Directors of Lifeline Loddon Mallee Ltd as the lead auditor for the audit of the financial report of Lifeline Loddon Mallee Ltd for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (1) the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- (2) any applicable code of professional conduct in relation to the audit.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'B Dowsey', written over a light blue horizontal line.

Bradley Dowsey CA  
Accounting & Audit Solutions Bendigo

Dated this 3rd day of November, 2025.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR**  
**ENDED 30 JUNE 2025**

|                                                                                 | Note | 2025<br>\$         | 2024<br>\$         |
|---------------------------------------------------------------------------------|------|--------------------|--------------------|
| <b>Revenue</b>                                                                  |      |                    |                    |
| Revenue from contracts with customers                                           | 2    | 1,040,949          | 795,820            |
| Other income                                                                    | 2    | 255,766            | 222,812            |
| Finance revenue                                                                 |      | 25,267             | 34,017             |
| <b>Total Revenue</b>                                                            |      | <u>1,321,982</u>   | <u>1,052,649</u>   |
| <b>Expenses</b>                                                                 |      |                    |                    |
| Thrift shop expenses                                                            |      | (32,086)           | (37,550)           |
| Lifeline Australia expenses                                                     |      | (5,270)            | (9,543)            |
| Employee benefits expense                                                       |      | (928,900)          | (859,128)          |
| Training expenses                                                               |      | (66,994)           | (17,612)           |
| Depreciation expenses                                                           |      | (70,708)           | (59,244)           |
| G5 Consortium expenses                                                          |      | (13,226)           | (21,307)           |
| Fundraising expenses                                                            |      | (31,778)           | (16,589)           |
| Sunraysia Project expenses                                                      |      | (13,759)           | (9,535)            |
| Strath Village expenses                                                         |      | (7,412)            | -                  |
| LLIF expenses                                                                   |      | (17,125)           | -                  |
| Office expenses                                                                 |      | (50,593)           | (28,000)           |
| Administration expenses                                                         |      | (62,105)           | (74,434)           |
| Finance costs                                                                   |      | (42,910)           | (37,273)           |
| <b>Total Expenses</b>                                                           |      | <u>(1,342,866)</u> | <u>(1,170,215)</u> |
| <b>Net current year surplus/(deficit) attributable to members of the entity</b> |      | <u>(20,884)</u>    | <u>(117,566)</u>   |
| <b>Other comprehensive income</b>                                               |      | -                  | -                  |
| <b>Total other comprehensive (losses)/income for the year</b>                   |      | <u>(20,884)</u>    | <u>(117,566)</u>   |

The accompanying notes form part of these financial statements.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025**

|                                       | Note | 2025<br>\$       | 2024<br>\$       |
|---------------------------------------|------|------------------|------------------|
| <b>ASSETS</b>                         |      |                  |                  |
| <b>CURRENT ASSETS</b>                 |      |                  |                  |
| Cash and cash equivalents             | 3    | 97,282           | 180,134          |
| Accounts receivable and other debtors | 4    | 43,873           | 83,735           |
| Investments                           | 5    | 400,000          | 400,000          |
| <b>TOTAL CURRENT ASSETS</b>           |      | <u>541,155</u>   | <u>663,869</u>   |
| <b>NON-CURRENT ASSETS</b>             |      |                  |                  |
| Property, plant and equipment         | 6    | 178,908          | 72,500           |
| Right-of-use assets                   | 7    | 1,308,535        | 635,075          |
| Other non-current assets              |      | 31,850           | 18,375           |
| <b>TOTAL NON-CURRENT ASSETS</b>       |      | <u>1,519,293</u> | <u>725,950</u>   |
| <b>TOTAL ASSETS</b>                   |      | <u>2,060,448</u> | <u>1,389,819</u> |
| <b>LIABILITIES</b>                    |      |                  |                  |
| <b>CURRENT LIABILITIES</b>            |      |                  |                  |
| Accounts payable and other payables   | 8    | 61,533           | 85,397           |
| Contract liabilities                  |      | 40,450           | 43,130           |
| Lease liabilities                     | 9    | 45,618           | 75,414           |
| Employee provisions                   |      | 45,999           | 33,176           |
| <b>TOTAL CURRENT LIABILITIES</b>      |      | <u>193,600</u>   | <u>237,117</u>   |
| <b>NON-CURRENT LIABILITIES</b>        |      |                  |                  |
| Lease liabilities                     |      | 1,332,756        | 597,726          |
| <b>TOTAL NON-CURRENT LIABILITIES</b>  |      | <u>1,332,756</u> | <u>597,726</u>   |
| <b>TOTAL LIABILITIES</b>              |      | <u>1,526,356</u> | <u>834,843</u>   |
| <b>NET ASSETS</b>                     |      | <u>534,092</u>   | <u>554,976</u>   |
| <b>EQUITY</b>                         |      |                  |                  |
| Retained surplus                      |      | 534,092          | 554,976          |
| <b>TOTAL EQUITY</b>                   |      | <u>534,092</u>   | <u>554,976</u>   |

The accompanying notes form part of these financial statements.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2025**

|                                         | Retained<br>Surplus<br>\$ | Total<br>\$ |
|-----------------------------------------|---------------------------|-------------|
| <b>Balance at 1 July 2023</b>           | 672,542                   | 672,542     |
| <b>Comprehensive Income</b>             |                           |             |
| Deficit for the year                    | (117,566)                 | (117,566)   |
| Other comprehensive income for the year | -                         | -           |
| Total other comprehensive income        | (117,566)                 | (117,566)   |
| <b>Balance at 30 June 2024</b>          | 554,976                   | 554,976     |
| <b>Balance at 1 July 2024</b>           | 554,976                   | 554,976     |
| <b>Comprehensive Income</b>             |                           |             |
| Deficit for the year                    | (20,884)                  | (20,884)    |
| Other comprehensive income for the year | -                         | -           |
| Total other comprehensive income        | (20,884)                  | (20,884)    |
| <b>Balance at 30 June 2025</b>          | 534,092                   | 534,092     |

The accompanying notes form part of these financial statements.

# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2025**

|                                                 | Note | 2025<br>\$       | 2024<br>\$      |
|-------------------------------------------------|------|------------------|-----------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>     |      |                  |                 |
| Receipts from grants and customers              |      | 1,296,669        | 1,020,596       |
| Payments to suppliers and employees             |      | (1,216,271)      | (1,068,631)     |
| Interest received                               |      | 25,267           | 34,017          |
| Donations received                              |      | 13,210           | 35,667          |
| Finance costs                                   |      | (42,910)         | (37,273)        |
| Net cash generated from operating activities    |      | <u>75,965</u>    | <u>(15,624)</u> |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>     |      |                  |                 |
| Payment for property, plant and equipment       |      | (111,756)        | (75,000)        |
| Payment for security deposits                   |      | (13,475)         | -               |
| Redemption off/(investment in) term deposits    |      | -                | 203,740         |
| Net cash used in investing activities           |      | <u>(125,231)</u> | <u>128,740</u>  |
| <b>CASH FLOWS FROM FINANCING ACTIVITIES</b>     |      |                  |                 |
| Repayment of lease liabilities                  |      | (33,586)         | (37,252)        |
| Net cash used in financing activities           |      | <u>(33,586)</u>  | <u>(37,252)</u> |
| Net increase in cash held                       |      | (82,852)         | 75,864          |
| Cash on hand at beginning of the financial year |      | 180,134          | 104,270         |
| Cash on hand at end of the financial year       | 3    | <u>97,282</u>    | <u>180,134</u>  |

The accompanying notes form part of these financial statements.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025**

The financial statements cover Lifeline Loddon Mallee Ltd as an individual entity, incorporated and domiciled in Australia. Lifeline Loddon Mallee Ltd is a company limited by guarantee.

The financial statements were authorised for issue on [insert date] by the directors of the company.

**Note 1 Summary of Material Accounting Policy Information**

**Basis of Preparation**

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012.

The committee has determined that the association is not a reporting entity as the users of the financial statements are able to obtain additional information to meet their needs.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless otherwise stated.

**Accounting Policies**

**(a) Revenue and Other Income**

The Entity is first required to determine whether amounts received are accounted for as Revenue per AASB 15: Revenue from Contracts with Customers or Income per AASB 1058: Income of Not-for-Profit Entities.

Funding arrangements which are enforceable and contain sufficiently specific performance obligations are recognised as revenue under AASB 15. Otherwise, such arrangements are accounted for under AASB 1058, where upon initial recognition of an asset, the Entity is required to consider whether any other financial statement elements should be recognised (for example, financial liabilities representing repayable amounts), with any difference being recognised immediately in profit or loss as income.

The Entity is first required to determine whether amounts received are accounted for as Revenue per AASB 15: Revenue from Contracts with Customers or Income per AASB 1058: Income of Not-for-Profit Entities.

**Revenue and Other Income**

*Operating Grants, Donations and Bequests*

When the entity receives operating grant funding, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Entity:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138);
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions); and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

**Other Income**

*Contributed Assets*

The Entity receives assets from the government and other parties for nil or nominal consideration in order to further its objectives. These assets are recognised in accordance with the recognition requirements of other applicable accounting standards (eg AASB 9, AASB 16, AASB 116 and AASB 138).

On initial recognition of an asset, the Entity recognises related amounts being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer.

The Entity recognises income immediately in profit or loss as the difference between initial carrying amount of the asset and the related amounts.

*Capital Grant*

When the Entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions) recognised under other Australian Accounting Standards.

The Entity recognises income in profit or loss when or as the Entity satisfies its obligations under terms of the grant.

**Interest income**

Interest income is recognised using the effective interest method.

**Other income**

Other revenue is recognised when it is received or when the rights to receive payment is established.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

## LIFELINE LODDON MALLEE LTD

ABN: 50 405 097 465

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

#### (b) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

##### Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

| Class of Fixed Asset   | Depreciation Rate |
|------------------------|-------------------|
| Leasehold improvements | 5-20%             |
| Plant and equipment    | 15-33%            |

#### (c) Leases

##### The Entity as lessee

At inception of a contract, the Entity assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Entity where the Entity is a lessee. However all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Entity uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest.

Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Entity anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

#### (d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

#### (e) Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

#### (f) Critical Accounting Estimates and Judgements

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

#### (g) Economic Dependence

The Entity is dependent on the Department of Health for a significant portion of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe the Department of Health will not continue to support the Entity.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025**

**Note 2 Revenue and Other Income**

|                                                                                   | 2025<br>\$       | 2024<br>\$     |
|-----------------------------------------------------------------------------------|------------------|----------------|
| <b>(a) Disaggregation of revenue from contracts with customers is as follows:</b> |                  |                |
| — Grant funding                                                                   | 164,970          | 170,463        |
| — Lifeline Australia Services                                                     | 451,276          | 358,104        |
| — Training revenue                                                                | 132,182          | 108,121        |
| — Thrift store sales                                                              | 292,521          | 159,132        |
| <b>Total revenue</b>                                                              | <u>1,040,949</u> | <u>795,820</u> |
| <b>Timing of revenue recognition:</b>                                             |                  |                |
| — Goods transferred at a point in time                                            | 616,246          | 528,567        |
| — Services transferred over time                                                  | 424,703          | 267,253        |
| <b>Total revenue</b>                                                              | <u>1,040,949</u> | <u>795,820</u> |
| <b>(b) Other Income</b>                                                           |                  |                |
| — Donations                                                                       | 13,210           | 35,667         |
| — G5 Consortium income                                                            | 76,480           | 53,000         |
| — Hello for Hope donations and fundraising                                        | 49,962           | 25,900         |
| — Sunraysia Project donations and fundraising                                     | 21,975           | 42,682         |
| — Other fundraising                                                               | 76,521           | 31,686         |
| — Memberships                                                                     | 440              | 648            |
| — Subsidies and recoveries                                                        | 8,423            | 31,785         |
| — Sundry income                                                                   | 8,755            | 1,444          |
| <b>Total revenue</b>                                                              | <u>255,766</u>   | <u>222,812</u> |

**Note 3 Cash and Cash Equivalents**

|                | 2025<br>\$    | 2024<br>\$     |
|----------------|---------------|----------------|
| <b>CURRENT</b> |               |                |
| Cash at bank   | 97,282        | 180,134        |
|                | <u>97,282</u> | <u>180,134</u> |

**Note 4 Accounts Receivable and Other Debtors**

|                                                            | 2025<br>\$    | 2024<br>\$    |
|------------------------------------------------------------|---------------|---------------|
| <b>CURRENT</b>                                             |               |               |
| Accounts receivable                                        | 39,475        | 70,527        |
| Prepayments                                                | 4,398         | 13,208        |
| <b>Total current accounts receivable and other debtors</b> | <u>43,873</u> | <u>83,735</u> |

**Note 5 Investments**

|                | 2025<br>\$     | 2024<br>\$     |
|----------------|----------------|----------------|
| <b>CURRENT</b> |                |                |
| Term deposits  | 400,000        | 400,000        |
|                | <u>400,000</u> | <u>400,000</u> |



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

## LIFELINE LODDON MALLEE LTD

ABN: 50 405 097 465

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

#### Note 6 Property, Plant and Equipment

|                                     | 2025<br>\$     | 2024<br>\$    |
|-------------------------------------|----------------|---------------|
| Leasehold improvements - at cost    | 98,186         | 75,000        |
| Less accumulated depreciation       | (6,250)        | (2,500)       |
|                                     | <u>91,936</u>  | <u>72,500</u> |
| Plant and equipment:                | 115,393        | 26,823        |
| Less accumulated depreciation       | (28,421)       | (26,823)      |
|                                     | <u>86,972</u>  | <u>-</u>      |
| Total property, plant and equipment | <u>178,908</u> | <u>72,500</u> |

#### Movements in Carrying Amounts

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

|                                        | Leasehold<br>Improvements<br>\$ | Plant and<br>Equipment<br>\$ | Total<br>\$    |
|----------------------------------------|---------------------------------|------------------------------|----------------|
| <b>2024</b>                            |                                 |                              |                |
| Balance at the beginning of the year   | 75,000                          | -                            | 75,000         |
| Depreciation expense                   | (2,500)                         | -                            | (2,500)        |
| Carrying amount at the end of the year | <u>72,500</u>                   | <u>-</u>                     | <u>72,500</u>  |
| <b>2025</b>                            |                                 |                              |                |
| Balance at the beginning of the year   | 72,500                          | -                            | 72,500         |
| Additions at cost                      | 23,186                          | 88,570                       | 111,756        |
| Depreciation expense                   | (3,750)                         | (1,598)                      | (5,348)        |
| Carrying amount at the end of the year | <u>91,936</u>                   | <u>86,972</u>                | <u>178,908</u> |

#### Note 7 Right-of-use Assets

The Entity's lease portfolio includes equipment, motor vehicles and buildings. These leases have an average of [insert number] years as their lease term.

|                          | 2025<br>\$       | 2024<br>\$     |
|--------------------------|------------------|----------------|
| Land and buildings       | 1,497,472        | 758,652        |
| Accumulated depreciation | (188,937)        | (123,577)      |
|                          | <u>1,308,535</u> | <u>635,075</u> |

#### Movements in carrying amounts:

|                      | 2025<br>\$       | 2024<br>\$     |
|----------------------|------------------|----------------|
| Opening balance      | 635,075          | 678,672        |
| Remeasurements       | -                | 13,147         |
| Additions            | 738,820          | -              |
| Depreciation expense | (65,360)         | (56,744)       |
| Net carrying amount  | <u>1,308,535</u> | <u>635,075</u> |

#### Note 8 Accounts Payable and Other Payables

|                            | 2025<br>\$    | 2024<br>\$    |
|----------------------------|---------------|---------------|
| <b>CURRENT</b>             |               |               |
| Accounts payable           | 3,541         | 20,392        |
| Amounts payable to the ATO | 24,983        | 36,445        |
| Other payables             | 33,009        | 28,560        |
|                            | <u>61,533</u> | <u>85,397</u> |



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025**

**Note 9 Lease Liabilities**

|                 | 2025             | 2024           |
|-----------------|------------------|----------------|
|                 | \$               | \$             |
| CURRENT         |                  |                |
| Lease liability | 45,618           | 75,414         |
|                 | <u>45,618</u>    | <u>75,414</u>  |
| NON-CURRENT     |                  |                |
| Lease liability | \$ 1,332,756     | \$ 597,726     |
|                 | <u>1,332,756</u> | <u>597,726</u> |

**Note 10 Cash Flow Information**

|                                                                                                | 2025          | 2024            |
|------------------------------------------------------------------------------------------------|---------------|-----------------|
|                                                                                                | \$            | \$              |
| <b>a. Reconciliation of Cash Flows from Operating Activities with Net Current Year Surplus</b> |               |                 |
| Net current year surplus                                                                       | (20,884)      | (117,566)       |
| Adjustment for:                                                                                |               |                 |
| Depreciation and amortisation expense                                                          | 70,708        | 59,244          |
| Movement in working capital:                                                                   |               |                 |
| (Increase)/decrease in accounts receivable and other debtors                                   | 39,862        | (49,225)        |
| Increase/(decrease) in accounts payable and other payables                                     | (23,864)      | 69,597          |
| Increase/(decrease) in contract liabilities                                                    | (2,680)       | 15,230          |
| Increase/(decrease) in employee provisions                                                     | 12,823        | 7,096           |
| Net cash generated by operating activities                                                     | <u>75,965</u> | <u>(15,624)</u> |
| <b>b. Changes in Liabilities arising from Financing Activities</b>                             |               |                 |

**Note 11 Capital and Leasing Commitments**

The directors are not aware of any contingent liabilities or assets as at the date of signing this report (2024:nil).

**Note 12 Contingent Liabilities and Contingent Assets**

The directors are not aware of any contingent liabilities or assets as at the date of signing this report (2024:nil).

**Note 13 Events After the Reporting Period**

The directors are not aware of any significant events since the end of the reporting period which has significantly affected, or may significantly affect the company's operations.



# INDEPENDENTLY REVIEWED FINANCIAL REPORTS

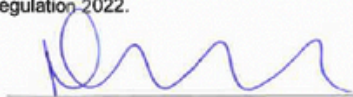
**LIFELINE LODDON MALLEE LTD**  
**ABN: 50 405 097 465**  
**DIRECTORS' DECLARATION**

In accordance with a resolution of the directors of Lifeline Loddon Mallee Ltd, the directors of the entity declare that:

1. The financial statements and notes, as set out on pages 3 to 11, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - (a) comply with Australian Accounting Standards applicable to the company; and
  - (b) give a true and fair view of the financial position of the company as at 30 June 2025 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2022.

Director



Director



Dated this

06

day of

November

2025



 [www.lifelinelm.org.au](http://www.lifelinelm.org.au)

 **03 5406 0506**

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