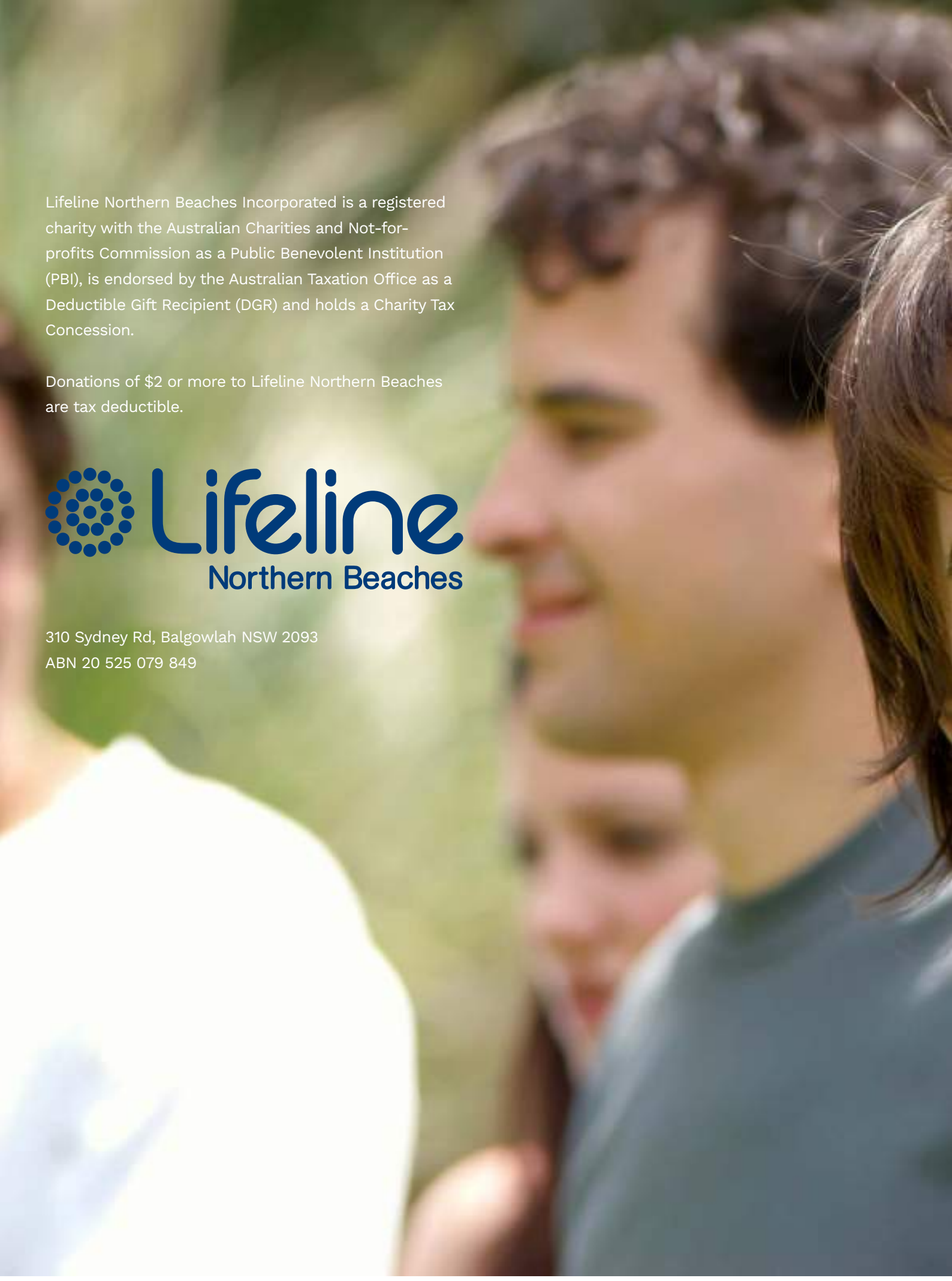
2020

Lifeline
Northern Beaches

Annual Report



Lifeline Northern Beaches Incorporated is a registered charity with the Australian Charities and Not-for-profits Commission as a Public Benevolent Institution (PBI), is endorsed by the Australian Taxation Office as a Deductible Gift Recipient (DGR) and holds a Charity Tax Concession.

Donations of $2 or more to Lifeline Northern Beaches are tax deductible.

Lifeline
Northern Beaches

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About Us

Our Lifeline Centre

Our mission is to create connection with people in crisis and empower our community to be safe from suicide.

Our team of more than 700 volunteers across every part of Lifeline Northern Beaches make a positive impact on thousands of lives every year.

Lifeline Northern Beaches' support services are based in Balgowlah, with outreach services in Mosman and Manly, and partner services across the northern beaches.

From the 24/7 national telephone line, 13 11 14, to local face-to-face counselling, Lifeline Northern Beaches is here to listen, and we're here to help. You can see more information about our services on page 6 .

Our Values

Respect

We listen to the thoughts and feelings of others

We provide and accept feedback in a constructive manner

We are inclusive and non-judgemental with respect to cultural and social diversity

We deal with others in a way that is not intimidating, abusive or discriminatory

Compassion

We care for others and show empathy in our interactions with them

We act with kindness, tolerance and humanity

We contribute to others feeling better about themselves

We recognise others strengths in our interactions with them

We demonstrate the importance of meeting the needs of our community

Collaboration

We help others achieve their goals

We actively address barriers to working together

We contribute ideas on ways to improve our community services

We demonstrate flexibility and open-mindedness

Integrity

We communicate openly and honestly

We are reliable and dependable

We are patient and sincere

We act with fairness and make ethical choices

Accountability

We show commitment to the vision, mission and strategies of the organisation

We accept responsibility in everything we do

We acknowledge and learn from our mistakes

We are open and transparent in all our actions

Our Services

Lifeline Northern Beaches' vision is an Australia free of suicide.
We work towards this vision through the following services:

Crisis Support

Lifeline's core service – the national telephone line 13 11 14 – operates 24-hours a day, seven days a week. Lifeline is always ready to listen, and ready to help. Support can also be reached by texting 0477 13 11 14 (6pm-midnight) or chatting online at www.lifeline.org.au (7pm-midnight).

Counselling

Counselling is conducted using a trauma-informed model of care, with the five guiding principles of safety, choice, collaboration, trustworthiness, and empowerment underpinning all interactions with help-seekers. The counsellors utilise a person-centred approach which seeks to empower individuals by drawing on their personal strengths.

Community Visitors Scheme

Community Visitors connect with residents of aged care facilities, providing a continual social and community connection and forming friendships.

Financial Counselling

Financial Counselling supports clients who are struggling with their finances. Financial counsellors provide support for a client through very difficult personal circumstances. This service is free.

Support Groups

Lifeline Northern Beaches offers support groups for a range of concerns, including anger management, trauma, grief and loss, and suicide bereavement. The support groups provide a safe space for attendees to share, be supported, receive psycho-educational information and develop coping skills.

Training

Lifeline Northern Beaches provides nationally recognised training to Crisis Supporter volunteers, while also offering workshops and training opportunities to bring Lifeline's expertise in crisis support to businesses and the wider community.

To support Lifeline service delivery, we run the following streams that raise critical funds for Lifeline Northern Beaches

Book fairs

Lifeline's book fairs are renowned for their size, variety, and quality. Four book fairs are held every year, run entirely by volunteers, with 100% of funds raised contributing to Lifeline Northern Beaches' crisis support services.

Retail

Now with nine retail stores from Neutral Bay to Mona Vale, each Lifeline Shop is stocked with quality pre-loved fashion, homewares, books and more. Every donation of items, and purchase in store, enables our local support services to operate.

Fundraising

Events, appeals and peer-to-peer campaigns are important ways to reach out to the community, educating about support options and seeking financial assistance to fund Lifeline's services.

Our Impact

Crisis Support

Crisis calls answered
74,608

Lifeline Text contacts
40,146

Number of Crisis Support Volunteers
221

Counselling

Number of counsellors
21

Counselling clients served
284

Clinical counselling sessions held
1,445

- Individual sessions 954
- Group session attendances 491

Financial Counselling

Financial counselling clients served
216

Financial counselling sessions
1,161

Community Visitors Scheme

Volunteers
52

Number of aged-care clients supported
40

Residential aged-care facilities served
16

Training

Crisis Supporter intakes
3

Number of Crisis Supporters trained
80

Number of training courses
40

Our Volunteers

Helen, Crisis Supporter

Lifeline Northern Beaches has volunteers across every part of the organisation who bring their skills and passion to support people in crisis. Each volunteer gives generously of their time and effort to Lifeline, enabling us to save lives from suicide.

Crisis Support

For more than 50 years, Lifeline Northern Beaches has provided crisis support to the community. Through the national crisis telephone line 13 11 14, Lifeline receives almost one million calls every year. Many of these calls are answered by Crisis Supporter (CS) volunteers, like Helen, who give their time to support someone when they need it. Helen has volunteered with Lifeline Northern Beaches for 28 years and has had a number of roles, including TCS, In Shift Supervisor, Student Mentor, and CVS volunteer.

What made you want to volunteer with Lifeline?
"I have a nursing background so have always been in a caring role, plus I've been part of many volunteer organisations. Lifeline is about supporting the community and I see it as supporting callers as they journey through a tough time."

What's the most rewarding thing about being a Lifeline volunteer? "It's a privilege to journey with a caller as they open up about their concerns and issues. As a TCS, you get to listen to someone and help them feel respected, cared for and supported in the decision that they have worked through themselves."

"I've gained a lot of wisdom from being with Lifeline that I have been able to use in lots of other volunteer and work roles in many different places. We're constantly being trained and upskilled, which makes the role interesting and affirms that we're on the right track to support callers."

"Even with COVID-19 restrictions, we were able to adapt and continue the service without too much disruption and provide support to those who call us."

What do you think someone should know about volunteering with Lifeline? "Take the time to truly listen to someone else – don't just wait for your turn to speak. There's no "I" when you're on the phone with a caller."

"Think about it being a commitment, either short or long, depending on your willingness to be available. You'll never know your impact as a volunteer or how Lifeline will be remembered by how you took the call and supported someone in crisis."

Counselling

Tracey Learmont is a volunteer counsellor on Lifeline Northern Beaches' clinical team. She has been a volunteer with Lifeline NB for more than 13 years.

What made you want to volunteer with Lifeline?
"I was looking to do something where I could help others and I saw an ad to become a Crisis Supporter. I was then on the phones for around eight years, and I've been on the face-to-face counselling team for 11 years. The counselling role is really important as it offers ongoing support when people need it most. The counselling service is easily accessible to clients and

doesn't cost much money, which is something that is in short supply."

What's the most rewarding thing about being a Lifeline volunteer? "Everyone is here for the same reason and I enjoy being part of a team all working towards a common goal. It's an organisation that I've fallen in love with as we have such a high standard to maintain and make such a major positive impact on people's lives."

Do you have any advice for someone who wants to volunteer with Lifeline? "Being a volunteer at Lifeline isn't easy, but it gives great skills that can be applied in your own life. We're here for others, so we need to be open and non-judgemental but mindful of our own self-care needs. I also think you need to be determined and resilient."

CVS Volunteer

Lifeline Northern Beaches has been running the Community Visitors Scheme for more than 25 years, with volunteers visiting residents of aged-care facilities throughout Mosman and Northern Beaches Council areas. Phoebe is one of our volunteers, and she has been regularly visiting over the past 2-and-a-half years.

What made you want to volunteer as a community visitor? "I'd been thinking about how I could impact my community and wanted to support people in a practical way by giving my time instead of donating money. I started out by giving blood but moved into CVS because my mum is an aged-care nurse and I'd seen how lonely some elderly people could be."

"I know how important connection is in maintaining mental health, and it's really hard if connections are taken away so I thought I might be able to help someone."

What do you like most about your volunteer role? "Getting to know the resident."

"I'd visit Jo every fortnight for an hour before COVID-19 and she would always be happy to see me. It was something we both ended up looking forward to and I enjoyed thinking of different things that she liked that we could do together – we'd do crosswords, I would sometimes bring in a coffee or some snacks, and I'd find books that she liked to read. Volunteering's seen as a 'selfless act' but I felt good that I was making someone happy by spending some time with them."

Do you have any advice for someone who wants to volunteer? "Be prepared to dedicate the time to volunteer, particularly because it takes time to develop a relationship. Starting out can feel a little uncomfortable and awkward but don't be afraid to ask questions, understand interests, and get to know the person you're visiting. And always remember that the reason you're there is for them, so everything you do for that hour a fortnight needs to be based around what they're interested in."

Tracey, Counsellor

Phoebe, Community Visitors Scheme

Chairman's Report

Our role at Lifeline Northern Beaches in providing connection, compassion and hope to people in crisis has never been more important.

From December 2019 onwards the increased level of personal crisis, anxiety and uncertainty has been palpable, nationally and more locally too. The pandemic is set to have long-term impacts on our society. Our role in supporting people through this period, keeping them safe, perhaps coming to terms with a different way of life, and supporting their well-being will be important in how we fare as a community.

Partly because of the bushfires and the virus response, more people than ever are now aware of our role and how we can help them, both nationally via 13 11 14 telephone and text support, and locally with counselling and training. We have made important progress this year promoting our services, and our reputation is strong, but we know that we can still do more. We all have the opportunity to explain what we do, and the important role we play. I would like to ask everyone to help with this – spread the awareness that we are here to help, how we can help, and that people can get involved.

On behalf of the Board, I want to thank our CEO David Thomas for his calm leadership this year and place on record our gratitude to all of our employees and volunteers. This year has been extraordinary and the way that everyone has put aside their own challenges and come together has been incredible. Thank you also to our supporters with their vital help through donations, grants, contacts and referrals.

To my fellow board members, thank you for giving your time and expertise in a difficult year, in particular in supporting and guiding David and the team through the various challenges presented.

Carol Lydford joined the Board at the 2019 AGM and became our Treasurer. Carol has led the oversight of our finances in a tricky year. Amelia Walter stepped down from the Board in January on relocation overseas. In June we welcomed Jo Gorrell to the Board to fill the resulting vacancy, bringing her experience as a long-standing local practicing psychologist to the table.

I want to end by encouraging everyone involved with Lifeline Northern Beaches to keep an eye on their own well-being. None of us is immune from the challenges our help-seekers present with, just like no-one is immune from the virus (yet!). As well as supporting others we need to be sure we are there for each other.

Having successfully worked our way through this year, we can face the opportunities and challenges of the future with confidence.

Ian Farmer
Board Chair

CEO Report

I am wondering what adjective to use to describe the past year considering the national challenges of bushfires, floods and now the COVID-19 pandemic. These events, in conjunction with our local challenges, have presented us with an almost 'perfect storm'.

It is unlikely Lifeline Northern Beaches has faced complex challenges with such gravity and frequency previously. Operational management during this dynamic environment is arguably the most significant challenge of the centre both in terms of service delivery and ongoing financial sustainability. Despite these challenges, I am pleased to report that Lifeline Northern Beaches has adapted well in a very dynamic working environment. The transformation of our service suite towards a primarily remote digital capability was immediate and efficient and enabled service delivery to meet increased demand.

Without government support the scale of operations would be unable to continue at pre-pandemic levels. The collapse of our operational (retail, book fair and event) revenue base in March in conjunction with a large increase in call and counselling demand was highly confronting for all of us. 'Confronting' as we faced increasing crisis support requests but facing the possibility of being simply unable to provide support. Since that time, the various government funding instruments that subsequently followed have allowed our services to continue.

Despite the challenges mentioned we managed to expand our clinical and financial counselling operations, answer more calls and texts, and expand our retail and book depot operations. Our involvement with the Northern Beaches Council Suicide Prevention Steering Group has been effective with increased community training and crisis support programs. Most importantly, the crisis support protocol has been efficient, immediate, and effective in saving lives in our community.

Overcoming the challenges of the year would not have occurred without the support and dedication of our volunteers, staff, and supporters. The collegiate spirit which characterised our efforts has been both inspiring and uplifting. I should also add that the spirit you bring has personally inspired me in serving our community and helping in those dark moments of challenge.

It started with the bushfires and it continues with the pandemic, which has and will impact our community with no end in sight. Consequently, the demand for our services continues to grow and the challenge to fund our service suite will in turn continue to increase. On a positive note, our centre is well resourced and financially strong to answer these challenges, however the journey will not be an easy one. I urge all the Lifeline family to do whatever they can to ensure that our level of crisis support continues to meet the needs of our community.

David Thomas
CEO

Crisis Support

2019/20 was a testing year. The year commenced with the introduction of our new crisis support practice model CARE (Connect, Attend to needs, Reaffirm Strengths and Empower). During this time training of new Crisis Supporters (CSs) was suspended while our current team completed the CARE training (online and face-to-face).

In 2020 I thought it would be a good time to cut back my workload and John Harris joined as Crisis Support Manager two days a week. Since then, the centre has been the busiest I have ever seen.

In February, Lifeline Australia launched 13 HELP (13 4357) to specifically meet the needs of help-seekers impacted by bushfires. Our Crisis Supporters responded quickly to the demand – completing the online training and working extra shifts throughout the day.

Just as the bushfires were under control the COVID-19 pandemic changed our lives. In turn our Crisis Supporters were again retrained for remote answering capability should the centre be closed through lockdown.

Lifeline Northern Beaches Crisis Supporters answered a record number of calls during the months of coronavirus restrictions. This effort is a testament to the Crisis Supporters' care and commitment to service of others. This generous support for our help-seekers is one of the positive outcomes of the pandemic.

Overall, Lifeline Northern Beaches answered 74,608 calls. This includes more than 41,000 calls answered by volunteers, as well as calls answered by paid CSs to 13 11 14 and 13 HELP.

Lifeline Northern Beaches was also part of the Lifeline Text service, with more than 40,100 text conversations.

Experts advise that the future holds more challenges with higher rates of mental health issues, domestic violence and suicide expected in the year ahead. I am confident that the Crisis Supporters at Lifeline Northern Beaches will respond with CARE to meet the needs of our help-seekers.

Donna Favaloro
Crisis Support Manager

Clinical Counselling

Our suite of counselling services are being accessed at record levels, confirming that our low-cost counselling services are providing a vital community service. A key initiative has been collaborating with other local health service providers, Northern Beaches Council (NBC), Mosman Council and the Local Area Command (Police) in the suicide prevention and postvention space. This has ensured our clinical services are both relevant and accessible to people who are at most risk of suicide.

The clinical team swiftly transitioned to online appointments at the beginning of COVID-19 restrictions although we have continued to offer face-to face sessions for exceptional cases during the pandemic. Our individual one-on-one counselling sessions have increased by 58% and, to meet demand, our volunteer counselling team has grown from 14 to 21 counsellors. The team comprises a complementary range of professionals with qualifications in psychology, counselling, and social work. Counselling now allows for clinical placements for post-graduate and final year undergraduate counselling students. Consequently, one Clinical Masters Doctorate candidate, two post-graduate Masters students, two intern psychologists and two undergraduate counselling students joined our clinical team in the past year.

Client presentation for Counselling

Of the 284 clients that accessed clinical services in the past twelve months, 198 were new to the service. 123 clients sought individual counselling and 954 sessions were conducted. The top five presenting issues for clients were: Grief and Loss (22%), Relationship Difficulties (19%), Anxiety (17%), Depression (8%) and Family Issues (8%).

Client feedback indicated a high rate of satisfaction with their counselling experience and all clients that gave feedback confirmed that they would recommend the counselling service to a friend.

Support Groups

98 clients attended the support groups and there was a total of 491 group session attendances. Whilst the Men's Anger Management group remains popular as an open weekly group, other groups operate as closed groups and typically run for six to eight weeks. The groups are trauma-informed; providing a safe, confidential space for attendees to share, be supported, receive psycho-educational information, and develop coping skills.

Highlights

A new group for relatives of a suicidal person, the Lounge Chat support group, was piloted in late 2019 in response to feedback from the Suicide Prevention Steering Committee that noted a lack of resources for families. Relatives are often the first to notice that their loved one is struggling, and research indicates that upskilling the family in helpful suicide prevention actions leads to better outcomes for all family members. This group is run in conjunction with CCNB and has received such overwhelming praise that it is now a regular fixture in our suite of services.

Grant funding provided by NBC has enabled Seasons for Growth, a psycho-education grief and loss program, to be offered to community members impacted by suicide, bereavement and grief. Participants of the small groups describe increased awareness of the grief process and feel better placed to support their children's grief.

Finally, Lifeline NB's counselling support of our community is only possible through the contribution of all the counsellors who volunteer their time and skills; enabling our clinical services to grow in response to community need. Thank you for your efforts.

Barbara Rabbitts
Counselling Manager

"I have a greater understanding of myself and have learnt to let go of things I have no control over."

"This is a unique and highly needed support group that can reach out to so many people in desperate need of support"

"Having a space where there was permission to express difficult emotions and this felt appropriate"

Financial Counselling

The Financial Counselling service has adapted to the new requirements of operating during the COVID-19 pandemic. We are now delivering sessions via telephone and Zoom, except for clients with exceptional circumstances.

The number of clients dropped slightly since March due to the Australian Government's coronavirus interventions, such as JobSeeker/JobKeeper, which has eased the financial stress for many people. However, due to the impact of the recession, we have seen an increase in small business owners who can no longer remain operating. These clients usually present with high stress and anxiety levels and our Financial Counsellors are doing an amazing of job of helping them through this crisis.

The Financial Counselling service assists clients by going through options available to get back in control of personal finances. We also offer referral pathways, such as free Tax Clinics, for continued support. For small business owners, we also assist in finding possible Government funding grants that may support a business to get back on its feet.

The latest finance statistics report that many people who are under-employed and unemployed are now relying on their credit cards to pay for essentials, such as groceries, and are struggling to make ends meet. This is very concerning to us as we expect that when Government supports end, there will be a large number of people who will be in serious financial difficulty. We are in uncharted waters economically and our Financial Counsellors are preparing for the possibility of a significant increase in the number of people seeking help to manage their personal finances.

Our Problem Gambling group aims to provide an understanding of how gambling develops and its potential harmful effects on the life of the individual and their families. The eight-week comprehensive program is facilitated by two specialist Counsellors and covers the myths and misperceptions about gambling and how it becomes compulsive. The program has received very good feedback from the clients who have attended.

Problem gambling is still a huge concern in the community shrouded with feelings of shame and denial. The good news is that there is hope. One client who had been gambling for eight years made the decision to stop gambling when he was faced with the fact that he had lost nearly $200,000 to the poker machines and his marriage was in trouble.

He said, **"I cannot believe how much gambling has impacted my life, family and finances and how good my life is now without it."**

Debbie Christov
Financial Counselling Co-ordinator

Community Visitors Scheme

The Community Visitors Scheme (CVS) enriches the lives of residents in residential aged care facilities through regular one-on-one visits from volunteers. Lifeline Northern Beaches' CVS is funded for 42 volunteers by the Australian Government Department of Health. Our service has been running for 27 years. Volunteers visit residents across 16 Residential Aged Care Facilities (RACF) from Mosman to Collaroy.

Each volunteer commits for the long-term, as a consistent and familiar face and voice is helpful to supporting an elderly resident. The volunteer is matched with a resident in their local area and visits once a fortnight, helping provide a continual social and community connection and form friendships. The relationship that a Community Visitor creates with their resident is extremely positive and rewarding for both. Staying connected with others is important for mental health and increases a sense of belonging.

Maintaining relationships becomes more vital as people grow older. Moving into an RACF can be a huge adjustment for most people who can fall into isolation, loneliness, and depression. Mobility and health issues that prevent them from taking part in social or leisure activities also have impacts. This is where CVS is of great benefit.

Coronavirus has had a significant impact on the usual routine for both volunteers and residents. Volunteers have continued with their commitment and support by staying in contact with their friend via phone, email, and traditional mail. Some have dropped off flowers, paintings their children have done or small care packages. Facilities have new protocols and restrictions in place, with some allowing visitors while others not. We have adapted to the constant changes surrounding COVID-19 to ensure continuity of service and maintain safety for our volunteers and clients. We are grateful for the ongoing support of the RACFs that our volunteers visit.

The Coordinator, employed by Lifeline Northern Beaches, works alongside staff members from the RACFs to orchestrate the best possible match for both volunteers and residents. Working together, they provide ongoing support and guidance in understanding the needs of the resident while helping foster a fulfilling and enriching experience for the community visitors.

Thank you to all our volunteers who give their time and commitment.

Lyndall Calcraft
Community Visitors Scheme Co-ordinator

Training

2019/20 has been another year of growth and change for the training team. We started the year with the recruitment of four new trainers and we finished with a training team of thirteen. This recruitment was in anticipation of an increase in training demand in 2020 which, despite COVID-19, turned out to be correct. By May 2020, our delivery of Accidental Counsellor training peaked at eight training groups a month.

A review of the Accidental Counsellor training materials took place to ensure all resources were evidence based and of the highest standards. A series of role-play videos were developed, along with a revised booklet for use in the workshops, and the Accidental Counsellor training moved successfully to online delivery via Zoom.

Despite the issues we faced with COVID-19 – the move to an online delivery and the recruitment of a new manager – the training team was able to deliver our Accidental Counsellor training to 30 groups including eighteen corporate clients, four general public and eight community sessions.

In May 2020 we pitched a new training package to Speech Pathology Australia. This new package was coined Accidental Counsellor PLUS (Helping others & ourselves). This new package included the standard four-hour Accidental Counsellor training plus an additional two-hour session that focuses on Burnout, Vicarious Trauma and Self Care. We delivered seven training sessions to Speech Pathology Australia in the first six months of 2020 with dates already scheduled for 2021. Speech Pathology Australia consists of 10,000 members and their aim is for all members to have completed this training.

Whilst we were busy delivering our Accidental Counsellor training, the national implementation of the new CARE framework rolled out for our Crisis Supporters (CSs) on 13 11 14. We have two qualified trainers (with another being trained) who delivered the CARE training to all our current CSs. These trainers also deliver the CARE framework across four intakes of new volunteers per year. In total, 80 new Crisis Support Workers have completed phase one of their training. This training is also being delivered successfully online.

To ensure smooth transition from phase one to phase two of their training, all CSs are supported by our newly recruited Student Support Coordinator. This new position will aid in the retention of our new volunteers.

We are proud of the achievements made by the training team this year. The high standard of training AND our trainers can be seen by participant survey results – 95% of participants rated the trainer as either excellent or very good and 93% rated the training as either excellent or very good.

2020/2021 is shaping up to be a very busy year.

Katie Biggs
Training Manager

COO Report

Unusual and challenging best describe FY19/20. With the first half of the year showing continued strong growth across all our incomes streams: Retail, Book Fairs, Fundraising and Training, the unexpected arrival of COVID-19 saw us, along with the rest of the world, in uncharted waters.

The temporary closure of our retail network, postponement and cancellations of book fairs, fundraising events and training sessions placed the organisation under unprecedented financial pressure.

The Federal Government's JobKeeper subsidy and emergency grants were a necessary and great support however the resilience and adaptability of our amazing team of staff and volunteers has been phenomenal in the face of such adversity. Across the organisation, the team stepped up to the challenges of working from home, delivering training and counselling via zoom and skype and reconfiguring our approach to retail and book fairs to create profitable and COVID-safe environments for staff and the public.

While we continue to work to implement our strategic plan, we extend a heartfelt THANK YOU to all of the Lifeline Northern Beaches team who constantly to go above and beyond in their diverse roles to create an Australia free of suicide.

Sarah Watts
COO

Fundraising

Lifeline Northern Beaches celebrated 50 years of serving our community in October 2019. The evening celebrated the contribution of volunteers over the last 50 years across the northern beaches as well as our connection to the community.

Our signature fundraising initiative, the Lifeline Surf Classic at Queenscliff Beach, experienced growth in 2020 with 22 teams participating. The event was scheduled for March 2020 but was postponed due to COVID-19. However, the Lifeline Classic still experienced success as an expanded 'concept series' incorporating High Schools Challenge, Sydney Surf Pro, Tarp-O-Rama and the Lifeline Classic itself. A special thanks to the Member for Manly, James Griffin MP for his efforts with the school competition and the Lifeline Classic. A vast amount of planning had already gone into these fundraising events when COVID-19 hit. At a local level, we had to postpone all fundraising events. Like many community-based services we have faced immense uncertainty.

As coronavirus took its toll on peer-to-peer fundraising, we saw an opportunity to enhance our campaigns online with fantastic results. The success of this year's '2020 appeal' over May and June was underpinned by strong support from our community. We are honoured to have the support of single or occasional donors, and we are especially grateful to our regular givers. These generous contributions have supported us to operate throughout COVID-19 and deliver our core services to the public as we create connection with people in crisis and empower individuals and communities to be safe from suicide.

The pandemic also generated a strong sense of community. Aware that our core services were experiencing an increase in demand, many local businesses and community groups acknowledged the difference Lifeline makes in our immediate community and fundraisers were virtually reimagined. The COVID-19 response 24-Hour Breathing Room event was a successful example supporting the positive mental health of our community. Special thanks to Making Meditation Mainstream, whose invaluable support highlights the need to support Lifeline's critical phone services.

We are truly thankful for the support of our existing and new corporate partners and local businesses, uniting and empowering their employees to support their own and others wellbeing and creating a culture of giving. Without the support of corporate partnerships and local businesses by donations, volunteering and workplace giving programs, we simply couldn't have the reach and impact that Lifeline's services achieve.

This coming year we will continue to execute our fundraising strategy to support Lifeline's core community services and raise awareness for Lifeline Northern Beaches, by increasing the promotion of our corporate partnerships program and launching our new bequests program. We will continue to support the third-party fundraising efforts of individuals, schools, local businesses, Rotary Clubs and community groups through personalised support to ensure their success.

Our achievements this year are fortified by the ongoing in-kind and financial support we receive from our community, volunteers and business supporters and fabulous Lifeline Northern Beaches team.

Deanne Bennett
Fundraising Manager

Retail

Global lifestyle trends point towards increasing consumer engagement with recycled goods and a shopping experience with an emotional connection. As a retail team, we are on a journey to position ourselves to fully engage with these customers and become the recycled retailer of choice across our region – from Cremorne to Mosman and throughout the Northern Beaches – and secure a strong funding future for Lifeline Northern Beaches.

Three key pillars drive our actions:

Place

With a focus over the past 12 months on improving customer experience, we have refreshed our flagship Manly store, relocated our Military Rd store to Spit Junction (adjacent to the busy Bridgepoint Shopping Centre) and launched our new Brookvale store. This brings us to a total of nine bricks-and-mortar stores with a tenth online store in the pipeline for FY 20/21.

People

We are lucky to have a team of dedicated and genuine staff and volunteers in our stores and warehouse. The past year has been an opportunity to review strengths and build complementary teams. Moving some of the team to new locations has enabled us to balance experience and skill level across the wider network. We have also revised trading hours to allocate customer-free time for more efficient stock processing, alleviating the after-hours burden on our team, while increasing sales.

Product

Donation management is key across all stores and there is an ongoing focus on curating the best product for our customers while keeping unsaleable donations to a minimum. Donations bins at Balgowlah that were previously a source of extensive dumping have been removed and waste charges have been renegotiated to further reduce waste costs.

Due to the generosity of our donors, we often receive high-value donations that benefit from a more specialised sales process. We were delighted to reach a special agreement with Lawsons Auction House in September 2019 to auction more valuable items through their channels. To date we have auctioned paintings, jewellery and objets d'art through Lawsons, achieving strong market prices.

COVID-19 has impacted retail operations since March 2020. However, "every problem is an opportunity in disguise" and with this mindset the challenges faced by our retail team during COVID-19 have provided us with unexpected learning opportunities. Our team became closer as they communicated on WhatsApp during the six-week lockdown when we temporarily closed all of our Lifeline stores. During this period we trialled live store shopping via Instagram and learnt that we could achieve greater sales in fewer trading hours with special focus. We are well prepared for the COVID-19 future with in-store safety protocols and the security of a team who care for each other and are dedicated to a strong and successful future for Lifeline Northern Beaches.

Megan Hook
Retail Operations Manager

Book Fairs

Book Fairs during the 2019/2020 financial year continued to show strong revenue growth.

The Book Fair Committee conducted three three-day book fairs, the planned fourth book fair, usually held in April, was rescheduled to July 2020 due to COVID-19 restrictions.

During the past year, book fair sales records continued to be broken. The November 2019 St Augustine's Book Fair broke new ground with sales of $89,400, followed by $77,400 at Warriewood in February 2020.

The very welcome relocation of the book depot in April has enabled greater efficiency in processing donations and stock handling, allowing us to commence resumed operations after the COVID-19 lockdown and ahead of other charity organisations. Future book fairs will benefit from the improved accessibility, which has allowed us to move to pallet storage and transport. We have also experienced pleasing growth in our "direct sales" channels.

We have recently applied for and received charity status from eBay, meaning that we no longer pay commissions upon final sales, and that we can list unlimited items each month without paying listing fees. This will save us approximately 10% of our annual eBay turnover.

Our book fairs are wonderfully supported by volunteers at each book fair, at the book depot and by our banner team. We appreciate the flexibility, patience and support from all our volunteers through the difficult months of the pandemic restrictions, particularly those who assisted in the relocation and set up of the new book depot and during those times when our corporate sponsors were largely unable to provide us with volunteer manpower.

We hope to be able to continue to hold book fairs over the coming year and look forward to further success raising funds for Lifeline's crisis support and suicide prevention services.

Penny Cervetto
Book Fair Committee Chair

Our Volunteers

Book Fairs Volunteer

If you happen to be one of our Book Fair Early Birds, it's almost certain that you will have met Ted at the front door collecting early bird admissions. He's been volunteering with Lifeline Northern Beaches for almost two years.

What made you want to volunteer with Lifeline?
"I have been involved in helping people and supporting others for most of my life, and after I chatted with Lyn (a Lifeline volunteer) at a Warriewood Book Fair in 2018 I saw another opportunity to serve the community and I wanted to be part of a team again. So, now I volunteer at all the Book Fairs and visit the Book Depot once a week to help with doing all the heavy lifting and moving a whole lot of boxes."

What is the most rewarding part about being a volunteer for Lifeline? "I'm always pleased to get to work, and when I hear about how much money is raised by the book fairs to cover the costs of Lifeline's services, I know it's all worth it. It is great to be part of a wonderful team of people who are all working together across different areas to support others."

"I also like meeting the donors who come to the depot and making them feel appreciated for the very generous donations that they give Lifeline."

Do you have any advice for someone who might want to volunteer? "If you think that you can do some good, it's very rewarding to volunteer. Just get out there and do it – see what you can be a part of and join in."

Ted, Book Fair

Retail Volunteer

Lifeline NB's retail volunteers serve customers, sort and price stock, and raise significant funds for Lifeline in nine stores from Neutral Bay to Mona Vale. One of our volunteers from the Lifeline Shop in Manly, Kaz, has been involved with Lifeline NB since May 2014 and is usually in the store on Thursdays to complete the window displays.

What made you want to volunteer with Lifeline?
"I'm a keen upcycler and wandered into the Manly store one day back in 2014. I was immediately impressed by the energy and friendliness, and I was looking for a new challenge as my kids were growing up. This was a perfect fit as I love retail!"

What is the most rewarding part about being a volunteer for Lifeline? "It's especially rewarding when customers respond emotionally to a display I've created. I always take great care with the Remembrance and Anzac Day displays and it isn't uncommon to have older customers come into the store to say how much they love the window display."

"My role setting up amazing window displays for Lifeline Shop Manly gives me an opportunity to create something new every week. The team are fun and I enjoy meeting customers and other volunteers."

"Because I'm busy, I sometimes discuss with my partner about continuing to volunteer with Lifeline – but it's one of the most important things I do. Most people have been touched by suicide or mental illness in some way and supporting Lifeline Northern Beaches by doing something I enjoy is a great way to give back to the community."

"If I can pull people into the store with my displays then my work is done!"

Do you have any advice for someone who might want to volunteer? "Give it a go! Try a new experience, you won't regret it and you may make some lovely new friends."

Kaz, Retail

Our Board

Ian Farmer
Chair

Ian has been a Lifeline Crisis Supporter (CS) since 2015, joined the Board in 2016 and became the Chairperson in September 2017. He is a member of the Finance, Audit and Risk Committee and the Governance and Compliance Committee.

Ian's background is with a large accounting and consulting firm where he held a number of roles over 30 years working with clients and leading parts of the business. Ian is also Board Chair at the Sydney Drug Education and Counselling Centre and a board member at PIAC limited and CRC Limited.

Reverend John Barker
Deputy Chair

John has been a Minister for the Northern Beaches Uniting Church (which includes Balgowlah and Manly) since early 2014. John is a member of the Board of StreetWork Northern Beaches.In his role as a local Minister, John is connected to the community across the northern beaches.

Before becoming a Minister, John was in the public accountancy sector, running his own firm on the northern beaches for more than 20 years. He is married to Joanna and has four children who have all attended local schools.

Carol Lydford
Treasurer

Carol is a seasoned finance professional and is Treasurer at Toyota Finance Australia. Previously, Carol held senior positions in the fields of treasury, regulatory affairs & development and finance, predominantly in the energy industry. She joined the Board in September 2019 and is chair of the Finance & Risk Committee.

Carol has a Bachelor of Business and Diplomas in Accounting and Financial Markets, is a Graduate of the Australian Institute of Company Directors and a Certified Practicing Accountant.

Stephen Todd
Secretary

After spending more than five years as a CS, Stephen joined the Board in 2016 and is a member of the Governance and Compliance Committee. Stephen has been involved in the training of new CSs, supporting fundraising initiatives and conducting a Board effectiveness review. He holds a Bachelor of Commerce (Economics) and a Master of Development Economics, and brings skills in senior management, government policy and operations, marketing, project funding and management. Stephen also assists other community-based groups on the northern beaches.

Bran Black
Board Member

Bran joined the Lifeline Board in August 2019. He is a Director in the Office of the NSW Premier, having previously been Chief of Strategic Initiatives and CEO of the NUW Alliance at UNSW. His prior positions include Chief of Staff to the NSW Attorney General and the NSW Environment and Heritage Minister. Bran commenced his career as a corporate lawyer, having graduated from Sydney University with a BA/LLB(Hons). He is a Director and Committee Chair for Business Events Sydney and volunteers his time as a patrol captain at Manly Life Saving Club.

Phillip Comans
Board Member

Phillip has more than 30 years' experience in the biomedical industry. He has a Bachelor of Science (Hon I) from the University of Queensland, a PhD (Neuroscience) from the Australian National University, and an MBA from Henley Management College, UK. Phillip's board experience is with biomedical R&D companies and he has experience with auditing public companies. Currently, he is Chair and CEO of Mariposa Health Inc (a US public, non-trading company) and its Australian subsidiaries, and he is Chair of the Council of Avalon Uniting Church.

Jo Gorrell
Board Member

Jo joined the Board in July 2020. Jo is a Clinical Psychologist with 30 years' experience working in hospital and community mental health settings. She has a Bachelor of Science with Honours and a Masters in Clinical Psychology. In addition to her clinical work with adults and adolescents, Jo is the Director of the Psychological Health Centre, a private psychology clinic on the Northern Beaches. Jo is passionate about mental health and well-being and brings her experience in this field to the Lifeline Northern Beaches Board.

Lisa Hiscock
Board Member

Lisa joined the Board in 2018, volunteers with Lifeline Northern Beaches as a CS and has been a telephone counsellor with the Samaritans in the UK. She currently works as Senior Underwriter for XL Catlin/AXA, specialising in Crisis Management. Lisa has a law degree from the University of Essex and an Advanced Diploma in Insurance from the Chartered Institute of Insurance in the UK. Lisa is also a Board member for the Industry Reinsurance Faculty Advisory Board.

Sue Saunders
Board Member

Sue has been a member of Balgowlah Uniting Church for the past 20 years and has always been active in the church's support of Lifeline Northern Beaches. Sue grew up in Castle Hill before attending the Teachers College in Wollongong to become a Physical Education Teacher. During a break from teaching, Sue worked as a ski guide in Switzerland. Upon her return to Australia, Sue moved to Manly and took up a teaching position at Mackellar Girls High School. She is married and has two children. Sue is passionate about young people's health and wellbeing, bringing

Bob Talas
Board Member

Bob is an active member of Lifeline Northern Beaches and has a passion for helping people find the strength to help themselves. Starting out as a CS in 2010, Bob has extended his involvement to include training new CS volunteers and taking Lifeline's Crisis Support experience to the community through the Training team. Bob plays an active role in engaging with Lifeline Northern Beaches sponsors. In his spare time, Bob enjoys gardening, bush walking and ocean racing kayaks.

Treasurer's Report

I am very pleased to report that for the financial year ending 30 June 2020, Lifeline Northern Beaches has reported a record operating surplus of $846,224.

It must be understood that this surplus is significantly supported through COVID specific government and grant funding, which have allowed operations to continue during the second half of the year when there was a significant reduction in fundraising activities and retail revenues due to deliberate actions taken by Lifeline Northern Beaches to ensure the safety of our employees, volunteers and the general public by temporarily closing retail stores, postponing book fairs and re-scheduling events.

Much of this financial aid is to continue into the next financial year as we maintain a safe working environment and follow government guidelines.

Our retail sales, including online trading, once again provide the largest contribution to the results. The full year sales were down on the prior year by 10% due to the store closures March through to June, however, in a normal operating environment, we would have expected a marked increase year on year. New premises have been secured in prime locations and there has been extensive re-modelling of existing premises, including the relocation of the book collection and sorting centre to a larger and more operationally efficient space at Brookvale. New retail stores were opened at Brookvale and Spit Junction, both of which are performing very well.

Book fair profits were 20% down compared to the prior year due to postponing the book fair from May to July. However, I am very pleased to say that the donations and fundraising activities resulted in an increase of 16% on the prior year.

Our balance sheet remains strong with cash and cash equivalents at $2.2 million; an increase of $0.7 million on the prior year. As a result of the adoption of AASB 15 - Leases, new items are reflected this year in the Statement of Financial position for right of use assets and lease liabilities. These amounts represent the future benefits and future liabilities resulting from property lease agreements in place at the end of the year. The impact of the change in accounting policy is not material on the profit and loss this year. The remainder of Assets and Liabilities are in line with the prior year. Total assets of $6.8 million provide headroom over total liabilities of $5.4 million and the retained earnings of $3.4 million provide a healthy buffer to withstand the uncertainties presented by COVID-19.

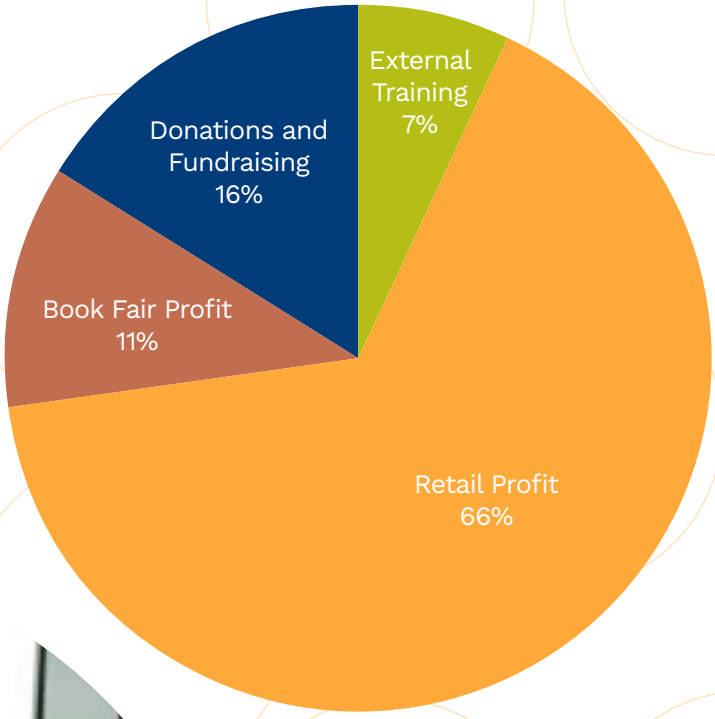
This strength in our balance sheet allows Lifeline Northern Beaches to face challenges and extraordinary events such as COVID with confidence. Financial stability continues to be a long term strategy of Lifeline Northern Beaches.

I take this opportunity to sincerely thank the dedicated Lifeline Northern Beaches team for their relentless support and contribution, particularly so, in the challenging times we are currently facing. It is only with careful management and team commitment that Lifeline Northern Beaches has been able to continue to provide its valuable services to the community.

Carol Lydford
Treasurer

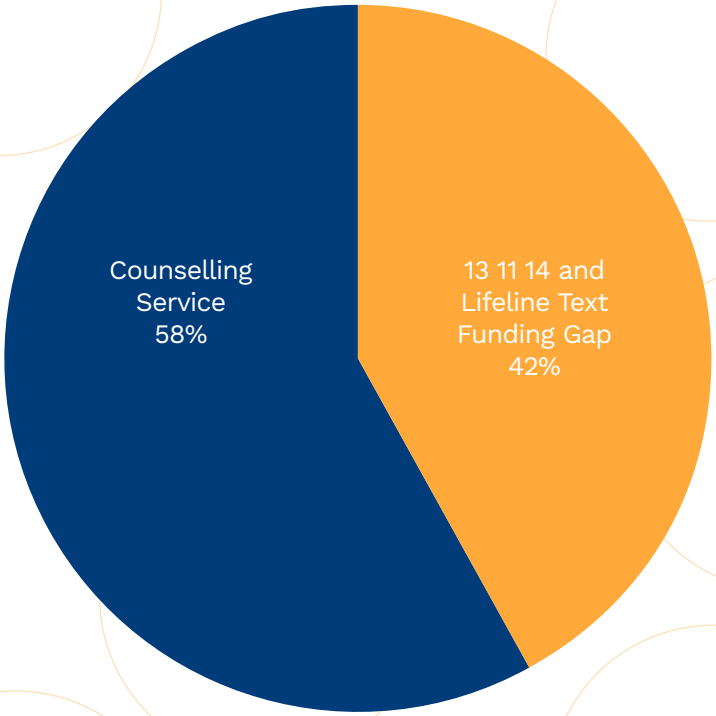
Fundraising income after direct costs and overheads

FY20 ($000s) - Total $441k



Where we spend funds raised on services

FY20 ($000s) - total $267k



Lifeline Northern Beaches Incorporated

Committee Members' Report

30 June 2020

The Committee present their report on Lifeline Northern Beaches Incorporated for the financial year ended 30 June 2020.

Information on the Committee

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

Ian Farmer – Chair
Rev. John Barker – Deputy Chair
Carol Lydford – Treasurer (elected September 2019)
Stephen Todd – Secretary
Bob Talas
Sue Saunders
Lisa Hiscock
Dr Philip Comans
Brian Black (elected September 2019)
Jo Gorrell (appointed June 2020)
Dr Amelia Walter (resigned January 2020)
Robyn Stubbs (retired September 2019)

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

Objectives and Strategy

Our purpose is to create connection with people in crisis and empower individuals and communities to be safe from suicide

We provide crisis telephone and text services as part of the national Lifeline service and provide low cost accessible face to face crisis counselling, training and community engagement in our local community

Principal Activities

The principal activities of Lifeline Northern Beaches Incorporated ("Lifeline Northern Beaches") during the financial year were the provision of a range of crisis care support services

Review of Operations

The surplus for this period was $846 224

This surplus reflects significant Government support received during the period to counter the impacts of the COVID-19 pandemic reflecting a range of Federal and State initiatives This comprises both supports generally available to businesses and not for profits such as the Federal Government JobKeeper payment and support specific to Lifeline to ensure continuity of our services to the community

In the absence of this funding Lifeline Northern Beaches would have incurred a deficit in this period. Whilst all of the additional support received during the period is reflected as revenue, much of the funding is intended to support activities beyond the period covered by this report, in light of increased longer-term community needs through the pandemic.

Chair of Committee

Dated this 27th day of August 2020

Committee Member

Dated this 27 day of August 2020

Auditor's Independence Declaration

THOMASGLC

ACCOUNTING SUPERANNUATION TAXATION AUDITING BUSINESS SERVICES

PRINCIPALS Lucas Quinlan CA Glenn McEwen CA

Lifeline Northern Beaches Incorporated

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Lifeline Northern Beaches Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, there have been:

(i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm: Thomas GLC
Chartered Accountants

Name of Principal: Glenn McEwen

Dated this 27th day of August 2020

THOMAS GLC ABN 24 738 839 322
A Suite 3 Level 1, 16 - 20 Edgeworth David Ave Hornsby NSW 2077 P 02 9476 3199 F 02 9477 4180 PO Box 1563 Hornsby NSW 1635
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Lifeline Northern Beaches Incorporated

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2020

	Note	2020 $	2019 $
Revenue	5	**2,527,816**	2,806,664
Finance income		**18,305**	24,168
Other income	5	**3,206,141**	1,305,721
Consultants including training		**(114,016)**	(146,966)
Electricity expenses		**(56,767)**	(56,765)
Employee benefits expense	7	**(3,597,037)**	(2,680,748)
Events Delivery Costs		**(64,130)**	(73,475)
Rent Expenses		**(158,900)**	(503,697)
Repairs and maintenance		**(49,922)**	(61,858)
Other expenses		**(355,194)**	(314,165)
Depreciation and Amortisation	10,11	**(389,196)**	(82,369)
Finance expenses	6	**(34,968)**	(332)
Rubbish removal		**(85,908)**	(66,826)
Profit before income tax		**846,224**	149,351
Income tax expense		**-**	-
Profit from continuing operations		**846,224**	149,351
Profit for the year		**846,224**	149,351
Other comprehensive income, net of income tax		-	-
Items that will not be reclassified subsequently to profit or loss		-	-
Items that will be reclassified to profit or loss when specific conditions are met		-	-
Total comprehensive income for the year		**846,224**	149,351

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Incorporated

Statement of Financial Position

For the Year Ended 30 June 2020

	Note	2020 $	2019 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	8	**2,207,149**	1,530,811
Trade and other receivables	9	**505,020**	108,466
Other assets	12	**152,888**	88,456
TOTAL CURRENT ASSETS		**2,865,057**	1,727,733
NON-CURRENT ASSETS			
Property, plant and equipment	10	**3,203,843**	3,285,381
Right of Use Assets	11	**746,370**	-
TOTAL NON-CURRENT ASSETS		**3,950,213**	3,285,381
TOTAL ASSETS		**6,815,270**	5,013,114
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	**321,162**	215,169
Lease liabilities	14	**368,667**	-
Employee benefits	16	**223,839**	186,259
Other liabilities	15	**51,324**	14,910
TOTAL CURRENT LIABILITIES		**964,992**	416,338
NON-CURRENT LIABILITIES			
Lease Liabilities	14	404,954	-
Employee Benefits	16	11,390	5,827
TOTAL NON- CURRENT LIABILITIES		**416,334**	5,827
TOTAL LIABILITIES		**1,381,336**	422,165
NET ASSETS		**5,433,934**	4,590,949
EQUITY			
Retained earnings		**5,433,934**	4,590,949
		5,433,934	4,590,949
TOTAL EQUITY		**5,433,934**	4,590,949

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Incorporated

Statement of Changes in Equity

For the Year Ended 30 June 2020

2020

	Note	Retained Earnings $	Asset Revaluation Surplus $	Total $
Balance at 1 July 2019		**2,618,534**	**1,972,415**	**4,590,949**
Restatement due to adoption of AASB 16		**(3,239)**	**-**	**(3,239)**
Balance at 1 July 2019 restated		**2,615,295**	**1,972,415**	**4,587,710**
Net Surplus for the year		**846,224**	**-**	**846,224**
Balance at 30 June 2020		**3,461,519**	**1,972,415**	**5,433,934**

2019

	Note	Retained Earnings $	Asset Revaluation Surplus $	Total $
Balance at 1 July 2018		2,469,180	1,972,415	4,441,595
Net Surplus for the year		149,354	-	149,354
Transactions with owners in their capacity as owners				
Balance at 30 June 2019		2,618,534	1,972,415	4,590,949

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Incorporated

Statement of Cash Flows

For the Year Ended 30 June 2020

	Note	2020 $	2019 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		**4,834,917**	3,975,183
Payments to suppliers and employees		**(4,136,803)**	(3,780,054)
Net cash provided by/(used in) operating activities		**698,114**	195,129
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		**(21,776)**	(127,883)
Net cash provided by/(used in) investing activities		**(21,776)**	(127,883)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		**676,338**	67,246
Cash and cash equivalents at beginning of year		**1,530,811**	1,463,565
Cash and cash equivalents at end of financial year	8	**2,207,149**	1,530,811

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2020

The financial report covers the period 1 July 2019 to 30 June 2020. Lifeline Northern Beaches is registered as a not-for-profit organisation and is domiciled in Australia.

The principal activities of Lifeline Northern Beaches for the year ended 30 June 2020 were crisis support services.

The functional and presentation currency of Lifeline Northern Beaches Incorporated is Australian dollars.

The financial report was authorised for issue by those charged with governance on 27th August 2020.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012.*

2 Change in Accounting Policy

Revenue from Contracts with Customers - Adoption of AASB 15

Lifeline Northern Beaches has adopted AASB 15 *Revenue from Contracts* with Customers and AASB 1058 *Income of Not-for-Profit Entities* for the first time in the current year with a date of initial application of 1 July 2019.

Lifeline Northern Beaches has applied AASB 15 and AASB 1058 using the cumulative effect method which means the comparative information has not been restated and continues to be reported under AASB 111, AASB 118, AASB 1004 and related interpretations. All adjustments on adoption of AASB 15 and AASB 1058 have been taken to retained earnings at 1 July 2019.

There were no material changes to the financial statements following the application of AASB 15 and AASB 1058.

Leases - Adoption of AASB 16

Lifeline Northern Beaches has adopted AASB 16 *Leases* using the modified retrospective (cumulative catch-up) method from 1 July 2019 and therefore the comparative information for the year ended 30 June 2019 has not been restated and has been prepared in accordance with AASB 117 *Leases* and associated Accounting Interpretations.

Impact of adoption of AASB 16

Lifeline Northern Beaches as a lessee

Under AASB 117, Lifeline Northern Beaches assessed whether leases were operating or finance leases based on its assessment of whether the significant risks and rewards of ownership had been transferred to Lifeline Northern Beaches or remained with the lessor. Under AASB 16, there is no differentiation between finance and operating leases for the lessee and therefore all leases which meet the definition of a lease are recognised on the statement of financial position (except for short-term leases and leases of low value assets).

Lifeline Northern Beaches has elected to use the exception to lease accounting for short-term leases and leases of low value assets, and the lease expense relating to these leases are recognised in the statement of profit or loss on a straight line basis.

Notes to the Financial Statements

For the Year Ended 30 June 2020

Practical expedients used on transition

AASB 16 includes a number of practical expedients which can be used on transition, Lifeline Northern Beaches has used the following expedients:

- contracts which had previously been assessed as not containing leases under AASB 117 were not re-assessed on transition to AASB 16;
- lease liabilities have been discounted using an incremental borrowing rate at 1 July 2019;
- right-of-use assets at 1 July 2019 have been measured at an amount equal to the lease liability adjusted by the amount of any prepaid or accrued lease payments;
- a single discount rate was applied to all leases with similar characteristics;
- the right-of-use asset was adjusted by the existing onerous lease provision (where relevant) at 30 June 2019 rather than perform impairment testing of the right-of-use asset;
- excluded leases with an expiry date prior to 30 June 2020 from the statement of financial position and lease expenses for these leases have been recorded on a straight-line basis over the remaining term;
- used hindsight when determining the lease term if the contract contains options to extend or terminate the lease;
- for leases which were classified as finance leases under AASB 117, the carrying amount of the right-of-use asset and the lease liability at 1 July 2019 are the same value as the leased asset and liability on 30 June 2019.

Notes to the Financial Statements

For the Year Ended 30 June 2020

2 Change in Accounting Policy

Financial statement impact of adoption of AASB 16

Lifeline Northern Beaches has recognised right-of-use assets of $1,031,500 and lease liabilities of $1,041,158 at 1 July 2019, for leases previously classified as operating leases.

The weighted average lessee's incremental borrowing rate applied to lease liabilities at 1 July 2019 was 3.9%.

3 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to Lifeline Northern Beaches and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when Lifeline Northern Beaches obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby Lifeline Northern Beaches incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Lifeline Northern Beaches receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers

For current year

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration Lifeline Northern Beaches expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer

2. Identify the performance obligations

3. Determine the transaction price

4. Allocate the transaction price to the performance obligations

5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of Lifeline Northern Beaches have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Rental income

Investment property revenue is recognised on a straight-line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

Other income

Other income is recognised on an accruals basis when Lifeline Northern Beaches is entitled to it.

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies

(b) Income Tax

Lifeline Northern Beaches is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Volunteer services

No amounts are included in the financial statements for services donated by volunteers.

(e) Property, plant and equipment

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

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the revaluation model.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to Lifeline Northern Beaches, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Buildings	2.5%
Furniture, Fixtures and Fittings	10%
Motor Vehicles	25%
Computer Equipment	33%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset

3 Summary of Significant Accounting Policies

(e) Property, plant and equipment

is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f) Financial instruments

Financial instruments are recognised initially on the date that Lifeline Northern Beaches becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, Lifeline Northern Beaches classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL
- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless Lifeline Northern Beaches changes its business model for managing financial assets.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

Lifeline Northern Beaches financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

3 Summary of Significant Accounting Policies

(f) Financial instruments

Financial assets

All financial assets not classified as measured at amortised cost or fair value through other comprehensive income as described above are measured at FVTPL.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, Lifeline Northern Beaches considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on Lifeline Northern Beaches's historical experience and informed credit assessment and including forward looking information.

Lifeline Northern Beaches uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

Lifeline Northern Beaches uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to Lifeline Northern Beaches in full, without recourse to Lifeline Northern Beaches to actions such as realising security (if any is held); or

- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Lifeline Northern Beaches in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. Lifeline Northern Beaches has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where Lifeline Northern Beaches renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Other financial assets measured at amortised cost

Notes to the Financial Statements

For the Year Ended 30 June 2020

3 Summary of Significant Accounting Policies

(f) Financial instruments

Financial assets

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Financial liabilities

Lifeline Northern Beaches measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of Lifeline Northern Beaches comprise trade payables, bank and other loans and lease liabilities.

(g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(h) Leases

For comparative year

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

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

(i) Employee benefits

Provision is made for Lifeline Northern Beaches's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

(j) Adoption of new and revised accounting standards

Lifeline Northern Beaches has adopted all standards which became effective for the first time at 30 June 2020, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of Lifeline Northern Beaches or refer to Note 2 for details of the changes due to standards adopted.

Notes to the Financial Statements

For the Year Ended 30 June 2020

4 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - impairment of property, plant and equipment

Lifeline Northern Beaches assesses impairment at the end of each reporting period by evaluating conditions specific to Lifeline Northern Beaches that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key estimates - fair value of financial instruments

Lifeline Northern Beaches has certain financial assets and liabilities which are measured at fair value. Where fair value has not able to be determined based on quoted price, a valuation model has been used. The inputs to these models are observable, where possible, however these techniques involve significant estimates and therefore fair value of the instruments could be affected by changes in these assumptions and inputs.

Key estimates - revenue recognition - long term contracts

Lifeline Northern Beaches undertakes long term contracts which span a number of reporting periods. Recognition of revenue in relation to these contracts involves estimation of future costs of completing the contract and the expected outcome of the contract. The assumptions are based on the information available to management at the reporting date, however future changes or additional information may mean the expected revenue recognition pattern has to be amended.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Notes to the Financial Statements

For the Year Ended 30 June 2020

5 Revenue and Other Income

Revenue from continuing operations

	2020 $	2019 $
Sale of goods	**2,324,245**	2,577,690
Provision of services	**199,846**	221,611
Rental revenue	**3,725**	7,363
Total Revenue	**2,527,816**	2,806,664

	2020 $	2019 $
Other Income		
Grant income from NSW State Government	**608,421**	298,482
Grant income from Australian Federal Government	**58,800**	60,589
Income from Lifeline Australia for contracted services	**1,025,771**	567,632
Other grants	**34,232**	91,598
Federal Government receipts of JobKeeper	**1,068,000**	-
Federal Government COVID cashflow grant	**50,000**	-
Donations	**173,285**	124,125
Other Income	**187,632**	163,295
Total Other Income	**3,206,141**	1,305,721
Total Revenue and Other Income	**5,733,957**	4,112,385

6 Finance Income and Expenses

Finance expenses

	2020 $	2019 $
Interest cost arising from lease right to use accounting	**34,968**	332

7 Result for the Year

The result for the year includes the following specific expenses:

	2020 $	2019 $
Employee benefits expense	**3,597,037**	2,680,748

Employee benefits expense includes amounts paid to employees under the Federal Government JobKeeper programme of $1,500 per employee per fortnight, totalling $1,068,000 (2019 nil).

Notes to the Financial Statements

For the Year Ended 30 June 2020

8 Cash and Cash Equivalents

	2020 $	2019 $
Cash at bank and in hand	**839,364**	485,615
Short-term deposits	**1,367,785**	1,045,196
	2,207,149	1,530,811

9 Trade and other receivables

	2020 $	2019 $
CURRENT		
Trade receivables	**32,898**	81,344
Deposits	**16,122**	27,122
Government subsidies receivable	**456,000**	-
Total current trade and other receivables	**505,020**	108,466

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

10 Property, plant and equipment

	2020 $	2019 $
LAND AND BUILDINGS		
Freehold land		
At cost	**1,780,000**	1,780,000
Total Land	**1,780,000**	1,780,000
Buildings		
At cost	**1,506,233**	1,506,233
Accumulated depreciation	**(193,158)**	(160,075)
Total buildings	**1,313,075**	1,346,158
Total land and buildings	**3,093,075**	3,126,158
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	**389,057**	367,281
Accumulated depreciation	**(298,176)**	(234,763)
Total furniture, fixtures and fittings	**90,881**	132,518

Notes to the Financial Statements

For the Year Ended 30 June 2020

10 Property, plant and equipment

Motor vehicles		
At cost	**27,273**	27,273
Accumulated depreciation	**(7,386)**	(568)
Total motor vehicles	**19,887**	26,705
Computer software		
At cost	**10,810**	10,810
Accumulated depreciation	**(10,810)**	(10,810)
Total plant and equipment	**110,768**	159,223
Total property, plant and equipment	**3,203,843**	3,285,381

(a) 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:

	Land $	Buildings $	Furniture, Fixtures and Fittings $	Motor Vehicles $
Year ended 30 June 2020				
Balance 1st July, 2019	**1,780,000**	**1,346,158**	**132,518**	**26,705**
Additions	**-**	**-**	**21,776**	**-**
Depreciation Expense	**-**	**(33,083)**	**(63,413)**	**(6,818)**
Balance 30th June, 2020	**1,780,000**	**1,313,075**	**90,881**	**19,887**

	Computer Software $	Total $
Year ended 30 June 2020		
Balance 1st July, 2019	**-**	**3,285,381**
Additions	**-**	**21,776**
Depreciation Expense	**-**	**(103,314)**
Balance 30th June, 2020		**3,203,843**

11 Right of Use Assets

	2020 $	2019 $
NON-CURRENT		
Right of Use Assets	**1,031,501**	
Less: Amortisation Expense	**(285,131)**	
	746,370	

Notes to the Financial Statements

For the Year Ended 30 June 2020

12 Other Assets

	2020 $	2019 $
CURRENT		
Prepayments	**43,279**	19,650
Other Assets	**109,609**	68,806
	152,888	88,456

Lifeline Northern Beaches has initially applied AASB 15 using the cumulative effect method and has not restated comparatives. The comparatives have been prepared using AASB 111, AASB 118 and related interpretations.

13 Trade and Other Payables

	2020 $	2019 $
CURRENT		
Trade payables	**32,559**	16,081
GST payable	**55,351**	(10,102)
Employee benefits	**26,070**	105,692
Sundry payables and accrued expenses	**131,627**	83,176
Provision for tax	**75,555**	20,322
	321,162	215,169

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

14 Lease Liabilities

	2020 $	2019 $
CURRENT		
Operating Lease Liabilities	**368,667**	-
NON- CURRENT		
Operating Lease Liabilities	**404,954**	-

15 Other Financial Liabilities

	2020 $	2019 $
CURRENT		
Deferred income	**20,000**	-
Other Liabilities	**31,324**	14,910
	51,324	14,910

Notes to the Financial Statements

For the Year Ended 30 June 2020

16 Employee Benefits

	2020	2019
	$	$
CURRENT		
Current liabilities		
Provision for Long service leave	**56,829**	45,019
Provision for employee benefits	**167,010**	141,240
	223,839	186,259
NON-CURRENT		
Provision for Long Service Leave.	**11,390**	5,827

17 Financial Risk Management

Lifeline Northern Beaches is exposed to a variety of financial risks through its use of financial instruments.

Lifeline Northern Beaches overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The most significant financial risks to which Lifeline Northern Beaches is exposed to are described below:

Specific risks

- Liquidity risk

Financial instruments used

The principal categories of financial instrument used by the Lifeline Northern Beaches are:

- Trade receivables
- Cash at bank
- Right of Use Assets
- Trade and other payables
- Lease liabilities

Notes to the Financial Statements

For the Year Ended 30 June 2020

	2020 $	2019 $
Financial assets		
Held at amortised cost		
Cash and cash equivalents	**2,207,149**	1,530,811
Trade and other receivables	**505,020**	108,466
Right of Use assets	**746,370**	-
Total Financial Assets	**3,458,539**	**1,639,277**
Financial liabilities		
Financial liabilities at amortised cost	**352,486**	230,080
Lease Liabilities	**773,621**	
Total financial liabilities	**1,126,107**	230,080

Objectives, policies and processes
Those charged with governance have overall responsibility for the establishment of Lifeline Northern Beaches's financial risk management framework. This includes the development of policies covering specific areas such as foreign exchange risk, interest rate risk, liquidity risk, credit risk and the use of derivatives.

Risk management policies and systems are reviewed regularly to reflect changes in market conditions and Lifeline Northern Beaches activities.

The day-to-day risk management is carried out by Lifeline Northern Beaches finance function under policies and objectives which have been approved by those charged with governance. The Chief Financial Officer has been delegated the authority for designing and implementing processes which follow the objectives and policies. This includes monitoring the levels of exposure to interest rate and foreign exchange rate risk and assessment of market forecasts for interest rate and foreign exchange movements.

Those charged with governance receives monthly reports which provide details of the effectiveness of the processes and policies in place.

Liquidity risk
Liquidity risk arises from Lifeline Northern Beaches management of working capital and the finance charges and principal repayments on its debt instruments. It is the risk that Lifeline Northern Beaches will encounter difficulty in meeting its financial obligations as they fall due.

Lifeline Northern Beaches policy is to ensure that it will always have sufficient cash to allow it to meet its liabilities as and when they fall due. Lifeline Northern Beaches maintains cash and marketable securities to meet its liquidity requirements for up to 30-day periods. Funding for long-term liquidity needs is additionally secured by an adequate amount of committed credit facilities and the ability to sell long-term financial assets.

Lifeline Northern Beaches manages its liquidity needs by carefully monitoring scheduled debt servicing payments for long-term financial liabilities as well as cash-outflows due in day-to-day business.

Liquidity needs are monitored in various time bands, on a day-to-day and week-to-week basis, as well as on the basis of a rolling 30-day projection. Long-term liquidity needs for a 180-day and a 360-day period are identified monthly. At the reporting date, these reports indicate that Lifeline Northern Beaches expected to have sufficient liquid resources to meet its obligations under all reasonably expected circumstances and will not need to draw down any of the financing facilities.

Financial guarantee liabilities are treated as payable on demand since Lifeline Northern Beaches has no control over the timing of any potential settlement of the liabilities.

Notes to the Financial Statements

For the Year Ended 30 June 2020

18 Fair Value Measurement

Lifeline Northern Beaches measures the following assets and liabilities at fair value on a recurring basis:

- Property, plant and equipment

19 Contingencies

In the opinion of those charged with governance, Lifeline Northern Beaches did not have any contingencies at 30 June 2020 (30 June 2019: None).

20 Related Parties

(a) Lifeline Northern Beaches main related parties are as follows:

Lifeline Northern Beaches is affiliated with Lifeline Australia. Government Grants are administered by Lifeline Australia and divided amongst the various Lifeline entities throughout Australia. Occasionally transactions occur with other Lifeline entities due to sharing of costs and use of facilities.

(b) Transactions with related

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

21 Events after the end of the Reporting Period

The financial report was authorised for issue on 27st August 2020 by those charged with governance.

Since the end of the reporting period, the emergence of coronavirus COVID-19 as an international pandemic has created significant uncertainty across all industries. Lifeline Northern Beaches has put in place a number of measures to protect its business and the health and safety of its employees. These include remote working arrangements and managing employment expenses with reduced hours where appropriate.

Lifeline Northern Beaches has accessed Australian Government support for which it is eligible, including cash flow support through activity statement credits and the Job-Keeper Payment, which are assisting the company to retain and support its staff and services.

22 Information to be furnished under the Charitable Fundraising Act, 1991 (NSW)

During the year Lifeline Northern Beaches received net income of $78,710 from fundraising activities. The full amount of funds raised has been applied towards the provision of services and the development of facilities.

23 Statutory Information

The registered office and principal place of business of Lifeline Northern Beaches is:
310 Sydney Road
BALGOWLAH NSW 2093

Lifeline Northern Beaches Incorporated

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable, and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*
- Declaration in respect of Fundraising appeals

  (i) The accounts give a true and fair view of all income and expenditure, and the state of affairs of Lifeline Northern Beaches Inc with respect to fundraising appeals;

  (ii) The provisions of the Charitable Fundraising Regulation 2015 and the Regulations and the conditions attached to that authority to fundraise have been complied with and

  (iii) The internal controls exercised by Lifeline Northern Beaches Inc. are appropriate and effective in accounting for all income received and applied from any of its fundraising appeals

Signed in accordance with subsection 60-15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person ..... Responsible person .....

Dated 27 August 2020

Lifeline Northern Beaches Incorporated

Independent Audit Report to the members of Lifeline Northern Beaches Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Lifeline Northern Beaches Incorporated, which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Lifeline Northern Beaches Incorporated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2020 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 201*3.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

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Lifeline Northern Beaches Incorporated

Independent Audit Report to the members of Lifeline Northern Beaches Incorporated

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

Name of Firm: Thomas GLC
Chartered Accountants

Name of Principal: Glenn McEwen

Dated this 27th day of August 2020

Thank You

Lifeline Northern Beaches thanks each and every one of our dedicated Lifeline volunteers. Without your tireless efforts and generosity, we would be unable to provide such vital services to our local community. This year, we acknowledge the continued support of the following volunteers who have given many years of service to Lifeline Northern Beaches.

5 years of service

Bede Alexander
Rachel Balfour
John Barker
Tracey Cahill
Joy Chen
Steve Clarke
Joanne Costa
Peter Coyle
Louisa Dertadian
Natasha Fang
Catherine Flitcroft
Vivien Gibson
Virginia Halfacree
Kellie Hammond
Karen Hawke
Jillian Kellie
Virginia Laugesen
Lydia Luo
Judith Metcalf
Marbelle Monin
Jenny Ng
Carol Oxley
Stephen Quill
Wendy Rae
Kurt Rott
Georgina Schlub
Cheryl Walmsley
Sarah Williams
Ross Woodward
Sally Yuruk

10 years of service

Peggy Crocker
Suzanne Gillies
Roger Gray
Margaret Hartley
Lyn McIlvain
Jill Rivers
Dee Robbins
Pamela Sprules
Nora Takats
Carolyn Williams
Janice Wilson

15 years of service

Anthony Benedek
Anne Heasman
Tracey Learmont
Sue Pearson
Sheila Trett

20 years of service

Philip Breheny
Carol Gerrard
Louise Roberts

25 years of service

John Harris

30 years of service

Keith Watson

35 years of service

Robin Wheatley

Please note: Years of service is based on calendar years. The above categories are correct up to 31 December 2019. If you believe there are any omissions or errors, please assist us to correct our records.

Vision

An Australia free of suicide.

Purpose

We create connection with people in crisis and empower individuals and communities to be safe from suicide.

Our partners & supporters

Our community partners

BALANCE FOUNDATION

BATYR

COMMUNITY CARE NORTHERN BEACHES

CURL CURL UNITED BOARDRIDERS

GLENN FAMILY FOUNDATION

LIFELINE AUSTRALIA

LIFELINE HARBOUR TO HAWKESBURY

MAN ANCHOR

MANLY TALKS

MAKING MEDITATION MAINSTREAM

NORTHERN BEACHES UNITING CHURCH

NSW POLICE – NORTHERN BEACHES LOCAL AREA COMMAND

PENN FOUNDATION

RADIO NORTHERN BEACHES

ROTARY CLUB OF DEE WHY

ROTARY CLUB OF BALGOWLAH

ROTARY CLUB OF MANLY

ROTARY CLUB OF UPPER NORTHERN BEACHES

ST AUGUSTINE'S COLLEGE SYDNEY

SOUTH PACIFIC PRIVATE

SURF GIRLS AUSTRALIA

SURFING MUMS

WE ARE WORLD CHANGE

Our government partners

NSW MINISTRY OF HEALTH

DEPARTMENT OF HEALTH

NORTHERN BEACHES COUNCIL

MOSMAN COUNCIL

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LANDMARK TRAVEL

LOCKTON COMPANIES AUSTRALIA

MANLY GOLF CLUB

NUANCE COMMUNICATIONS

PARK HOUSE MONA VALE

SALTY ROOSTER MANLY

SEBEL MANLY BEACH

SNAP PRINTING

STOCKLAND BALGOWLAH

STRAIGHT UP PR

SWELLNET

THE SERENITY COLLECTIVE

TOYOTA FINANCE

UULIVERSE COFFEE

XTEND BARRE NORTHEN BEACHES

ZOUBAKIN STRATEGIC CREATIVE

Individual supporters

ALAN RIVA

ALEX HAYES

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CRAIG BROKENSHA

CR CANDY BINGHAM

DAVE DARCY

EMMA HEATH

ERIC SHERRITT

GEORGIA FARRELL

JAMES GRIFFIN MP

JAMES MAY

JILL GOWING

JIMMY SAGIOTIS

JOHN AND LUCY BROGDEN

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KERRIE LEE MAY

KP LOCKS FUNDRAISER

MARGARET SHONK

MAUREEN YOUNG

CR MICHAEL REGAN

MICHELLE HARPUR

PAUL BAILEY

RACHEL PAVITT

ROB STOKES MP

ROSLYN MCLOUGHLIN

SARAH CAPPELLO

SUE PORRITT

SIMON ANDERSON

SOPHIE ALLEN

STEVE HARRISON

ZALI STEGGALL MP

How can you help?

MAKE A DONATION
VOLUNTEER YOUR TIME
BECOME A CORPORATE SUPPORTER
HELP RAISE AWARENESS OF LIFELINE'S SERVICES
BECOME INVOLVED IN FUNDRAISING

lifelinenb.org.au

Lifeline
Northern Beaches

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