Lifeline
Northern Beaches

Annual Report 2021

Lifeline Northern Beaches Limited 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 vision is an Australia free from suicide.

Our purpose is to create connection with people in crisis and empower our community to be safe from suicide with Lifeline volunteers and services supporting people in our community who are struggling.

The 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 Avalon, and partner services across the northern beaches and south to Kirribilli. Our wide range of services support people through a time of personal crisis.

From the 24-hour 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. Lifeline Northern Beaches operates within the geographical region from Palm Beach in the north to Kirribilli in the south. You can see more information about the services that Lifeline Northern Beaches offers on pages 6 and 7.

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:

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 (midday-midnight) or chatting online at www.lifeline.org.au (7pm-midnight).

Clinical Counselling

Clinical 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. The counselling service has been expanded to include young people aged 15 and above.

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.

Gambling Counselling

Gambling Counselling is for anyone struggling with their gambling habits, including poker machines and online betting. It a provides a safe, supportive and non-judgemental space with professionally trained counsellors.

Financial Counselling

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

Community Visitors Scheme

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

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.

Operations

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

Book Fairs

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

Retail

There are nine retail stores from Neutral Bay to Mona Vale, plus a new Online Shop – shop.lifelinenb.org.au. Each Lifeline Shop is stocked with unique pre-loved fashion, homewares, books and more. Every donation and purchase helps fund our local support services.

Partnerships & Fundraising

Partnerships with government, local organisations, businesses and foundations enable Lifeline Northern Beaches to increase support service capacity.

Fundraising events, appeals and peer-to-peer campaigns are important ways to reach out to the community as these initiatives educate about support options and seek financial assistance to fund Lifeline's services.

Our Impact in 2020/21

Crisis Support

Crisis calls answered	66,225
Lifeline Text contacts	81,141
Number of Crisis Support volunteers	204

Clinical Counselling

Number of counsellors	21
Counselling clients served	431
Clinical counselling session attendance	2,600
Individual session attendance	1,808
Group session attendance	792

Training

Crisis Supporter intakes	4
Number of Crisis Supporters trained	86
Number of community training courses	78
Number of community training participants	1,316

Financial Counselling

Financial Counselling clients served	124
Financial Counselling client cases completed	107

Community Visitors Scheme

Volunteers	42
Residential aged-care facilities served	16

Trauma Informed Care

Lifeline Northern Beaches has committed to become a Trauma Informed Care (TIC) workplace.

This commitment recognises that Lifeline's services are accessed by people who have been impacted by trauma and that, as an organisation, Lifeline Northern Beaches minimises the risk of retraumatising our clients and customers. TIC utilises a strengths-based framework which emphasises physical, psychological, and emotional safety for both trauma survivors and service providers.

The benefits of a trauma informed care workplace include:

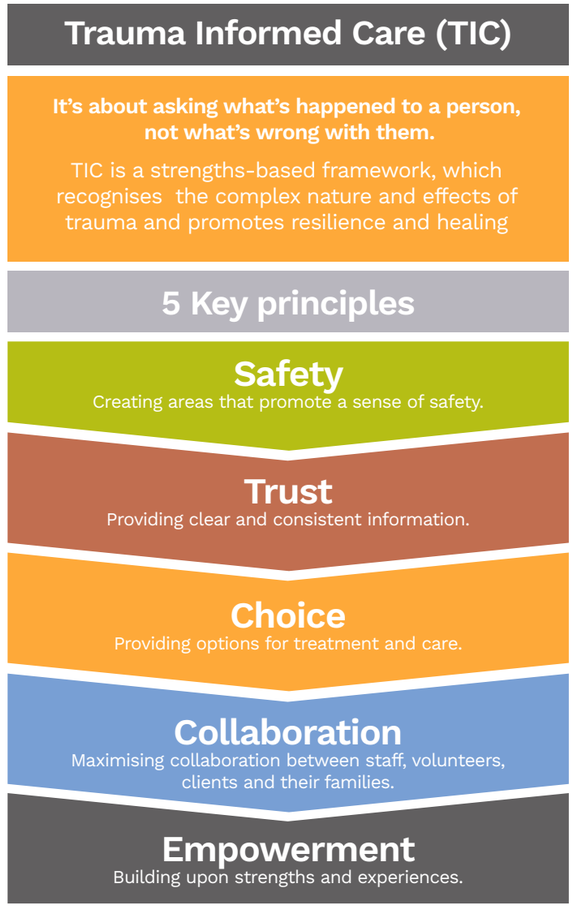
- improved psychological and emotional outcomes for trauma survivors
- mitigate the chances of secondary or vicarious trauma in our workforce
- be cost effective and may lead to a decrease in intensive services such as crisis intervention and hospitalisation

Becoming a Trauma Informed organisation is a process of moving through the various phases from Trauma Aware to Trauma Sensitive, to Trauma Responsive, and, finally, Trauma Informed.

We began our journey by assessing each department's knowledge of trauma informed practice. 159 staff and volunteers completed the survey. The results revealed:

- strong agreement from respondents (91%) that trauma can affect someone's physical, emotional, and mental wellbeing
- the majority of respondents (84%) agreed that Lifeline has a role to play in recognising, understanding and responding to the effects of trauma
- there was also general agreement (73%) that our own mental health could potentially be impacted by the clients/customers who access Lifeline's services.
- only a small percentage (10%) had received any training in trauma informed care.

The first step in becoming Trauma Sensitive was to increase knowledge of TIC through the rollout of foundation training. Currently, 109 staff and volunteers have completed this training and it is anticipated that the training will be offered to all staff and volunteers over the next 12 months. The foundation training provides understanding about the types and impact of trauma and helps staff apply a trauma informed lens when encountering challenging behaviours from clients and customers. By using a trauma informed lens, these behaviours can be reframed as adaptive responses to trauma.



"An exceptionally helpful program characterised by relevant content."

"This will help many in our community."

To become a TIC workplace the key principles of Safety, Trustworthiness, Empowerment, Collaboration and Choice need to be embedded in all aspects of Lifeline Northern Beaches' culture. These key principles were highlighted and discussed in the training.

Evaluation of the Foundation Training revealed that participants felt that they had a greater understanding of trauma and 77% of respondents indicated that they could more readily understand the use of adaptive responses and behaviours that trauma survivors may display. Importantly, the majority of respondents (84%), felt that the training had prompted them to reflect on the ways they worked and interacted with others.

Given that many of the clients that access Lifeline Northern Beaches services have experienced trauma during their lifetime, all counsellors were provided training that covered the psychophysiological models of complex trauma and how to empower and assist trauma survivors in their recovery. All of the clinical counselling team attended the training and the feedback was overwhelmingly positive, with 100% indicating that the training was helpful in treating trauma.

Phase 3 involves becoming Trauma Responsive and embedding TIC principles into all aspects of Lifeline Northern Beaches' policies and practices. To this end, a working group has been formed, comprising representation across Lifeline Northern Beaches and will be expanded to include people with lived experience. The working group is carrying out a review of practices using a trauma informed lens that will result in a comprehensive action plan to assist with our goal of becoming a Trauma Informed organisation over the next 12 months.

Chairman's Report

When I am asked what we do at Lifeline my response is that we provide connection and support for people in crisis. That has never been so true as in this last year or so.

The significant increase in demand for our services, both nationally and locally, has presented some challenges but we have risen to them. Whilst increases in call numbers or counselling sessions are driven in part by personal and societal challenges, it is a sign of hope to me that people seem to be feeling more able to reach out and seek help. That is the key to saving lives.

Our services nationally and locally were of course dominated by the impacts of health measures such as border closures and lockdowns in various states and cities throughout the year, including our own on the Beaches in December. Our local community came through December with remarkable strength, but this year has brought a new strain of virus and with it fear, anxiety, uncertainty, distress and even anger as people grapple with what this means now and into the future. We continue to be a calm reassuring voice that this will pass.

At Lifeline Northern Beaches we have again made important progress in pursuit of our purpose, as well as dealing with the demands of the year itself. None of this could have been done without the hard work of employees and volunteers across the whole organisation. It could also not have been done without the remarkable support this year of fundraisers and donors. A special thanks to those who gave us financial support when we most needed it.

I thank our CEO David Thomas for his resilient leadership this year and say a huge "thank you" on behalf of the Board and of course our community to all of our team members – employees and volunteers. It takes a special group of people to be there for others and provide unconditional support when the challenges we face currently affect us all in many different ways.

I am fortunate to work with a talented volunteer board and acknowledge them all for their efforts in another challenging year. During this year we farewelled Lisa Hiscock and Bran Black from the Board, and I acknowledge their important contribution over the years.

I want to end as I did last year 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. As well as supporting others we need to be sure we are there for each other.

We face the opportunities and challenges of the future with confidence.

Ian Farmer
Board Chair

CEO's Report

Despite the challenges of the pandemic, the last financial year has been successful for Lifeline Northern Beaches.

From a service perspective, we continue to meet increasing local and national demand for crisis support services. Clinical counselling has had monthly increases of more than 150%, our group therapy options have expanded, training numbers have increased, and most pleasing is the reduction in the local suicide rate.

From an operational perspective it has been an incredibly challenging year, particularly with the Northern Beaches lockdown over Summer. The lockdown retail closures and book fair cancellations had significant financial impact, the effects of which would no doubt have been concerning without government assistance which has contributed to the strong financial result.

Our fundraising team and, of course, generous donors need special mention who in a year of challenges helped us significantly. Congratulations to Bobby Lehane and family who helped raise a record amount for Lifeline Northern Beaches by swimming in almost every NSW rockpool over the summer months. This was a unique and wonderful way to assist Lifeline Northern Beaches both in terms of funds raised and awareness. Also, our retail and book fair teams, despite the pandemic uncertainty, have had considerable success and continue to break records.

I sincerely thank Brian Burdekin who presented a wonderful evening to our crisis support and counselling team in delivering a compelling lecture on the state of mental health in the country since his landmark Burdekin report in the 90's. The success of this format is hoped to be continued now as an annual event.

As demand for community crisis care increases, the complexity of resourcing and accommodating our organisation's needs have become more evident in recent years. We continue to expand and diversify our service suite to meet evolving community needs. However, it has become clear that to meet future requirements the current site will require modification. Consequently, renovation options are being evaluated with careful consideration of the financial impacts on the organisation of the extended Sydney lockdown.

The organisation's continuing success is testament to our staff and volunteers. I take the opportunity to thank our Chair, Ian Farmer, and Board, executive team, all managers and staff, and every volunteer for what you have contributed over an incredibly challenging year. The reason for our success is the spirit and dedication of the Lifeline family. The dedication, tireless and selfless efforts of everyone involved is to be congratulated and to be part of is very special… thank you! In such times you are truly 'COVID angels'.

On a final note, I am pleased to highlight the drop in local suicide rates. With the incredible noise and disruption of the pandemic it is easy to get distracted, and in such times, it is important to ask ourselves 'what am I here for?'. Our vision of an Australia free of suicide is our guiding light to which I am sometimes queried as being unrealistic. I argue that in recent years local tragedies have decreased and there is a direct correlation with local effort in programs, awareness and action which is having effect. Consequently, I argue that it is not unrealistic and it can be done. If we have the mindset and resources, it can be done. The statistics speak for themselves.

It can be done.

David Thomas
CEO

Crisis Support

Anyone across Australia experiencing a personal crisis or thinking of suicide can contact Lifeline 24/7.

Over the past year growing numbers of help-seekers have turned to Lifeline for support as COVID continues to impact our lives.

It is important to acknowledge the power of conversation in supporting people cope with anxiety, worry, isolation and the impact of lockdown fatigue. The crisis supporters at Lifeline Northern Beaches have once again demonstrated their dedication and commitment, generously responding to the increased demand for support.

During the past year Lifeline Northern Beaches crisis supporters answered 66,225 calls (including 3,269 as part of the paid overnight service) and 81,141 texts.

Our crisis supporters have learnt to be flexible and adaptable with good attendance and participation at group supervision and professional development via Zoom. The professional development program was exemplary – each month followed a theme with Heike Dicke coordinating informative and educational speakers as well as providing additional resources and information. At our one opportunity to meet face-to-face, we gathered at the Manly Pacific to hear Brian Burdekin present a talk on mental health in our community.

Over the year we have expanded our In Shift Support team. The new members have helped provide support and guidance to our crisis supporters demonstrating the values of respect, compassion, collaboration, integrity and accountability.

We are most grateful to the contribution every crisis supporter makes in the delivery of our service and sincerely thank you for being “someone who cares”.

Donna Favaloro
Crisis Support Manager

“Volunteers do not necessarily have the time, they have the heart”

Clinical Counselling

Expansion of services

Growth of our clinical counselling services has continued, with a distinct increase in individuals accessing one-on-one counselling. In just two years, there has been an increase in individual counselling sessions by almost 200%. This uptake reflects a continued demand for low-cost counselling as individuals seek help for anxiety and depression, relationship breakdowns, grief, isolation, domestic and family violence, job loss, financial stress and suicidality. Importantly, the minimum age for counselling was lowered to 15 years to help address the shortage of services for young people in the community.

Clinical counselling expanded to provide outreach services in Mosman at facilities provided by Mosman Council, and for youth in Avalon at The Avalon Youth Hub. This has resulted in a greater age distribution and geographical spread of help-seekers accessing our services.

Another new service that commenced at the beginning of the year was Medicare bulk billing for those that were referred by their GP with a Mental Health Care plan. In order to continue to provide timely support, two new positions were established: a two-day per week Clinical Coordinator and Clinical Lead for Support Groups and Psychological Services.

Counselling Sessions	
2019	604
2020	954
2021	1,808

The innovative use of technology has been crucial in a time where lockdowns have heightened isolation and loneliness. Clients have continued to access counselling and our support groups through online appointments. Additionally, the counselling team have worked with Northern Beaches Council (NBC) to produce a series of Safe and Sound webinars for at risk populations in the community as well as participating in an online campaign encouraging connectiveness during Mental Health Month.

Collaboration

Our counselling services are represented within the Northern Beaches Suicide Prevention Steering Committee and the Northern Sydney Youth Suicide Response and Suicide Prevention Interagency. This has enabled a coordinated response and real-time information sharing to better provide wrap around support for those impacted by suicide.

In response to young people increasingly identifying their biggest personal concerns as coping with stress and mental health, we teamed up with headspace Brookvale and offered an early intervention support group for young people to assist them with strategies to better manage their mood and regulate their emotions.

The sheer magnitude of counselling sessions undertaken in the last year was only made possible through the dedication and commitment of our volunteer counselling team. Of special note, Tara Gulliver was awarded the Pride of Workmanship Awards in recognition of over 30 years of counselling by the Rotary Clubs of Brookvale and Dee Why Warringah. Tara has since decided to retire from her voluntary work and we wish her all the best. I thank Tara for her dedication to supporting others.

Barbara Stenhouse
Counselling Manager

Financial Counselling

Financial hardship is defined as ‘the difficulty in paying your bills and/or the repayments on your loans and debts when they are due’.

The purpose of Financial Counselling is to support individuals and small business owners experiencing financial hardship. Our team of financial counsellors sees first-hand that financial hardship causes significant stress and can have a detrimental impact on a person’s physical and mental health. For some, the financial pressures of life seem impossible to overcome which is why financial counselling is so important.

Financial hardship can affect anyone, no matter your stage of life. Whether you’re a pilot, retiree, advertising executive, working casually in retail or hospitality, small business owner... the list is almost endless. Therefore, it was a great relief to have seen the financial services and telecommunications industries make available generous access to financial hardship support. Additionally, all levels of government responded with substantial financial support in the form of social security payments (JobKeeper, Coronovirus supplement), relief in tax and licensing fees, and moratoriums in tenancy evictions.

In 2020/21 our financial counselling service was privileged to support 124 clients. Our financial counsellors assisted and empowered clients to navigate the debt collection process with their creditors including the banks, payday and BNPL lenders, debt collection agencies, telcos, university, NSW Revenue, Child Support, and the ATO.

We have also made some changes to the way we report on the service’s impact by updating the statistics that we capture. These changes reflect the case work nature of financial counselling and will allow us to further quantify the benefit financial counselling has for our clients.

We thank our team of financial counsellors for staying informed of the continual changes to financial assistance support and for adjusting to this everchanging work environment.

I welcome a new financial counsellor to the team, Louise Watson, and acknowledge and thank both Peter Thompson and Debbie Christov for their work in supporting clients. Peter left the team to join the National Debt Helpline and Debbie is focussing on the Lifeline Northern Beaches Gambling Counselling service.

We start this 2021/22 financial year in another lockdown but with less financial support available. Therefore, our financial counselling service is seeking opportunities to connect further with our Northern Beaches community to deliver the support that many need in getting their finances back on track.

Iresha Lehane
Financial Counselling Manager

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 is now in its 28th year. There are 16 Residential Aged Care Facilities (RACF) that Lifeline volunteers visit from Mosman to Collaroy.

There has been a noticeable impact through the COVID-19 pandemic to both resident and visitor and usual routines have been turned upside down. While there is no substitute for face-to-face visits, visitors have continued with their dutiful commitment and provided continued support to their “friend” by mail, email, phone contact or Facetime, some have dropped off small care packages or flowers. Of course, this all depends on the resources of the facility which in many cases have been stretched.

All facilities have their set protocols and restrictions in place, with the majority opening in between lockdowns. All volunteers must provide proof that they have had the current flu vaccination before revisiting.

A couple of highlights were managed between lockdowns which included our annual pre-Christmas lunch and dinner, this brought volunteers together enjoying each other’s company again. Also, a pre-Christmas breakfast for facility staff. It was a great opportunity for all to catch up, to share experiences and frustrations.

We managed to celebrate Volunteers Week in May with a guided tour of the State Theatre, which was fantastic, followed by lunch in the city.

The CVS will resume face-to-face visits as soon as it is safely allowed to do so.

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

Lyndall Calcraft
Community Visitors Scheme Co-ordinator

Training

The 2020/21 financial year started strong with August being our busiest month for corporate/community training delivering a total of 15 workshops that month.

In total, the team delivered 78 workshops to a total of 1,316 participants to a variety of clients including government, not for profit and community groups.

Throughout the year we continued our relationship with Speech Pathology Australia, delivering a minimum of one Accidental Counsellor Plus training workshop each month. Our partnership with Northern Beaches Council, through the Gatekeeper Project, saw us deliver Accidental Counsellor workshops to community groups and co-present the Safe and Sound webinar series which featured six webinars aimed at supporting young people, youth support, men, women, seniors and LGBTIQA+ communities.

We are committed to meeting the expectations of training participants. We have collected survey responses from each of our Accidental Counsellor (AC) and AC Plus trainings, now with a total of 500 responses for AC and 159 responses for AC Plus.

Survey responses for Accidental Counsellor show that 95% of participants rate the training as either excellent or very good; 98% of participants rate their trainer as either excellent or very good and 94% of participants rate the usefulness of the training as either extremely useful or very useful.

This was our first year where we trained four Crisis Supporter cohorts through the nationally recognised Crisis Supporter Workplace Training (CSWT) program. Our aim was to train 90 new volunteers, whilst we did not quite reach that target, we came close with a total of 86 students.

Despite the COVID restrictions we were able to deliver our Domestic Violence (DV) training requirements with a total of 15 workshops delivered to a total of 222 participants.

In preparation for the next financial year, we began the recruitment of two additional CSWT trainers and one DV-alert trainer.

Katie Biggs
Training Manager

Fundraising & Partnerships

This past year Lifeline Northern Beaches has witnessed the power of community support.

I thank everyone who took part in our fundraising campaigns, your support is invaluable during what has been a difficult year for almost all of us.

Whether it was swims, running a marathon, art projects, yoga events, meditation, eBooks, online auctions, workplace mental health initiatives, push up challenges, trivia nights, surfboard swaps, acoustic Fridays, or curries for a cause, our amazing community fundraisers contributed significant financial resources to fund Lifeline Northern Beaches' crisis support services. A special mention must be extended to Bobby Lehane, who remained committed to his mission of raising $100,000 by swimming 250km in rock pools during a year when many regular fundraising activities were suspended.

The iconic Manly Fun Run & Walk underwent a complete virtual makeover in 2020, with all participants hosting their own virtual, physically distanced run. Despite the challenges, we had a record 100+ fundraisers and over 300 individual donations, making it the most successful Manly Fun Run to date for Lifeline Northern Beaches.

During Mental Health Month, 28 for Twenty-Eight encouraged the community to experience and pledge to practising meditation 10 minutes a day – 28 meditations over 28 days. With COVID-19 preventing Making Meditation Mainstream from executing 28 for Twenty-Eight physically at beach locations, they transitioned to a virtual platform. The MMM team and 'online tin shakers' did a fantastic job motivating the public to support their mental health as well as Lifeline along the way, keeping hope alive during a challenging period. The event engaged an average of 4,500 people each day through guided meditations. 28 for Twenty-Eight earned the title of 2020 Northern Beaches Community Event of the Year – a reflection of the impact and sense of togetherness created.

The Lifeline Classic is a celebration of our strength as a community and continues to grow in popularity. Even with this event being postponed and rescheduled due to COVID-19, all teams were very enthusiastic about getting out in the surf and enjoying a physical challenge after such a tough year. This year the event experienced increased community support, new teams registered, funds raised, plus sponsorship from local businesses and widespread media coverage. A special thanks to the Member for Manly, James Griffin MP for his continued support and Jimmy Sagiotis, Salty Rooster Manly, for fuelling our competitors.

In June, local business and community leaders supported our Gift in Wills launch. We recognise and thank our Gift in Will donors and partners, for their kind-heartedness and dedication to this initiative which has the capacity to influence a stronger future for a suicide free Australia helping others. We would thank Pilu Freshwater for hosting the event.

This year, more than ever, we give thanks for our donors for their continued support. Because of our loyal and regular donors, and in particular our individual, community, and corporate supporters, Lifeline Northern Beaches received donations, both small and large, ensuring we can continue to operate 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.

We would like to thank all our Partners for their incredible support and for helping us to work towards an Australia free of suicide. Together we can save lives.

Deanne Bennett
Fundraising Manager

COO's Report

While Lifeline Northern Beaches continued providing critical support within the constraints of hard and long lockdowns, the impact on our key retail and book fair revenue streams was significant.

However, the motivation, business acumen, passion and resilience of our retail team saw the timely and highly successful launch of our first online store. In keeping with that resilience and the shared belief in the importance of connection, our staff and volunteers have enjoyed regular Zoom "get togethers" and Trivia sessions, as well sharing a laugh or two in WhatsApp group chats.

Similarly, the book fair team have demonstrated they have what it takes to keep kicking sales targets out of the park with our three book fairs overwhelmingly exceeding forecasted sales. In addition, the team's ability to pivot in the face of the unforeseen COVID cancellations, has seen the growth of eBay and direct sales, which generated an impressive $65k in revenue. Special thanks to Jeff Smith and Christine Frisini for all their work to bringing this to fruition.

With such an exciting pool of fantastic skills and personalities across the retail and book fair operations, it is no wonder they are acknowledged in the Lifeline Australia network as one of the top performing centres. A huge thankyou to all the many people involved whom work together towards our vision of an Australia free of suicide.

Sarah Watts
COO

Retail

With a focus on WHAT we need to do and HOW we want to do it, the retail team completed a very rewarding year despite the COVID-19 lockdown challenges.

The WHAT:
July: Balgowlah store fully refurbished inside and out to become our third best trading store after Manly and Spit Junction.

September: Online Shop launched giving Lifeline Northern Beaches our first online store. Establishing this store as a premium online shopping destination for pre-loved fashion created the framework for long-term growth in this space. Adding additional categories and increasing the volume of stock for sale will further enhance this earning potential.

April: Manly team achieved their best trading week ever, reaching sales of $19,356 in one week. Our Spit Junction team also hosted an outstanding fashion parade event and raised over $15k in additional revenue. With a focus on inclusive model selection and premium current and vintage donations professionally styled, this event drew the attention of fashion lovers and bloggers from all over Sydney.

The HOW:
July: Upon re-opening stores immediately after the initial lockdown we reduced trading hours to 10am–4pm daily without reducing staff hours. This allows the team time to prepare stock and displays without disruption at the beginning and end of each day. This has resulted in more professional, cleaner store presentation and reduced the incidence of extended work hours, improving the work/life balance for our team. Sales and profit continued to grow.

Dec: Retail staff participated in Values Training to ensure all team Managers and Supervisors are clear on the guiding values that inform the way we work together to achieve the best outcome for Lifeline Northern Beaches.

March: As a team we defined our retail purpose:

"We maximise the funding we provide to LLNB by providing our customers, donors and teams with a professional and uplifting shopping experience."

June: With a focus on working with customers and the general public, the retail team also participated in training to understand and support a Trauma Informed Workplace within the retail environment.

The Retail Team continues its journey to deliver a "professional and uplifting" experience for our customers with the understanding that this also provides the same experience for our team and ultimately the best possible funding to support Lifeline Northern Beaches.

Megan Hook
Retail Operations Manager

Book Fairs

The Book Fair Committee conducted three book fairs during the financial year, only one of which was on the original planned dates.

A planned fourth book fair at the new Forestville venue was unable to be held due to COVID-19 restrictions. However, our results were extremely positive with very strong customer numbers.

2020 was the first time our book fairs opened for a full four days, and there is no doubt that this also had a positive impact on revenue results. A four-day book fair also requires additional stock – the bookies have stepped up to the challenge of sorting, packing and pricing more stock than ever before. We sold 5,320 boxes this year, which is 10% more boxes in the three book fairs this year than we sold in the preceding four book fairs.

The July book fair in 2020 broke new ground with revenue of $115,200, followed by $111,200 in December and $115,200 in April 2021.

We are exceedingly grateful to St Augustine's College who hosted all three book fairs this year. We appreciate their flexibility in working with us to find dates that we could hold book fairs within restrictions and be COVIDSafe

As our corporate supporters were unable to provide us with volunteer manpower during the course of this year, we relied upon support from St Augustine's College students and Duke of Edinburgh students from across the Northern Beaches LGA. We were also very happy to see the familiar faces of our Lifeline volunteers - we could not have held the fairs without their support.

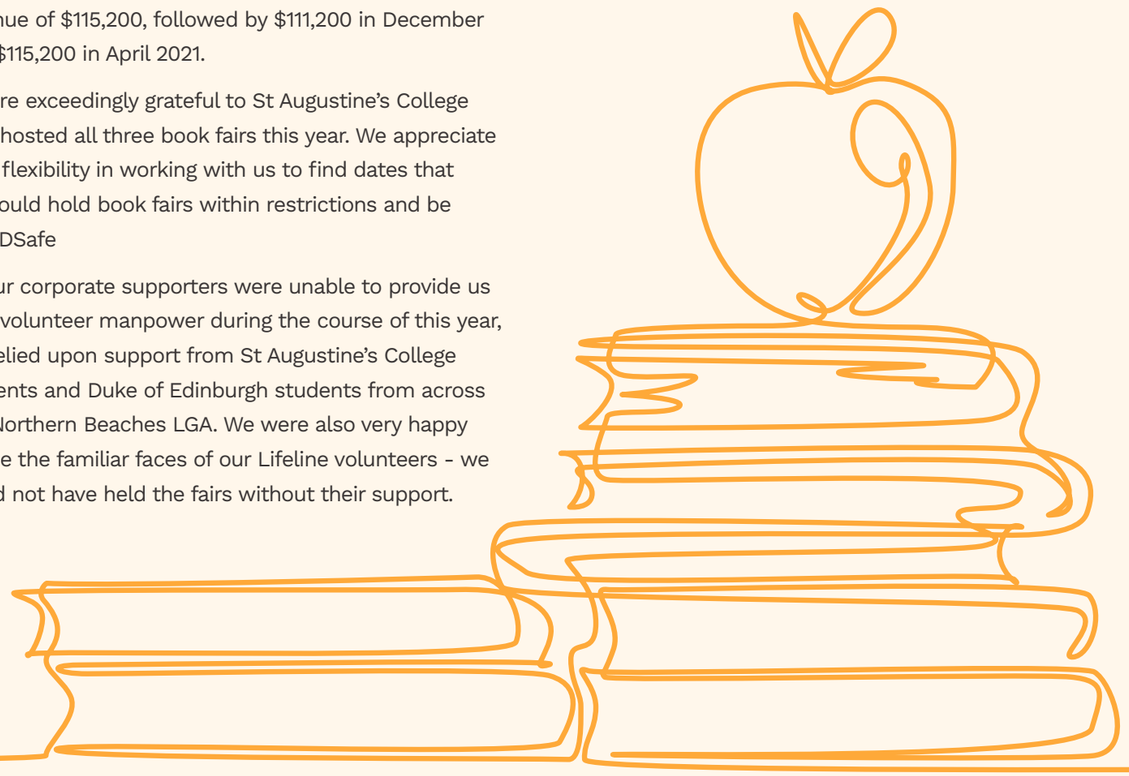
We continue to experience pleasing growth in our "direct sales" channels including:

- Bulk book sales for aged care facilities
- Book Depot sales (includes sales to direct CD and DVD buyers, driveway children's sales, book sales, textbooks & jigsaw puzzles)
- Monthly sales of CDs to Melbourne

We now have an income from these (non book fair) items which is approximately $60,000 per annum. Collectable items take a considerable amount of time to research, photograph, post online, respond to queries, and pack and post. Our thanks to those who have been spending many hours developing this revenue stream.

We will continue to look for opportunities to hold book fairs at the earliest opportunity during the coming year when restrictions permit.

Penny Cervetto
Book Fair Committee Chair



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. John holds the following professional qualifications B.Bus, FCPA, BTh, MTh.

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 Board in August 2019. He is the Chief of Staff for the NSW Treasurer, 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). Bran left the Board in March 2021.

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 left the Board in June 2021.

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 is passionate about young people's health and wellbeing and has spent many years as a teacher on the northern beaches.

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

For the financial year ending 30 June 2021, Lifeline Northern Beaches reported a record operating surplus of $1,124,960.

In yet another extraordinarily challenging year, as we continue to navigate the impact of COVID on our services and operations, this surplus enables Lifeline Northern Beaches to continue to provide valuable and increasingly growing services to the community with confidence.

The financial result this year is unusual as it reflects significant State and Federal Government COVID support received during the year. This support enabled us to withstand the lockdown over December 2020 and has enabled us to face the significant adverse lockdown impacts from mid-June 2021.

The result also reflects the continued high performance of our core revenue raising activities to support our services, which has been particularly pleasing.

Our retail stores have performed exceptionally well despite the December 2020 lockdown. This is a testament to the hard work of staff and volunteers and strategic direction of the management team to improve the look, feel and operating model for retail stores, and continued evaluation of premises locations.

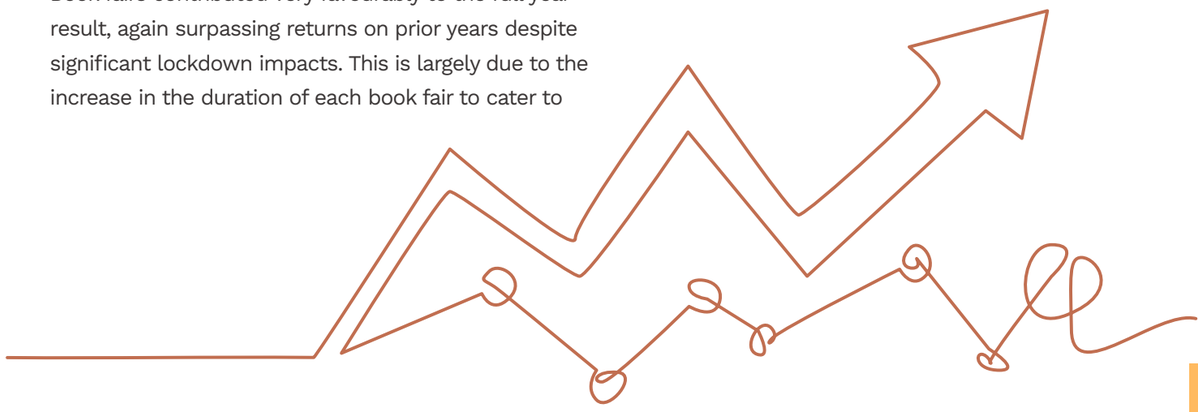
Book fairs contributed very favourably to the full year result, again surpassing returns on prior years despite significant lockdown impacts. This is largely due to the increase in the duration of each book fair to cater to community demand. As with last year, due to COVID-related restrictions, we were forced to postpone one book fair.

Fundraising and donations were significantly higher than previous years, reflecting the passionate support of our community, and reflecting the importance of our services in these difficult times. This was even with the inevitable postponement of some events.

Our balance sheet remains strong with cash and cash equivalents at $3.6m, an increase of $1.3m on the prior year, enabling us to start to plan for much needed development of the Balgowlah centre. This will allow for upgraded facilities to meet increasing demand for services. That being said, our first priority is to ensure there is sufficient surplus maintained as a buffer against financial shocks, allowing Lifeline Northern Beaches to provide vital crisis support services into the future. The board continues to support our team to monitor and manage the ongoing uncertainties presented by COVID-19, including prolonged lockdowns, and the financial and operational impact this may have in the next financial year.

Finally, I would like to thank all of our employees and volunteers that played a part this year, and our supporters for their generosity in a time of incredible need for our help-seekers and clients.

Carol Lydford
Treasurer



Directors' Report

30 June 2021

The Board present their report on Lifeline Northern Beaches Limited for the financial year ended 30 June 2021.

The entity was incorporated from a NSW association to a company limited by guarantee on 2 December 2020.

Directors

The following directors were in office at the date of this report:

Ian Farmer – Chair
Rev John Barker – Deputy Chair
Carol Lydford – Treasurer
Stephen Todd – Secretary
Bob Talas
Sue Saunders
Dr Phillip Comans
Dr Jo Gorrell
Alistair Carmichael (appointed July 2021)
Michelle Bainbridge (appointed August 2021)

The following directors were in office and resigned during the year:

Bran Black (resigned March 2021)
Lisa Hiscock (resigned June 2021)

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

Registered office and principal place of operations

310 Sydney Road
Balgowlah NSW 2093

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 Limited ("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 $1,124,960.

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 the surplus would have been significantly less during the reporting period. Whilst all of the additional support received during the period is reflected in revenue, much of this funding is intended to support activities beyond the period covered by this report, in light of increased longer-term community needs through the pandemic.

Lifeline Northern Beaches Incorporated

Directors' Report

30 June 2021

Meetings of Directors

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

	Number eligible to attend	Number attended
Ian Farmer	8	8
Rev John Barker	8	4
Carol Lydford	8	7
Stephen Todd	8	7
Bob Talas	8	5
Sue Saunders	8	5
Dr Phillip Comans	8	6
Dr Jo Gorrell	8	4
Bran Black (resigned March 2021)	6	2
Lisa Hiscock (resigned June 2021)	7	7
Alistair Carmichael (appointed July 2021)	0	0
Michelle Bainbridge (appointed August 2021)	0	0

Director

Dated this 21st day of September 2021

Director

Dated this 20th day of September 2021

Auditor's Independence Declaration

ACCOUNTING SUPERANNUATION TAXATION AUDITING BUSINESS SERVICES

PRINCIPALS Lucas Quinlan CA Glenn McEwen CA

Lifeline Northern Beaches Limited

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 Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, 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 21st day of September 2021

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
E admin@thomasglc.com.au W www.thomasglc.com.au Liability limited by a scheme approved under Professional Standards Legislation

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

	Note	2021 $	2020 $
Revenue	4	**3,277,008**	2,527,816
Finance income		**16,075**	18,305
Other income	4	**3,394,726**	3,206,141
Consultants including training		**(146,478)**	(114,016)
Electricity expenses		**(44,277)**	(56,767)
Employee benefits expense	6	**(4,066,767)**	(3,597,037
Events Delivery Costs		**(73,302)**	(64,130)
Rent Expenses		**(74,628)**	(158,900)
Repairs and maintenance		**(65,175)**	(49,922)
Other expenses		**(399,105)**	(355,194
Depreciation and Amortisation	9,10	**(586,564)**	(389,196)
Finance expenses	5	**(32,628)**	(34,968)
Rubbish removal		**(73,925)**	(85,908)
Profit before income tax		**1,124,960**	846,224
Income tax expense		**-**	-
Profit from continuing operations		**1,124,960**	846,224
Profit for the year		**1,124,960**	846,224
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		**1,124,960**	846,224

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Incorporated

Statement of Financial Position

For the Year Ended 30 June 2021

	Note	2021 $	2020 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	**3,546,254**	2,207,149
Trade and other receivables	8	**321,144**	505,020
Other assets	11	**135,031**	152,888
TOTAL CURRENT ASSETS		**4,002,429**	2,865,057
NON-CURRENT ASSETS			
Property, plant and equipment	9	**3,184,590**	3,203,843
Right of Use Assets	10	**724,747**	746,370
TOTAL NON-CURRENT ASSETS		**3,909,337**	3,950,213
TOTAL ASSETS		**7,911,766**	6,815,270
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	**209,824**	321,162
Lease liabilities	13	**427,505**	368,667
Employee benefits	15	**264,395**	223,839
Other liabilities	14	**107,130**	51,324
TOTAL CURRENT LIABILITIES		**1,008,854**	964,992
NON-CURRENT LIABILITIES			
Lease Liabilities	13	**331,184**	404,954
Employee Benefits	15	**12,834**	11,390
TOTAL NON- CURRENT LIABILITIES		**344,018**	416,344
TOTAL LIABILITIES		**1,352,871**	1,381,336
NET ASSETS		**6,558,894**	5,433,934
EQUITY			
Retained earnings		**6,558,894**	5,433,934
TOTAL EQUITY		**6,558,894**	5,433,934

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Incorporated

Statement of Changes in Equity

For the Year Ended 30 June 2021

2021

	Note	Retained Earnings $	Asset Revaluation Surplus $	Total $
Balance at 1 July 2020		**3,461,519**	**1,972,415**	**5,433,934**
Surplus for the period		**1,124,960**	**-**	**1,124,960**
Balance at 30 June 2021		**4,586,479**	**1,972,415**	**6,558,894**

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
Surplus for the period		846,224	-	846,224
Balance at 30 June 2020		3,461,519	1,972,415	5,433,934

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021 $	2020 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		**6,871,684**	4,834,917
Payments to suppliers and employees		**(5,469,932)**	(4,136,803)
Net cash provided by/(used in) operating activities		**1,401,752**	698,114
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		**(62,647)**	(21,776)
Net cash provided by/(used in) investing activities		**(62,647)**	(21,776)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		**1,339,105**	676,338
Cash and cash equivalents at beginning of year		**2,207,149**	1,530,811
Cash and cash equivalents at end of financial year	7	**3,546,254**	2,207,149

Notes to the Financial Statements

For the Year Ended 30 June 2021

The financial report covers Lifeline Northern Beaches Limited as an individual entity. Lifeline Northern Beaches Limited converted from a not-for-profit Association, registered and domiciled in Australia to a company limited by guarantee in December 2020.

The principal activities of Lifeline Northern Beaches for the year ended 30 June 2021 were crisis support services.

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

The financial report was authorised for issue by those charged with governance on 21 September, 2021

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 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 Limited 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.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

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

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.

Lifeline Northern Beaches Incorporated
Notes to the Financial Statements
For the Year Ended 30 June 2021

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

2 Summary of Significant Accounting Policies

(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

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.

The Association's 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.

Lifeline Northern Beaches Incorporated
Notes to the Financial Statements
For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(f) Financial instruments

Financial assets

Financial assets through profit or loss

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 the Association'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.

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.

Other financial assets measured at amortised cost

2 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 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.

(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 2021, 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.

Lifeline Northern Beaches Incorporated
Notes to the Financial Statements
For the Year Ended 30 June 2021

3 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.

4 Revenue and Other Income

Revenue from continuing operations

	2021 $	2020 $
- sale of goods	**3,075,647**	2,324,245
- provision of services	**200,061**	199,846
- rental revenue t	**1,300**	3,725
	3,277,008	2,527,816
Total Revenue	**3,277,008**	2,527,816

	2021 $	2020 $
Other Income		
Grant income from NSW State Government	**329,586**	608,421
Grant income from Australian Federal Government	**48,200**	58,800
Income from Lifeline Australia for contracted services	**1,126,081**	1,025,771
Other grants	**12,415**	34,232
Federal Government receipts of JobKeeper	**1,316,100**	1,068,000
Federal Government COVID cashflow grant	**50,000**	50,000
Donations	**191,622**	173,285
Other Income	**320,722**	187,632
Total Other Income	**3,394,726**	3,206,141
	6,671,734	5,733,957

5 Finance Income and Expenses

Finance expenses

	2021 $	2020 $
Interest cost arising from lease right to use accounting	**32,628**	34,968

6 Result for the Year

The result for the year includes the following specific expenses:

	2021 $	2020 $
Employee benefits expense	**4,066,767**	3,597,037

Employee benefits expense includes amounts paid to employees under the Federal Government JobKeeper programme of $1,500 per employee per fortnight, totalling $1,316,000 (2020: $1,068,000).

Lifeline Northern Beaches Incorporated
Notes to the Financial Statements
For the Year Ended 30 June 2021

7 Cash and Cash Equivalents

	2021 $	2020 $
Cash at bank and in hand	**1,182,017**	839,364
Short-term deposits	**2,364,237**	1,367,785
	3,546,254	2,207,149

8 Trade and other receivables

	2021 $	2020 $
CURRENT		
Trade receivables	**305,022**	32,898
Deposits	**16,122**	16,122
Government subsidies receivable	**-**	456,000
Total current trade and other receivables	**321,144**	505,020

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.

9 Property, plant and equipment

	2021 $	2020 $
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	**(227,658)**	(193,158)
Total buildings	**1,278,575**	1,313,075
Total land and buildings	**3,058,575**	3,093,075
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	**426,318**	389,057
Accumulated depreciation	**(338,963)**	(298,176)
Total furniture, fixtures and fittings	**87,355**	90,881

Notes to the Financial Statements

For the Year Ended 30 June 2021

9 Property, plant and equipment

Motor vehicles		
At cost	**53,409**	27,273
Accumulated depreciation	**(14,749)**	(7,386)
Total motor vehicles	**38,660**	19,887
Computer software		
At cost	**10,810**	10,810
Accumulated depreciation	**(10,810)**	(10,810)
Total plant and equipment	**126,015**	110,768
Total property, plant and equipment	**3,184,590**	3,203,843

(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 2021				
Balance 1st July, 2020	**1,780,000**	**1,313,075**	**91,631**	**19,887**
Additions	**-**	**-**	**36,511**	**26,136**
Depreciation Expense	**-**	**(34,500)**	**(40,787)**	**(7,363)**
Balance 30th June, 2021	**1,780,000**	**1,278,575**	**87,355**	**38,660**

	Computer Software	Total
	$	$
Year ended 30 June 2021		
Balance 1st July, 2020	**-**	**3,204,593**
Additions	**-**	**62,647**
Depreciation Expense	**-**	**(82,650)**
Balance 30th June, 2021	**-**	**3,184,590**

10 Right of Use Assets

	2021	2020
	$	$
NON-CURRENT		
Right of Use Assets	**1,228,661**	1,031,501
Less: Amortisation Expense	**(503,914)**	(258,131)
	724,747	746,370

Lifeline Northern Beaches Incorporated

Notes to the Financial Statements

For the Year Ended 30 June 2021

11 Other Assets

	Note	2021 $	2020 $
CURRENT			
Prepayments		**19,022**	43,279
Other assets		**116,009**	109,609
		135,031	152,888

12 Trade and Other Payables

	Note	2021 $	2020 $
CURRENT			
Trade payables		**19,578**	32,559
GST payable		**9,536**	55,351
Employee benefits		**37,641**	26,070
Sundry payables and accrued expenses		**108,838**	131,627
Provision for tax		**34,231**	75,555
		209,824	321,162

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.

13 Lease Liabilities

	2021 $	2020 $
CURRENT		
Operating Lease Liabilities	**427,505**	368,667
NON- CURRENT		
Operating Lease Liabilities	**331,184**	404,954

14 Other Financial Liabilities

	2021 $	2020 $
CURRENT		
Deferred income	**20,000**	20,000
Other Liabilities	**87,130**	31,324
	107,130	51,324

Notes to the Financial Statements

For the Year Ended 30 June 2021

15 Employee Benefits

	2021 $	2020 $
CURRENT		
Provision for long service leave	**67,086**	56,829
Provision for employee benefits	**197,309**	167,010
	265,395	223,839
NON-CURRENT		
Provision for Long Service Leave.	**12,834**	11,390

16 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 long-term and ultimate impacts of the social, economic and financial disruptions caused by the COVID-19 pandemic on the operations and financial performance of Lifeline Northern Beaches are unknown. The ultimate duration or possible resurgence of the COVID-19 pandemic or similar public health issues is also uncertain. Further, if new strains of COVID-19 develop or sufficient amounts of vaccines are not available, not widely administered for a significant period of time, not used by the public, or otherwise prove ineffective, the impact of COVID-19 on the financial condition, liquidity and results of operations in future years of Lifeline Northern Beaches could be material. We are unable at this time to quantify any financial impacts that may occur during the financial year ending 30 June 2022

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 Lifeline Northern Beaches are:

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

Lifeline Northern Beaches Incorporated

Notes to the Financial Statements

For the Year Ended 30 June 2021

	2021 $	2020 $
Financial assets		
Held at amortised cost		
Cash and cash equivalents	**3,546,254**	2,207,149
Trade and other receivables	**321,144**	505,020
Right of Use assets	**724,747**	746,370
Total Financial Assets	**4,592,145**	3,458,539
Financial liabilities		
Financial liabilities at amortised cost	**296,954**	352,486
Lease Liabilities	**758,689**	773,624
Total financial liabilities	**1,055,643**	1,126,107

Objectives, policies and processes
Those charged with governance have overall responsibility for the establishment of Lifeline Northern Beaches Limited'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 Limited's activities.

The day-to-day risk management is carried out by Lifeline Northern Beaches Limited's 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 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 Limited has no control over the timing of any potential settlement of the liabilities.

17 Fair Value Measurement

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

- Property, plant and equipment

18 Contingencies

In the opinion of those charged with governance, Lifeline Northern Beaches did not have any contingencies at 30 June 2021 (30 June 2020: None).

19 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 parties

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

20 Events after the end of the Reporting Period

The financial report was authorised for issue on 21 September 2021 by those charged with governance.

Immediately prior to the conclusion of the reporting period the geographical location in which Lifeline Northern Beaches operates was placed in government mandated lockdown resulting in a subsequent closure of the retail network and cancellation of significant fundraising initiatives. The reserves of the organisation are estimated to be sufficient to warrant no increase in liquidity risk for an extended lockdown period in the short term which will result in a material loss. However, should the lockdown and trading restrictions continue beyond the medium term without government assistance a significant liquidity risk may eventuate.

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 the Australian Federal and State Government support for which it is eligible, including cash flow support through activity statement credits, Job-Keeper Payment, NSW Business Grant and JobSaver Payment, which are assisting the company to retain and support its staff and services.

Lifeline Northern Beaches Incorporated
Notes to the Financial Statements
For the Year Ended 30 June 2021

21 NSW Charitable Fundraising Act 1991

As a registered charity under the *NSW Charitable Fundraising Act 1991* (the Act), the entity is required to disclose income and expenses from fundraising appeals. Donations and fundraising in this note follow the definition in the Act. As such, there may be some differences in the classification of items compared to the statement of profit or loss and other comprehensive income.

Further, the statement of profit or loss and other comprehensive income records transactions on an accruals-basis, while the Act requires fundraising income and expenses to be disclosed on a cash-basis. Therefore, donations and fundraising income and expenses in this note, have been adjusted to reflect cash received/used during the year.

a) Details of aggregated gross income and total expenses from fundraising appeals

	2021 $	2020 $
Fundraising Income		
Fundraising Income and Events	198,900	77,433
Donations	191,622	173,805
	390,522	251,238
Expenses from fundraising		
Employee benefits related to fundraising	78,900	79,265
Event Delivery & Costs	50,902	54,691
Fundraising costs	47,275	26,323
Total costs of fundraising appeals	177,077	160,279
Net surplus from fundraising activities	213,445	90,959

b) Nature of fundraising appeals and application of net surplus

Fundraising appeals primarily consisted of donations and bequests from the community, and fundraising events. The net surplus generated from fundraising activities was applied to the charitable purposes of the organisation.

22 Statutory Information

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

Directors' Declaration

The Directors declare that in their opinion:

- there are reasonable grounds to believe that the company 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 Limited 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 Limited 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*.

Director ..... Director .....

Dated 21 September 2021

Lifeline Northern Beaches Limited

Independent Audit Report to the Directors of Lifeline Northern Beaches Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Lifeline Northern Beaches Limited, which comprises the statement of financial position as at 30 June 2021, 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 Limited 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 Company's financial position as at 30 June 2021 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 2013*.

(iii) In addition in our opinion:

a) the financial report of Lifeline Northern Beaches Limited has been properly drawn up and associated records have been properly kept during the financial year ended 30 June 2021, in all material respects, in accordance with:

   i) sections 20(1), 22(1-2), 24(1-3) of the *NSW Charitable Fundraising Act 1991*; and

   ii) sections 10(6) and 11 of the *NSW Charitable Fundraising Regulations 2015*.

b) the money received as a result of fundraising appeals conducted by the entity during the financial ended 30 June 2021 has been properly accounted for and applied, in all material respects, in accordance with the above-mentioned Act and Regulations.

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.

THOMAS GLC ABN 24 738 839 322

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ACCOUNTING SUPERANNUATION TAXATION AUDITING BUSINESS SERVICES

PRINCIPALS ■ Lucas Quinlan CA ■ Glenn McEwen CA

Lifeline Northern Beaches Limited

Independent Audit Report to the Directors of Lifeline Northern Beaches Limited

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.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.

Report of the requirements of the *NSW Charitable Fundraising Act 1991*

We have audited the financial report as required by Section 24(2) of the *NSW Charitable Fundraising Act 1991*. Our procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *NSW Charitable Fundraising Act 1991* and the *NSW Charitable Fundraising Regulations 2015.*

Because of the inherent limitations of any assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An audit is not designed to detect all instance of non- compliance with the requirements described in the above-mentioned Acts and Regulations as an audit is not performed continuously throughout the period and the audit procedures performed in respect of compliance with these requirements are undertaken on a test basis. The audit report expressed in this report has been formed on the above basis.

Name of Firm: Thomas GLC
Chartered Accountants

Name of Principal: Glenn McEwen

Dated this 21st day of September 2021

THOMAS GLC ABN 24 738 839 322
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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
Kathleen Allen
Linda Bayley
Ronald Campanaro
Alexandra Cowie
Julie-ann Erdman
Ian Farmer
Louise Fergus
Carla Heindl
David Hickey
Barbara Hoefnagels
Jane Litchfield
Andrew Jones
Diana Jones
Kaye Kinsey
Glenda Learmonth
Helen Lloyd
Lynette Lloyd
Romany Maclean
Catherine Rippon
Robyn Scott
Jeffrey Smith
Robert Zillman

10 years of service
Philip Cohen
Jane Edwards
Christine Fitzsimmons
Janette Mary Gilleland
Meredith Hellicar
Robyn Lesley Hughes
Jane Kelly
Robyn Kemsley
Glynis Naunton
Peter John Riddington
Barbara Schmelzer
Margaret Shonk
Jasenka Simsic
Helen Smit
Wendy Stocks
Bob Talas
Yasuko Tanaka
Nancy Watkins
Janice Wilson

15 years of service
Anthony Benedek
Catherine Frost
Tracey Learmont
Sue Pearson
Stephen Todd
Sheila Trett
Penny Woodhouse

20 years of service
Carol Gerrard

25 years of service
Monica Hitchenson

30 years of service
Deborah Hunter

35 years of service
Kim Richards
Robin Wheatley

Please note: Years of service is based on calendar years. The above categories are correct up to 31 December 2020. If you believe there are any omissions or errors, please assist us 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.

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Our community partners

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Our government partners

NSW MINISTRY OF HEALTH
DEPARTMENT OF HEALTH
NORTHERN BEACHES COUNCIL
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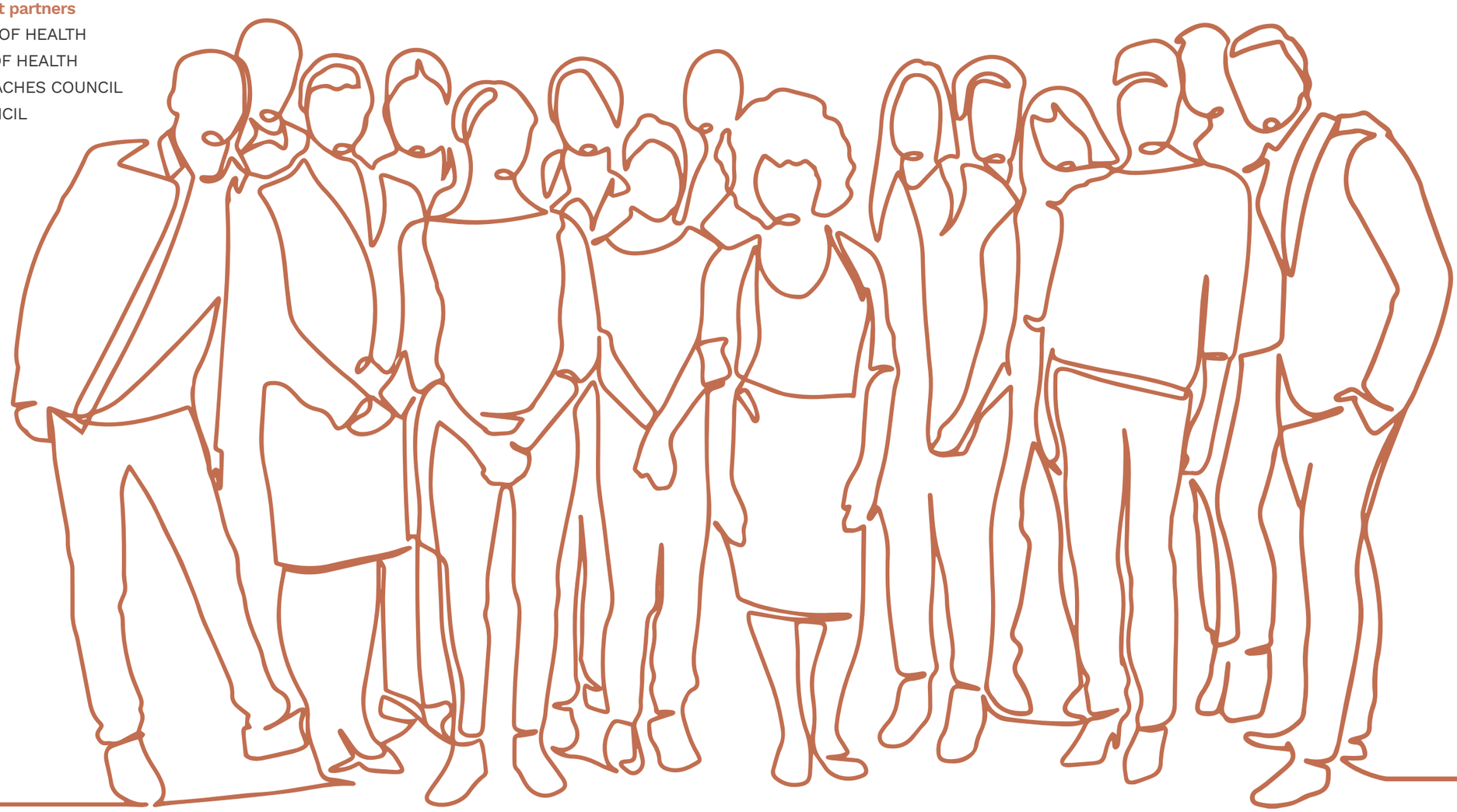

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Notes

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Lifeline
Northern Beaches

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