Annual Report 2023

Lifeline
Northern Beaches

ABN 20 525 079 849

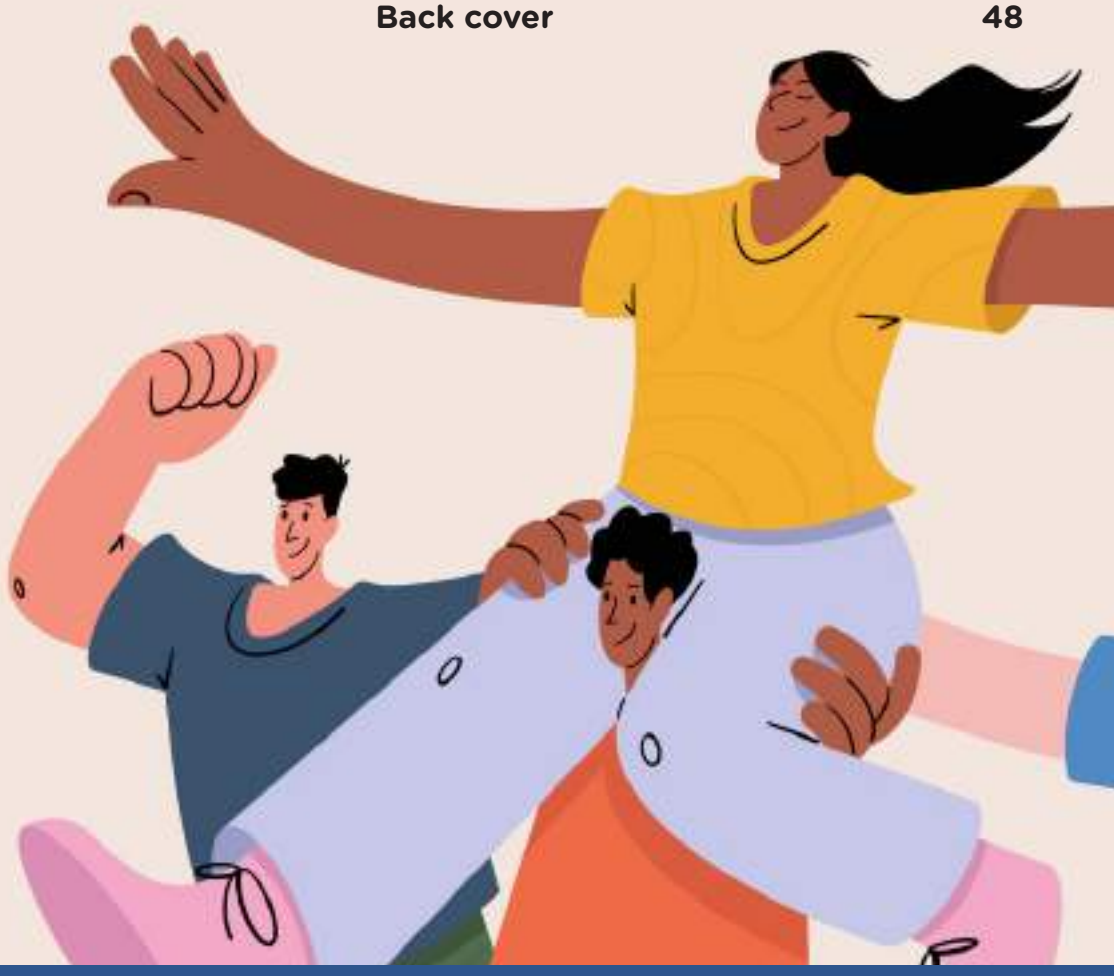
Contents

About Us	3
Our Values	4
Our Services	5
Our Year in Numbers	6
Message from the Chair	8
Message from the CEO	9
Crisis Support	10
Counselling	11
Financial Counselling	13
Community Visitors Scheme	14
Training	15
Retail	16
Book Fairs	17
Fundraising	18
Our Board	19
Message from the Treasurer	20
Directors' Report	21
Financial reports	24
Notes to the Financial Statements	28
Years of Service	46
Thank you and acknowledgements	47
Back cover	48

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
310 Sydney Rd, Balgowlah NSW 2093
ABN 20 525 079 849



About us

Our vision is an Australia free of 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 750 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 lower north shore. Our wide range of services support people through a time of personal crisis and who may be at risk of suicide.

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. You can see more information about the services that Lifeline Northern Beaches offers on page 5.

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 or chatting online at www.lifeline.org.au/crisis-chat anytime.

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 is available to anyone aged 15 or above.

Support Groups

Lifeline Northern Beaches offers support groups for a range of concerns, including domestic violence, 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.

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.

Aged Care Volunteer Visitors Scheme

Volunteer 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.

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

Operations

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 ten retail stores from Neutral Bay to Mona Vale, plus our 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 Year in Numbers

Our workforce

Volunteers: **783**

Employees: **126**

*FTE 42.4

Our services

Crisis Support

Crisis calls answered: **55,952**

Lifeline Text conversations: **6,695**

Number of Crisis Supporters: **291**

Clinical Counselling

Number of counsellors: **26**

Counselling clients served: **364**

Clinical counselling session attendance: **2,089**

Individual session attendance: **1,799**

Group session attendance: **290**

Financial Counselling

Number of financial counsellors: **3**

Financial counselling client cases: **121**

Financial counselling cases completed: **89**

Community Visitors Scheme

Volunteers: **25**

Residential aged-care facilities served: **15**

Training

Crisis Supporter intakes: **3**

Number of Crisis Supporters trained: **73**

Number of community training courses: **45**

Message from the Chair

We continue to be a calm reassuring voice of hope on the phones, text and in our community.

When asked about Lifeline Northern Beaches, I reflect on our dedicated employees, volunteers and the community who give their time and donations, all of which allow us to provide invaluable services to those in crisis. We are eternally grateful for your care and dedication.

This year has been about settling back into daily activities without the disturbance of operating lockdowns and social restrictions brought on by the pandemic. The team has been able to consistently provide group support sessions, counselling for individuals, and much-needed training to our workforce, community and local businesses. Our retail stores have remained open and our book fairs have proceeded, both of which have flourished in attendance and results.

Looking to the future, our commitment to our strategy and the ongoing evolution of our services and fundraising activities continues. The coming year brings greater focus to expanding our activity throughout the Northern Beaches and Lower North Shore, through growth in our counselling services and support groups, expanding our offering of suicide prevention training and increasing community awareness and support.

I would like to acknowledge David Thomas, former CEO, for his long-standing dedication to Lifeline Northern Beaches, our community and our team members. David led the organisation through periods of great uncertainty as Australia was subject to the ongoing challenges of the pandemic, extreme weather events and, most recently, economic difficulties. We wish David all the very best for his future career. I would also like to thank Sarah Watts-Smith, who has been Acting CEO on two occasions this year and has continued to provide a warm and open approach in leading the team.

The board has been undertaking an executive search for a CEO to lead Lifeline Northern Beaches in its next phase, and I look forward to sharing good news with you very soon.

Our talented volunteer Board continues to work hard, and provide support to the management team through guidance, strategic direction and continuing to strengthen our risk management and governance. This year has seen some change to the board membership, with Ian Farmer retiring from the board and his position as Chair in May 2023, along with Stephen Todd who has retired in September 2023. The Board sincerely thanks Ian and Stephen for their guidance and support over the years.

We welcome Claire Bodenes to the Board in October 2022. Claire also takes on the position of Treasurer. Claire comes to the Board with a strong risk management background, which positively complements the skill set of the board and will greatly enable the board to confidently deliver on our strategy to expand our support to those in need, nationally and within our local community.

I would like to take the opportunity to thank the Lifeline Northern Beaches team of staff and volunteers, and to all those in the community, whom, without your contribution, we would not be able to provide the level of local support that we do.

Carol Lydford
Chair

Message from the Acting CEO

I am pleased to present Lifeline Northern Beaches' Annual Report for the year 2023. This report encapsulates our mission, accomplishments, and aspirations as we continue to work tirelessly towards an Australia free of suicide. Our commitment to creating connections, empowering individuals, and fostering resilient communities remains steadfast.

At Lifeline Northern Beaches, we have a singular purpose – to create connections with individuals in crisis and empower communities to be safe from suicide. Our efforts are guided by our strategic plan, which centres around seven key pillars:

1. High-Quality Service: We are dedicated to providing a high-quality crisis support service across phone and text, ensuring that individuals in their moments of crisis find the understanding and compassion they need.

2. Community Alignment: Our purpose-aligned portfolio of local community services allows us to create a comprehensive support network that addresses various needs, promoting well-being.

3. Volunteer Excellence: As a talent magnet, we provide a best-in-class volunteer experience, recognizing that our volunteers are the heart of our organisation. Their dedication is invaluable in creating a lifeline for those in need.

4. Sustainable Funding: We take pride in our ever-growing funding portfolio, ensuring that our operations remain resilient and sustainable, allowing us to make a lasting impact.

5. Community Integration: Being deeply embedded within our communities is a cornerstone of our strategy. By understanding the unique needs of the regions we serve, we can offer more effective support.

6. Community Capability: We aim to build local capability in suicide prevention and response, working collaboratively with our community to create a safety net for those at risk.

7. Financial and Operational Sustainability: Our commitment to financial and operational sustainability is unwavering, ensuring that we can continue to provide essential services for years to come.

We are more than just the 13 11 14 Crisis Support Line. This year, we have once again strengthened our relevance within the local community. Through our combined efforts, we've made substantial progress towards long-term sustainability across all our services and operations. None of this would have been possible without the dedication of our incredible employees, volunteers, and the unwavering support from our community.

I extend my heartfelt gratitude to the outgoing Chair of the Board, Ian Farmer, for his invaluable leadership and dedication to our cause. Additionally, we wish to express our appreciation for our previous CEO, David Thomas, whose guidance and vision have been instrumental in shaping our organisation. Thank you to our Chair, Carol Lydford, and the Board for the continued support and guidance.

As we reflect on our achievements, we look forward to the future with optimism. With your continued support, we are confident in our ability to make even greater strides towards our vision of an Australia free of suicide. Together, we can create lasting connections, empower individuals, and build communities that are safe and supportive.

Thank you for standing with us on this journey.

Sarah Watts-Smith
COO and Acting CEO

Crisis Support

We are grateful to our team of crisis supporters for providing quality care across Australia during the past year. Frequently, Lifeline Northern Beaches excels in the Lifeline Australia prescribed target to provide support for help seekers across the national Lifeline network in terms of the number of calls answered each day.

During this year Lifeline Northern Beaches crisis supporters have responded to over 55,000 calls that constitutes more than 16,000 hours for the national Lifeline network.

At the end of the financial year, Lifeline Northern Beaches ceased providing the Lifeline Text service with Text being delivered by other Lifeline centres . We farewell our digital services team. We thank them for over five years of skilled work and wish them well.

The crisis supporter team continue to meet reaccreditation standards by accruing 92 hours taking calls, attending professional development and group supervision. In addition, we thank our team for providing a nurturing empathic space in the phone room for students as they take their first calls and develop their skills to support help seekers.

The knowledgeable leadership of the In-shift Support Supervisors creates a caring and effective phone room. In-shift Support Supervisors work skilfully with crisis supporters taking calls from help seekers at risk from suicide and then intervening with emergency services to keep callers safe. Additionally, they deliver essential support performing student assessments and coaching.

In April, we farewelled our Student Co-ordinator Jackie Hamer. In August, we welcomed Jackie O'Shea into the role of supporting students on their learning journey.

In July, after 20 years of service to Lifeline as Crisis Support Manager, Donna Favaloro retired and John Harris became the Acting Crisis Support Manager. Donna's championed values of compassion, focus on strengths and social justice will remain a legacy for the collective values of our phone room.

Our professional development program continues to be engaging, educational and very well attended due to the enthusiastic coordination of Heike Dicke. Heike excels in organising events to acknowledge crisis supporters and in August created another memorable Connect Learn and Celebrate evening.

At Lifeline Northern Beaches we work together as a team to create connection with people in crisis. I would like to acknowledge and thank the efforts of everyone involved to maintain the high standards that flows on to the quality of care for help seekers in our community.

John Harris
Crisis Support Manager (Acting)

Counselling

The Lifeline Northern Beaches clinical counselling team aspires to provide early psychological support and counselling intervention for community members before it reaches crisis point. We encourage help-seeking behaviour, and are heartened by the continued increase in the numbers of individuals accessing our clinical services.

In FY 23, we saw a record number of 364 clients (an increase of 30% compared to the previous FY) engaging with our one-on-one clinical services, and 1,799 individual counselling sessions conducted. Over half of these clients were new referrals. We continue to respond to counselling enquiries within 24 hours (Mon – Fri) and arrange for the first counselling session within a week.

Our counselling team of volunteer psychologists and accredited counsellors increased to twenty-six, again another record for our team. Apart from low-cost counselling options, bulk billing was introduced so that clients referred by a GP on a mental health care plan did not have to pay a gap fee.

More females accessed the individual clinical services, and this was consistent across all age cohorts. Overall, 75% of all clients identified as female. Those aged between 46 – 65yrs accounted for almost half of new referrals. There was a small number of clients that identified as gender diverse (other).

Presenting issues reported by new clients

Anxiety	24%
Grief & Loss	16%
Relationship issues	13%
Depression	12%
Domestic & Family Violence	7.5%
Family issues	6.7%
Trauma	3%

Highlights

- **Bulk-billing option for clients referred on a GP mental health care plan.**
- **Northern Beaches Council grant to provide free counselling support for survivors of family and domestic violence.**
- **Professional Development in suicidality (Suicide Prevention Australia Conference, Canberra; Ministry of Health Safeside training in suicide prevention; Suicide Prevention Capacity Building for North Sydney, Black Dog Institute) and Treating Complex PTSD in Domestic and Family Violence.**

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Counselling
Continued

We encourage help-seeking behaviour.

- **Active membership in the Regional Leadership Group - Northern Sydney Suicide Prevention Collaborative and participation in Northern Beaches suicide prevention working with Northern Beaches Council.**
- **Active membership in Northern Beaches interagency for mental health, domestic and family violence, youth and multi-cultural communities.**

Support Groups

Lifeline Northern Beaches continues to offer an assortment of support groups at low or no cost to the community. For the FY 23, 13 closed groups were offered, which typically ran for six weeks. Additionally, the suicide bereavement group (an open group for anyone bereaved by suicide) continued on a monthly basis. In total, 72 group sessions were offered over the course of the FY, with 290 group attendances by 74 clients.

Feedback from support group attendees

The Grief & Loss support group explores the impact of grief and loss on a person's physical, emotional, mental and spiritual well-being. Attendees explore ways to work through the pain associated with loss and learn new ways to organise and live in recovery.

100% of group attendees reported that:

- they felt heard and understood by the group facilitators.
- were better able to deal with their grief and loss issues.
- they found the support group helpful.

Seasons for Growth psycho-ed group

The aim of the Seasons for Growth group is to deepen personal understanding of the experience of change, loss and grief, and learn appropriate ways of dealing with the experience. Following evaluation, 75% of all attendees rated the maximum score (5) that it achieved this aim and 25% rated a 4 out of 5.

Barbara Stenhouse
Counselling Manager

Financial Counselling

Lifeline Northern Beaches offers a community based financial counselling service which provides free and confidential support to any person who is worried about their financial situation or is experiencing financial stress. There is a strong correlation between financial stress and poor mental health, and financial stress is a significant risk factor for suicide.

Our Financial Counselling Service plays a crucial role in addressing the financial stress and challenges that many individuals and small businesses in our Northern Beaches community face from time to time- we support our clients to understand their financial situation and to identify options for dealing with debt.

Increased Demand for Financial Counselling

Our financial counselling service has experienced a significant increase in demand, with a notable 80% increase in enquiries for financial counselling and a 50% increase in clients requiring longer-term support compared to the previous financial year. This rise reflects the growing financial stress within our community.

Economic Downturn

Recent interest rate rises and the resulting economic downturn, as well as the increased cost of living, have exacerbated financial difficulties for many residents and business owners. Our clients face various financial challenges beyond increased mortgage repayments, such as difficulties in paying rent, strata levies, and large tax debts. These debts can have severe consequences including homelessness, forced bankruptcy for individuals or forced liquidation for small businesses.

Awareness and Accessibility

Financial Counselling provides vital support and assistance during these challenging times, and we continue to focus on increasing awareness and accessibility of our service. This includes creating strong connections with community organisations to establish referral pathways; setting up outreach locations; and using media campaigns to destigmatise seeking help for financial issues.

Financial counselling is a free service and open to anyone on the Northern Beaches, regardless of their socio-economic background or employment status, and our aim is to ensure that help is available to all who need it.

Iresha Lehane
Financial Counselling Manager

Community Visitors Scheme

In April this year, I was given the privilege to manage Lifeline's Aged Care Volunteer Visitor's Scheme (ACVVS) when Lyndall Calcraft retired after many years of dedication to the role. I know that I have big shoes to fill!

The ACVVS, which is funded by the Australian Government Department of Health and Aged Care, helps end loneliness by providing friendship and companionship to residents living in fifteen (15) residential aged care facilities located from Mosman to Collaroy.

The philosophy of the program is to enrich the quality of life of residents who, despite living in a facility with others and staff, experience loneliness. Fortnightly visits alleviate this loneliness, helping to bridge the gap between living in a facility and the community at large; enhancing the lives of both the volunteer and the resident.

With the COVID pandemic truly behind us, and services returning to a semblance of normality, resident referrals grew dramatically, with residents needing connection more than ever. Unfortunately, COVID, lockdowns, and the new vaccination requirements, saw a large drop in our volunteer numbers, so to meet the increased referrals, a wide-reaching community volunteer recruitment drive was required.

In addition, collaborating and developing relationships with the local Aged Care facilities has been a major priority, as this ensures that Lifeline Northern Beaches is able to support not only the residents, but also the Lifestyle Coordinators that submit the referrals.

There are plans in place for 'Best Practice' Aged Care Facility meetings to commence in 2023. These meetings will give Lifestyle Coordinators the opportunity to share resources, network, support and learn from each other within a coordinated approach.

However, Lifeline Northern Beaches' priority will always be the well-being of its dedicated and loyal volunteers, some of whom have been volunteering within the ACVVS program for more than ten years. This support continues to be provided with in-house training. These meetings not only provide pertinent information to volunteers regarding their role but are also an opportune time for them to come together to debrief, share experiences and socialise.

Another opportunity to come together to celebrate and acknowledge their contribution was provided during Volunteer Week in May when an afternoon tea and tour of the Manly Quarantine Station was held. This gave our ACVVS volunteers a chance to mingle with other Lifeline Northern Beaches volunteers which they may have never met.

To conclude, I would like to give a big THANK YOU to our wonderful team of volunteers for their time, dedication and commitment to not only their friend, but also to Lifeline Northern Beaches, as the program would not exist without them!

Rosanna Commisso
ACVVS Manager

Training

We hope the next 12 months will be as successful as the last.

We began the year with the enrolment of 22 students beginning their journey to become a volunteer Crisis Supporter. Across the year we trained three cohorts of students, reaching a total number of 73.

The key to successful Crisis Support Training is a group of wonderful volunteer Mentors. The size of the mentor team has continued to ebb and flow. One strategy to address this hurdle is our biannual Mentor Training workshop. This began in 2022 and proved to be of great benefit to the team.

These workshops continue to bring together our Mentors and Trainers to reflect on practice and discuss how to lead, motivate, support skill development, provide feedback and encourage students in Stage 1 of their training. These training workshops help by creating an inspiring team environment.

The second half of the year we turned our attention to developing a new workplace and community training suite. Our Learn with Lifeline Northern Beaches training suite was developed utilising our vast array of expertise and knowledge in suicide prevention and being able to connect and communicate with those significant in crisis.

Throughout this year we delivered 45 workshops to a total of 665 participants. The survey results indicated that the training was either excellent or very good with a large majority stating that they increased their knowledge, skills, confidence, empathy, understanding and self-care because of the training workshop.

Our three-year partnership with Northern Beaches Council working on the Suicide prevention "Gatekeeper" project, concluded with the delivery of 63 Accidental Counsellor workshops and training approximately 750 community gatekeepers in how to support their friends, colleagues, and family members.

Another partnership we completed this year was funded by the Local Drug Action Team alongside Northern Beaches Council and Sydney Drug Education Centre. We developed a Community Action Plan titled "Preventing alcohol related youth suicide on the Northern Beaches". Alcohol is a key contributing risk factor of youth suicide, and the community generally reported a lack of awareness of referral pathways for local AOD support services. Activities planned aimed to build knowledge, skills and confidence amongst parents, workers, and the community through training workshops.

We delivered a train-the-trainer workshop attended by eight counsellors and fivetrainers to upskill their knowledge and expertise. This was followed by two community workshops. In total 42 local youth workers were trained.

We hope the next 12 months will be as successful as the last.

Katie Biggs
Training Manager

Retail

Working with the community and for the community has delivered exciting fundraising results for the Retail Team.

The Retail team are proud to share that we are now seeing the results of much hard work to relocate and refresh our stores in the period leading up to FY23. The focus of this last year has been on consolidating our teams and reviewing our processes and we are delighted that FY23 has been our best sales and fundraising result ever with strong increases on previous results.

Our team is the most important part of our success. We are fortunate to have a strong team of professional and creative Store and Warehouse/Logistics leaders who are supported by enthusiastic volunteers. We focus, not just on the "What" we do, but also on the "How" we do it – how we interact with each other and with our local community of customers and donors. The smiles and regular compliments from our customers are a very accurate barometer of how we are doing.

Online Retail is a very important sales channel and can be challenging in the re-sale world when we only have 1 unit of every item featured and a very eclectic collection! Our Online Store team also recently migrated to a new location and is to be congratulated on creating an outstanding online customer shopping experience. If you have yet to experience this site go to https://shop.lifelinenb.org.au for some Lifeline Northern Beaches retail therapy.

We are very excited by our future opportunities to grow and connect with our communities and enable everyone to participate in the support Lifeline Northern Beaches offers. A very big thank you to the whole Retail Team for their passion and dedication to what we do and for all the smiles and hugs along the way.

Megan Hook
Retail Operations Manager

Our team is the most important part of our success.

Book Fairs

Four four-day Book Fairs a year becomes the new normal.

After the COVID disrupted calendars of the last two years the Book Fair Committee was very pleased (and relieved) to conduct four book fairs during the 2022 – 2023 year, two at St Augustine's College and two at the new Forestville venue.

All four book fairs had good sales and customer numbers, and, despite September sales at Forestville being badly impacted by terrible weather, we delivered very pleasing total sales of $454,481.

Our "direct sales" channels including eBay & CD Sales, at $15,805, were down on prior years and are an opportunity for development in the future.

Volunteer interest at both book fairs and the Book Depot was pleasing, both from students and the general public. A new Induction Program for Book Fair volunteers was trialled with positive feedback from participants and will become the new standard going forward. Corporate volunteering during the year was again paused as companies did not promote volunteering during the covid recovery period.

With less volunteers available during the course of the year we worked on improving manual handling practices at both the book depot and book fairs. We significantly reduced manual handing of book fair stock by collating and moving boxes in bulk on wrapped pallets, rather than moving individual boxes. This has significantly driven efficiency and we are able to move more stock with less labour.

Coming out of the COVID lockdowns we had a considerable backlog of donations available for processing. In the last three months of this year we have experienced a significant slowdown in rate of donations, and a key activity for the coming year needs to be putting programs in place to ensure the rate of donations continues to meet the sales potential we now know exists within our geography.

Penny Cervetto
Book Fair Committee Chair

Fundraising

Lifeline Northern Beaches raises more than 70% of its own funding

Firstly, thank you to all donors, contributors, supporters, volunteers and partners who have helped Lifeline Northern Beaches to raise funds for our vital crisis support and suicide prevention services. The funds raised by Lifeline Northern Beaches are spent directly in our community to provide local services.

Throughout each year Lifeline Northern Beaches is wonderfully supported by a wide range of individuals, businesses and foundations.

I especially want to thank the very generous and ongoing contributions of John Cunningham and Cunninghams Real Estate; the Balance Foundation; the Penn Foundation; Man Anchor and Form 1; Salty Rooster; the Rotary Clubs of Balgowlah, Manly and Warringah; Northern Beaches Uniting Church; CMS Surveyors; Connor Pettersson and Code 5 Fitness; Mick and the team from the Ocean Rockpool Tour; Craig Brokensha and Swellnet; Hamer and Hamer Solicitors; and the Tawny Frogmouth.

We also have a large number of generous regular donors who give monthly or annually to Lifeline Northern Beaches.

This past year, we held the annual Lifeline Classic at Queenscliff Beach in September. The tag-team surf event was the most successful in its six-year history, raising more than $140,000 and with 21 teams competing on the day. Thank you to all competitors who raised funds and gave their time to support Lifeline. We were also part of the Ocean Rockpool Tour in January, with the event now in its second year, and great to see such enthusiasm from participants who swam in every rockpool from Palm Beach to Shelley Beach.

The annual appeal continues to successfully raise significant funds for Lifeline Northern Beaches through direct requests from supporters. Thank you to everyone who gave generously.

As Lifeline Northern Beaches raises more than 70% of its own funding (i.e. outside of government grants), we are indebted to all those who willingly support our vision of an Australia free of suicide and enable Lifeline Northern Beaches to be there for our community. Thank you!

Alistair Robinson
Marketing, Fundraising and Partnerships Manager

Our Board

Carol Lydford
Chair

Alistair Carmichael
Deputy Chair

Claire Bodenes
Treasurer

Michelle Bainbridge
Secretary

Reverend John Barker
Board Member

Dr. Phillip Comans
Board Member

Dr. Jo Gorrell
Board Member

Stephen Todd
Board Member

Ian Farmer
Board Member

Message from the Treasurer

For FY23 Lifeline Northern Beaches reported an operating surplus of $566,549.

Our retail stores continue to be the largest contributor to our revenue, with continued focus on the modelling and purpose of each store to achieve maximum results. In addition we achieved greater than expected donation revenue across the year, and higher grant income than anticipated, to result in a healthy operating surplus for the year.

Our balance sheet is strong with cash and cash equivalents (term deposits) of $4.0 million at June 30. Financial stability continues to be a long-term strategy, particularly in light of the increasingly uncertain economic environment we currently face. In recent years it is this strength in our balance sheet that has allowed Lifeline Northern Beaches to face multiple challenges while ensuring no negative impact to our employees and volunteers.

This positive result is a product of the dedication and passion of the Lifeline Northern Beaches team, and is particularly impressive given multiple pressures on the team in the current climate. I would like to extend my gratitude and thanks to the entire Lifeline Northern Beaches team for their very important contribution as always to the ongoing operations of Lifeline Northern Beaches and for providing a safe environment for our employees and volunteers.

Our outgoing Board Chairman, Ian Farmer, stepped down during the year – on behalf of the Lifeline Northern Beaches team including all staff and volunteers, and the Board, I would like to extend our deep gratitude for the leadership, guidance and support you have shown over the years.

David Thomas also stepped down from the role of Lifeline Northern Beaches CEO in July 2023 after almost 10 years with the organisation. The Board thanks David for his service of Lifeline Northern Beaches and our important mission, both as a Director and as a CEO, and wishes him all the very best for the future.

FY23 also saw the formation of a number of new committees with a view to maximising efficiency and effectiveness of the Board's involvement across the spectrum of LLNB's operations. One of these Committees, the Finance and Operations Committee, exists to review and monitor the present and future financial, investment and operations of LLNB and I would like to extend my thanks to our Board Chair Carol Lydford, Board Director Alistair Carmichael, Acting CEO Sarah Watts, and Retail Operations Manager Megan Hook for their support in the Finance & Operations Committee meetings throughout the year.

Claire Bodenes
Treasurer

Lifeline Northern Beaches Limited

Directors' Report

30 June 2023

The Board present their report on Lifeline Northern Beaches Limited for the financial year ended 30 June 2023.

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:

Carol Lydford – Chairman
Alistair Carmichael – Deputy Chair
Michelle Bainbridge – Secretary
Claire Bodenes – Treasurer (appointed 20th October 2022)
Rev John Barker
Dr Phillip Comans
Jo Gorrell

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

Ian Farmer (retired 16th May 2023)
Stephen Todd (retired 19th September 2023)

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") ("the Company") during the financial year were the provision of a range of crisis care support services.

Review of Operations

The surplus for this period was $566,549. (2022: Deficit of $395,688)

Directors' Report

30 June 2023

Meetings of Directors

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

	Number eligible to attend	Number attended
Carol Lydford	6	5
Alistair Carmichael	6	6
Michelle Bainbridge	6	6
Claire Bodenes	4	4
Rev John Barker	6	4
Dr Phillip Comans	6	4
Jo Gorrell	6	6
Ian Farmer	6	6
Stephen Todd	6	6

Carol Lydford
Director

Dated this 4th day of October 2023

Claire Bodenes
Director

Dated this 4th day of October 2023

Auditor's Independence Declaration

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, 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 4th day of October 2023

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

	Note	$	$
Revenue	4	3,848,389	2,615,650
Finance income		61,107	16,111
Other income	4	2,626,157	2,504,990
Employee benefits expense		(4,253,429)	(3,923,937)
Depreciation and amortisation expense		(647,955)	(651,407)
Rent expenses		(131,167)	(35,835)
Repairs and maintenance		(30,942)	(48,940)
Electricity expenses		(44,244)	(39,986)
Events delivery costs		(102,990)	(97,464)
Consultants including training		(179,369)	(227,942)
Other expenses		(555,534)	(490,363)
Finance expenses	5	(23,474)	(16,565)
Profit before income tax		**566,549**	**(395,688)**
Income tax expense		**-**	-
Profit from continuing operations		**566,549**	(395,688)
Profit for the year		**566,549**	(395,688)
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		**566,549**	**(395,688)**

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Limited

Statement of Financial Position

For the Year Ended 30 June 2023

	Note	2023 $	2022 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	3,989,339	3,369,936
Trade and other receivables	8	302,184	387,826
Other assets	10	188,692	122,625
TOTAL CURRENT ASSETS		**4,480,215**	**3,880,387**
NON-CURRENT ASSETS			
Property, plant and equipment	9	4,211,109	3,909,005
TOTAL NON-CURRENT ASSETS		**4,211,109**	**3,909,005**
TOTAL ASSETS		**8,691,324**	**7,789,392**
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	314,529	325,844
Lease liabilities	12	522,512	441,412
Employee benefits	13	338,102	332,191
Other liabilities	14	21,806	60,000
TOTAL CURRENT LIABILITIES		**1,196,949**	**1,159,447**
NON-CURRENT LIABILITIES			
Lease liabilities	12	619,457	351,108
Employee benefits	13	145,164	115,632
TOTAL NON-CURRENT LIABILITIES		**764,621**	**466,740**
TOTAL LIABILITIES		**1,961,570**	**1,626,187**
NET ASSETS		**6,729,754**	**6,163,205**
EQUITY			
Retained earnings		**6,729,754**	6,163,205
		6,729,754	6,163,205
TOTAL EQUITY		**6,729,754**	**6,163,205**

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Limited

Statement of Changes in Equity

For the Year Ended 30 June 2023

	Note	Retained Earnings	Asset Revaluation Surplus	Asset Realisation Reserve	General Reserve	Capital Profits Reserve	Total
		$	$	$	$	$	$
Balance at 1 July 2022		4,190,790	1,972,415	-	-	-	6,163,205
Profit attributable to members of the parent entity		566,549					566,549
Transactions with owners in their capacity as owners							
Balance at 30 June 2023		**4.757,339**	**1,972,415**				**6,729,754**

2022

	Note	Retained Earnings	Asset Revaluation Surplus	Asset Realisation Reserve	General Reserve	Capital Profits Reserve	Total
		$	$	$	$	$	$
Balance at 1 July 2021		4,586,479	1,972,415	-	-	-	6,558,894
Profit attributable to members of the parent entity		(395,689)	-	-	-	-	(395,689)
Transactions with owners in their capacity as owners							
Balance at 30 June 2022		4,190,790	1,972,415	-	-	-	6,163,205

The accompanying notes form part of these financial statements.

Lifeline Northern Beaches Limited

Statement of Cash Flows

For the Year Ended 30 June 2023

	Note	2023 $	2022 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		6,589,229	4,941,326
Payments to suppliers and employees		(5,980,486)	(5,120,580)
Interest Received:		38,724	16,111
Net cash provided by/(used in) operating activities		**647,467**	**(163,143)**
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(28,064)	(13,175)
Net cash provided by/(used in) investing activities		**(28,064)**	**(13,175)**
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		619,403	(176,318)
Cash and cash equivalents at beginning of year		3,369,936	3,546,254
Cash and cash equivalents at end of financial year	7	**3,989,339**	**3,369,936**

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2023

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

The principal activities of the Association for the year ended 30 June 2023 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 the Directors on 4th of October 2023.

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 - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012.*

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

(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 the Company 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 the Company 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

Rendering of services

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

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 the Company 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 the Company 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 the Company is entitled to it.

(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.

2 Summary of Significant Accounting Policies

(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 Company, 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.

(f) Financial instruments

Financial instruments are recognised initially on the date that the Company 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).

2 Summary of Significant Accounting Policies

(f) Financial instruments

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, the Company classifies its financial assets into the following categories, those measured at:

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

Financial assets are not reclassified subsequent to their initial recognition unless the Company 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 Company'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.

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:

2 Summary of Significant Accounting Policies

(f) Financial instruments (cont.)

Financial 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, the Company 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 Company's historical experience and informed credit assessment and including forward looking information.

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

The Company uses the presumption that a financial asset is in default when:

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

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

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

Trade receivables

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

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

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

Other financial assets measured at amortised cost

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

The Company 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.

2 Summary of Significant Accounting Policies

(f) Financial instruments (cont.)

Financial liabilities

The financial liabilities of the Company 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

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

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

(j) Adoption of new and revised accounting standards

The Company has adopted all standards which became effective for the first time at 30 June 2023, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

3 Critical Accounting Estimates and Judgments

The directors 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.

3 Critical Accounting Estimates and Judgments

Key estimates - impairment of property, plant and equipment

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company 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

The Company 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 - 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

	2023	2022
	$	$
Revenue from contracts with customers	-	-
Revenue from other sources		
- sale of goods	3,620,821	2,337,171
- provision of services	227,568	278,479
- rental revenue for property investment	-	-
	3,848,389	**2,615,650**
Total Revenue	**3,848,389**	**2,615,650**

	2023	2022
	$	$
Other Income		
- recoveries	-	832
- Government Jobkeeper Subsidy	-	170,357
- other income	584,736	566,497
- donations	286,403	215,909
- grants	1,755,018	1,551,395
	2,626,157	**2,504,990**

Notes to the Financial Statements

For the Year Ended 30 June 2023

5 Finance Income and Expenses

Finance expenses

	2023	2022
	$	$
Interest expense	23,474	16,565

6 Result for the Year

The result for the year includes the following specific expenses:

	2023	2022
	$	$
Other expenses:		
Employee benefits expense	4,253,429	3,923,937

7 Cash and Cash Equivalents

	2023	2022
	$	$
Cash at bank and in hand	524,277	991,851
Short-term deposits	3,465,062	2,378,085
	3,989,339	**3,369,936**

8 Trade and other receivables

	2023	2022
	$	$
CURRENT		
Trade receivables	242,645	334,414
	242,645	334,414
Deposits	59,539	53,412
Total current trade and other receivables	**302,184**	**387,826**

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

	2023 $	2022 $
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	(296,658)	(262,158)
Total buildings	**1,209,575**	**1,244,075**
Total land and buildings	**2,989,575**	**3,024,075**
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	466,807	438,743
Accumulated depreciation	(389,808)	(363,367)
Total furniture, fixtures and fittings	**76,999**	**75,376**
MOTOR VEHICLE		
At cost	53,409	53,409
Accumulated depreciation	(40,885)	(28,101)
Total motor vehicles	**12,524**	**25,308**
COMPUTER SOFTWARE		
At cost	10,810	10,810
Accumulated depreciation	(10,810)	(10,810)
Total computer software	**-**	-
Total plant and equipment	**89,523**	**100,684**
RIGHT-OF-USE ASSETS		
Right-of-Use – Buildings		
At cost	**1,706,241**	1,362,648
Less: Amortisation Expense	**(574,230)**	(578,402)
Total right-of-use assets	**1,132,011**	**784,246**
Total property, plant and equipment	**4,211,109**	**3,909,005**

(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:

Notes to the Financial Statements

For the Year Ended 30 June 2023

9 Property, plant and equipment

(a) Movements in Carrying Amounts

	Land	Buildings owned	Furniture, Fixtures and Fittings	Motor Vehicles
	$	$	$	$
Year ended 30 June 2023				
Balance 1 July 2022	1,780,000	1,244,075	75,376	25,308
Additions	-	-	28,064	-
Depreciation/Amortisation Expense	-	(34,500)	(26,441)	(12,784)
Balance 30 June 2023	**1,780,000**	**1,209,575**	**76,999**	**12,524**

	Right of Use - Buildings	Total
	$	$
Year ended 30 June 2023		
Balance 1 July 2022	**784,246**	**3,909,005**
Additions	921,995	950,059
Depreciation/Amortisation Expense	(574,230)	(647,955)
Balance 30 June 2023	**1,132,011**	**4,211,109**

10 Other Assets

	2023	2022
	$	$
CURRENT		
Prepayments	98,170	17,739
Other asset	90,522	104,886
	188,692	122,625

11 Trade and Other Payables

	Note	2023	2022
		$	$
CURRENT			
Trade payables		71,070	100,548
GST payable		6,008	22,286
Employee benefits		68,495	62,451
Sundry payables and accrued expenses		126,340	83,421
Provision for tax		42,616	57,138
		314,529	**325,844**

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.

(a) Operating leases

Operating leases are in place for buildings and normally have a term between 2 and 5 years.

Lease payments are increased on an annual basis to reflect market rentals.

Lease Liabilities

	2023 $	2022 $
CURRENT		
Operating Lease Liabilities	522,512	441,412
NON-CURRENT		
Operating Lease Liabilities	619,457	351,108

13 Employee Benefits

	2023 $	2022 $
Current		
Long service leave	120,720	107,379
Provision for employee benefits	217,382	224,812
	338,102	**332,191**
Non-Current		
Provision for Long Service Leave	145,164	115,632

14 Other Financial Liabilities

	2023 $	2022 $
CURRENT		
Deferred income	21,806	60,000

15 Financial Risk Management

The Company is exposed to a variety of financial risks through its use of financial instruments.

The Company's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The most significant financial risks to which the Company is exposed to are described below:

Specific risks

- Liquidity risk

Financial instruments used

The principal categories of financial instrument used by the Company are:

- Trade receivables
- Cash at bank
- Trade and other payables
- Lease liabilities

15 Financial Risk Management

	2023 $	2022 $
Financial assets		
Held at amortised cost		
Cash and cash equivalents	3,989,339	3,369,936
Trade and other receivables	302,184	387,826
Fair value through profit or loss (FVTPL)	-	-
Fair value through Other Comprehensive Income (OCI)	-	-
Total financial assets	**4,291,523**	**3,757,762**
Financial liabilities		
Financial liabilities at amortised cost	336,335	365,844
Financial liabilities at fair value		
Total financial liabilities	336,335	365,844

Objectives, policies and processes

The Board of Directors 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 liquidity risk, credit risk as described below.

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 the Board of Directors. The Chief Executive 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 assessment of market forecasts for interest rate movements.

The Board of Directors receives monthly reports which provide details of the effectiveness of the processes and policies in place.

Mitigation strategies for specific risks faced are described below:

Liquidity risk

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

The Company's policy is to ensure that it will always have sufficient cash to allow it to meet its liabilities as and when they fall due. The Company maintains cash and investment deposits to meet its liquidity requirements for up to 30-day periods.

Liquidity risk

The Company 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 the Company 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.

The timing of cash flows presented in the table to settle financial liabilities reflects the earliest contractual settlement dates and does not reflect management's expectations that banking facilities will be rolled forward. The amounts disclosed in the table are the undiscounted contracted cash flows and therefore the balances in the table may not equal the balances in the statement of financial position due to the effect of discounting.

16 Fair Value Measurement

The Company measures the following assets and liabilities at fair value on a recurring basis:

- Property, plant and equipment

17 Contingencies

In the opinion of the Directors, the Company did not have any contingencies at 30 June 2023 (30 June 2022:None).

18 Related Parties

(a) The Company's 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.

19 Events after the end of the Reporting Period

The financial report was authorised for issue on 4th of October 2023 by the Board of Directors.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

20 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

	2023 $	2022 $
Fundraising Income		
Fundraising income and events	114,171	194,927
Donations	234,872	215,909
	349,043	410,837
Expenses from fundraising		
Employee benefits related to fundraising	23,611	45,825
Event delivery & costs	29,545	49,369
Fundraising costs	57,391	89,517
Total costs of fundraising appeals	110,547	184,711
Net surplus from fundraising activities	**238,496**	**226,126**

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.

21 Statutory Information

The registered office and principal place of business of the company 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 2021* 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 2022*.

Carol Lydford
Director

Dated this 4th day of October 2023

Claire Bodenes
Director

Dated this 4th day of October 2023

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 2023, 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 Director's 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 2023 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

(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 2023, 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) division 4 of the *NSW Charitable Fundraising Regulations 2021*.

b) the money received as a result of fundraising appeals conducted by the entity during the financial ended 30 June 2023 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.

Information Other than the Financial Report and Auditor's Report thereon

The Directors of the Registered Entity are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the reporting period ended 30 June 2023, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Lifeline Northern Beaches Limited

Independent Audit Report to the Directors of Lifeline Northern Beaches Limited

Responsibilities of Responsible Entities for the Financial Report

The Directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* 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 gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors 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 intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

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 the 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 this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.

- Conclude on the appropriateness of the Directors use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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 2021.*

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 4th day of October 2023

Years of Service

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

Leigh Carruthers
Phillip Comans
Lorelle Di Cosmo
Heike Dicke
Fay Duncan
Una Joyce Fox
Margaret Goldie
Jillian Gower
Grahame Marks
Doreen Molasky
Deborah Molyneux-Cole
Helen Naumann
Peter O'Sullivan
Jane Page
Howard Reid
Barry Rogers
Karen Ross
Jade Ryan
Lesley Smith
Kellina Stewart
Clodagh Street
Joanna Thompson
Peter Thompson
Edward Thompson

10 years

Ann Barnes
Willliam Calcutt
Ann Davidson
Linda Davis
Chris Frisinia
Richard Gintel
Jan Heys
Katharine Kerr
Julia Madden
Patricia Mann
Christine Marshall
Fayleen Melville
LouAnne Nuss
Anne Parry
Marianne Rudd
Angela Williams
Helen Wilson

15 years

Denise Barrack
Robert Barrack
Peter Kaldor
Ros Oliver
Lynne Peterson
David Remedios
Maureen Young

20 years

Anne-Maree Brewer
Lyn Brown
John Oliver
Lily Regan
Karen Whiley

Thank you!

Please note: Years of service is based on calendar years. The above categories are correct up to 31 December 2022. 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

Thank you & acknowledgements

Our community partners

AVALON YOUTH HUB
CCNB
CNB
LIFELINE AUSTRALIA
LIFELINE HARBOUR TO HAWKESBURY SYDNEY
MAN ANCHOR
NORTHERN BEACHES UNITING CHURCH
NORTHERN BEACHES WOMEN'S SHELTER
NSW POLICE – NORTHERN BEACHES LOCAL AREA COMMAND
OCEAN ROCKPOOL TOUR
RADIO NORTHERN BEACHES
ROTARY CLUB OF DEE WHY
ROTARY CLUB OF BALGOWLAH
ROTARY CLUB OF MANLY
ROTARY CLUB OF UPPER NORTHERN BEACHES
ST AUGUSTINE'S COLLEGE SYDNEY

Our government partners

NSW MINISTRY OF HEALTH
DEPARTMENT OF HEALTH
NORTHERN BEACHES COUNCIL
MOSMAN COUNCIL

Corporate supporters

BALANCE FOUNDATION
BENDIGO BANK FRESHWATER COMMUNITY BRANCH
BLACKMORES
BUNNINGS BALGOWLAH
BURDEKIN FOUNDATION
CBA FRENCHS FOREST
CMS SURVEYORS
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CUNNINGHAMS REAL ESTATE
DELL AUSTRALIA
GARTNER
GRILL'D DEE WHY
HAMBER SERVICES
HAMER & HAMER BALGOWLAH
HUNT & HUNT SOLICITORS
KATAGA PTY LTD
KYOCERA DOCUMENT SOLUTIONS AUSTRALIA PTY LTD
PENN FOUNDATION
PILU FRESHWATER
SALTY ROOSTER MANLY
SCENTRE LIMITED
SHAW AND PARTNERS FOUNDATION
STOCKLAND BALGOWLAH
SWELLNET

Individual supporters

CONNOR PETTERSSON
CRAIG BROKENSHA
CR CANDY BINGHAM
JOHN CUNNINGHAM
ERIC SHERRITT
JAMES GRIFFIN MP
CR SUE HEINS
JIMMY SAGIOTIS
JOHN AND LUCY BROGDEN
CR KYLIE FERGUSON
MATTHEW TRAINOR ESTATE
MICHAEL REGAN MP
PAUL BAILEY
SIMON ANDERSON
ZALI STEGGALL MP

How you can help

- Make a donation at **www.lifelinenb.org.au/donation**
- Volunteer your time
- Become a corporate sponsor
- Help raise awareness about reaching out for help
- Become involved in fundraising

Services

Crisis Support 24/7

- Call **13 11 14**
- Text **0477 13 11 14**
- Chat **lifeline.org.au/crisis-chat**

Local Support

- Counselling
- Youth Counselling
- Financial Counselling
- Support Groups
- Community Visitors Scheme
- Mental health training

Lifeline
Northern Beaches

Our Balgowlah Office
310 Sydney Rd,
Balgowlah NSW 2093

02 9949 5522

admin@lifelinenb.org.au

lifelinenb.org.au