



Lifeline Canberra

Annual Report | **2013-14**



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Introduction

Lifeline Canberra is a high performance centre within the Lifeline National network taking over 2,500 calls per month, regularly achieving call answer rates in the top three call centres in the country, an achievement and reputation we pride ourselves on.

With the prevalence of suicide rapidly increasing, each day awareness and demand for our Telephone Crisis Support service (13 11 14) rises. Our monthly call answer rates continue to surpass all historic records. With a recently renovated and expanded phone room our operating capacity has increased allowing us to focus on continued growth to meet the rising demand.

Lifeline Canberra exists to save the lives of those experiencing thoughts of suicide. Despite our every effort, one Canberran dies by suicide every ten days. We believe this is preventable. Each day our staff and volunteers fight to save that next life. Our incredibly hardworking and loyal volunteers speak with over 85 callers daily; mothers, fathers, sisters, brothers, sons and daughters of people you know.

Through our community fundraising activities and active recruitment of new volunteers we are determined to make our Lifeline Centre financially sustainable for the long-term ensuring we are there for the people of the ACT and those beyond our geographic boundaries in their moment of need.

Vision, Purpose and Core Values

OUR VISION

To be the first organisation people turn to when they seek crisis support.

OUR PURPOSE

To support Australians in times of crisis and equip individuals to be resilient and suicide safe - changing lives for the better.

OUR CORE VALUES

Integrity

Respect

Compassion

Professionalism

Achievements

In this year we have...

- answered 30,507 calls
- discussed suicide in approximately 4,949 calls
- inducted 110 new Telephone Crisis Supporters (TCS)
- filled approximately 4,888 telephone crisis support shifts
- trained over 320 individuals through Applied Suicide Invention Skills Training (ASIST)
- trained over 100 individuals through Domestic Violence Alert Training (DV-Alert)
- trained 52 individuals in the community to be proficient in Psychological First Aid (PFA)
- delivered a number of Federal and ACT Government Grant projects
- involved all Telephone Crisis Supporters in a supervision program for skill and best practice enhancement
- received significant positive media coverage across a variety of community initiatives
- contributed to creating a more resilient ACT and region community

Acknowledgements

Lifeline Canberra would like to thank the following organisations, individuals and businesses for their support during the year:

104.7 Canberra	Exhibition Park in Canberra (EPIC)	OAMPS
23 Creative	FAW Hire	Pack & Send
666 ABC Canberra	Fulton Hogan	Pilgrim House Management Committee
ACT Coffee Supplies	Godfrey Pembroke	Prime7 Television
ACT & Region Chamber of Commerce & Industry	Goulburn Party Hire	PwC
ACT Government	GWS Giants	Richard Rolfe
ActewAGL	Hamperesque	RSM Bird Cameron
ACTEW Water	Hellenic Club in the City	SERVICE ONE Members Banking
Alfred McCarthy Chartered Accountants	Home Help Service ACT	System Built Exhibitions (SBX)
Alliance Catering	Hyatt Hotel	The Canberra Good Guys
Audi Centre Canberra	JJ Richards	The Canberra Times
Australian War Memorial	King O'Malley's Irish Pub	The Friends of Lifeline
Brumbies Rugby	King & Wood Mallesons	The Green Shed
Bunnings	Komodo Paddle Club	The Snow Foundation
Canberra Cavalry	Konica Minolta	Thomson Reuters
Canberra Weekly Magazine	Lambert Vineyards	Tidy Temple Yoga
Cantlie	Last Man Stands Canberra	Toll in2Store
Clear Complexions	Leader Security	Vikings Group
Coordinate	Manteena	Westpac
	Master Builders Association of the ACT	

Board of Directors

PAULINE THORNELOE - PRESIDENT

Pauline was elected to the position of Board President in November 2011. Pauline has worked in the public service for over 30 years and specialised over the last 11 years in human resource management. She came to Canberra in 2002 and joined Lifeline as a Telephone Crisis Support volunteer in 2004.

Pauline sees her contribution to Lifeline as a way to get more involved in the Canberra community. Pauline became a member of the Board in May 2009.

JOANNA HOUGHTON - VICE PRESIDENT

Joanna has served on the Lifeline Canberra Board since 2005, with a break in 2007-08 to live and work in the Federated States of Micronesia. She was elected to the position of Vice President in November 2011. Joanna holds a Bachelor of Laws (Hons) and Bachelor of Science from ANU.

Joanna is a native Canberran and is passionate about the work of Lifeline Canberra, for the impact it has on people seeking its services and on the community as a whole. After working as a lawyer in private practice, Joanna now works for AusAID.

ATHOL OPAS - SECRETARY

Athol has proudly served as a Director of Lifeline Canberra for over four years, commencing in February 2008. Living in Canberra for 19 years, he is an active member of the community. Athol is committed to the values and work of Lifeline Canberra - changing lives for the better.

Athol is a graduate in Arts and Law, including a Master of Laws. He is a solicitor with over 12 years experience in private and public sectors, and has recently commenced practice with a high profile ACT law firm.

JEANIE BRUCE - TREASURER

Jeanie joined Lifeline as a Telephone Crisis Supporter in 1999, quickly expanding her volunteering role to include In-shift Support Supervisor and mentoring new volunteers as a Group Facilitator. In 2011 she was honoured to be named the ACT Volunteer of the Year, for her considerable and ongoing contribution to Lifeline. She became a member of the Board in 2012.

Jeanie has extensive experience as a manager in the public sector in both WA and the ACT. She holds a Master of Public Administration and a Bachelor of Laws (Hons) and has been a proud resident of Canberra since 1991.

AYESHA RAZZAQ - DIRECTOR

Ayesha joined the Lifeline Canberra Board as a Director in 2011. She brings a wealth of commercial knowledge and expertise obtained through her career in the retail energy industry, leading a dynamic business through a time of significant industry change. Ayesha is currently the General Manager Retail for local utility company ActewAGL and has completed a Bachelor of Engineering (Hons) at ANU.

Ayesha is proud to be on the Lifeline Canberra Board and supports the important work it does in providing crisis support to the people of Canberra and surrounding region.



DR JEFFREY HARMER - DIRECTOR

Dr Harmer began his public service career in 1978 and was promoted to the position of Deputy Secretary of the Social Security Department in 1996. In 2003, he was promoted to Secretary of the Education Department, before taking on his current post in 2004. Dr Harmer was also a member of the panel appointed by Treasury secretary Dr Ken Henry to review Australia's tax system.

RETIRED FROM BOARD JUNE 2014



CADE BROWN - DIRECTOR

Cade joined the Lifeline Canberra Board as a Director in February 2012. Cade provides the board with a deep understanding of corporate governance, risk management and financial management skills that he has obtained throughout his twelve year career as a consultant in Canberra's largest accounting firm. He is currently a Director of PwC and has also figured prominently in Canberra's sporting landscape, primarily as captain of the ACT Comets. Cade has a Bachelor of Commerce at the University of Canberra and is also a Certified Practising Accountant.

Cade is a proud Canberran and is committed to the Lifeline vision and values. He is passionate about the services that our volunteers and hard working staff provide to the people of Canberra and the surrounding region.



STEVE FIELDING - DIRECTOR

Steve has held senior executive and management positions in the public and private sectors. He brings many years of practical experience to the Board of Lifeline and he is a member of the Australian Institute of Company Directors.

Steve joined the Board in 2006.

RETIRED FROM BOARD DECEMBER 2013

WARREN APPS - DIRECTOR

Warren is a Director of Coordinate Group, Canberra's fastest growing communication, marketing and advertising consultancy. He has more than 15 years experience working in multinational advertising agencies and was twice named one of the top five advertising professionals under 30 in Australia by B&T in 2007 and 2008.

Outside of his agency role, Warren is a regular media commentator on advertising, media and marketing issues, President of the Australian Marketing Institute (ACT) and Chair of the Canberra Marketing and Communication Forum, an event he founded which has grown to become the largest annual gathering of marketing professionals in the region.



CARRIE-ANN LEESON - DIRECTOR

Carrie is the Managing Director of national workplace health and wellbeing services provider, Health Futures. Carrie, who holds a science degree in psychology and sociology, joined Lifeline as a Telephone Crisis Support volunteer in 2011, and joined the board as a Director in 2013. Her position as an Executive on the Board for HAPIA (Health and Productivity Institute of Australia) enables Carrie to contribute and direct the development of the industry and the measure of quality for national employee health.

RETIRED FROM BOARD JUNE 2014

President's Report

Lifeline Canberra has had very successful 2013-2014. While not without challenges, we finished the year as an exceptionally high performing Lifeline Centre and as a financially sound organisation. Most importantly we enjoy the trust and support of our Canberra community which allows us to continue to "change lives for the better".

Our volunteer Telephone Crisis Supporters answered more crisis calls this year than ever before in our 43 year history. This is a remarkable achievement. In 2013-14, our centre was one of the most effective Lifeline centres across Australia. Everyday, our volunteers supported an average of 85 people who are in crisis.

Over the course of this year, we have maintained almost 300 dedicated Telephone Crisis Supporters - all volunteers. They willingly give up their time to listen to those in crisis and on behalf of the Canberra community, I thank them for being there.

Lifeline Canberra must continue be there everyday for our community, and through our marketing team, took up the challenge to find the money to do that in 2013-2014. With 10% of our funding from the ACT Government, we again relied heavily on our iconic Bookfairs - two at EPIC on the northside of Canberra and our small but growing Southside Bookfair at the Erindale Vikings. All three were extremely successful, underlying both the fantastic efforts of our warehouse and bookfair volunteers and the remarkable Canberra community who turn out in droves three times a year.



We continued to seek out other funding avenues - through our coffee cart, our Vintage Ball in July, Hipsley, our vintage clothing shop - and developed further networks across the sports and business organisations within Canberra for mutually beneficial partnerships.

In April, we launched the "One Million dollars on One Day" campaign, in recognition of the significant date this year - 13 11 14. This money will go towards building a financial base for Lifeline Canberra into the future.

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To all of those who have supported us this year – whether it be through a direct donation, the purchase of a coffee, a book or dress or wore our logo with pride – thank you for keeping our Telephone Crisis Supporters listening.

Our CORE Solutions team continued to expand its corporate and public training across Canberra, which grows resilience in our community while supporting our financial endeavours.

In November 2013, Lifeline Australia announced a national Structural Review for all Lifeline centres and work has progressed on this during the year. This work commenced in the face of growing concern about the viability of the national organisation and with the intent to develop a stronger national face for the country. Work on this review will continue and we will see the outcomes in the coming financial year.



We have seen a number of personnel changes this year. Our long standing telephone crisis supporter trainer, Janet Rickwood, retired. Janet had been responsible for the very high quality of our training and provided significant input to the national training model.

Steve Fielding resigned from the Board after 8 years and Jeff Harmer resigned after 3 years. Both Steve and Jeff were fantastic contributors to Lifeline Canberra, with Steve being heavily involved in the building of our warehouse in Mitchell.

At the end June 2014, our CEO Mike Zissler resigned. Mike has been a driving force in the organisation over the past four years and he worked tirelessly to put Lifeline Canberra on a secure financial footing. During his tenure, we saw the Bookfairs grow in size and in number, we embarked on a range of financial ventures and we increased the number of Telephone Crisis Supporters that can be available to answer calls. Mike had a very significant impact on our organisation and he leaves us stronger and better placed in the community to meet the coming challenges. I wish Mike all the best in his future career.

.....
I welcome our new CEO, Carrie Leeson who brings a wealth of experience to our organisation and the Board are looking forward to new approaches to meeting the challenges we face in the years ahead.

On behalf of the Lifeline Canberra Board, I would like to thank all of the staff of Lifeline Canberra for their dedication and commitment to our community in Canberra. I would also like to thank all the Board members for the support and guidance that they provide over the year. It is only through the good work of the staff, the Board and of course the hundreds of volunteers that we have been able to end the 2013-14 financial year on such a high.

Pauline Thorneloe
LIFELINE CANBERRA PRESIDENT
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CEO's Report

It is a great honour to be appointed Chief Executive Officer of Lifeline Canberra, such an iconic and highly regarded organisation in this region and across the country.

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I have been privileged to work with Lifeline Canberra in another capacity up to this point, serving as a volunteer on the phones and more recently as a member of the Board. I am truly passionate about the work Lifeline does and I look forward to contributing to the enormous efforts of the Lifeline team for suicide prevention in this region, ultimately saving more lives.

I have been blessed to inherit a strong team of highly dedicated staff and volunteers, those who work on the phones and those based at our Bookfair Warehouse in Mitchell. Volunteers are the backbone of the organisation and have again demonstrated this over the course of the last financial year with incredible results on the phones and at our highly sought-after Bookfairs.

Over the coming financial year we will continue to strive for long-term financial sustainability as we look to enhance the 2013-2018 Strategic Plan. The foundations of the existing commercial revenue streams will be strengthened by a tenacious approach to business development with a particular focus on our Corporate Partnerships and our CORE Solutions Training which has demonstrated consistent progress over the last 12-18 months.



I congratulate the staff and volunteers on a great 2013-14 financial year in which many sacrifices were made, and many wonderful results were achieved.

Over the next 12 months I will seek clarity on the key challenges staff and volunteers face and set out to collaboratively ensure Lifeline Canberra is regarded as the employer of choice in the Charity sector. We will remain highly efficient in all aspects of our operations while setting the benchmark for service delivery in suicide prevention, crisis support and Mental Health Awareness training.

Carrie-Ann Leeson
LIFELINE CANBERRA CEO

.....



Telephone Crisis Support • 13 11 14

The past twelve months have been an exciting time for the Telephone Crisis Support section of Lifeline Canberra. One of the greatest developments has been the refurbishment and extension of the phone room. We now have a phone room with the capacity to have eight Telephone Crisis Supporters operating for all shifts. While we are currently still operating with six Crisis Supporters per shift, this increase gives us the capacity for growth over the coming years. The refurbishment also resulted in sound proofing to all walls, new ergonomic work stations and chairs and an extension to the current workspace. We would like to thank the ACT Government, along with Steve and Ruth Lambert, for their generous financial support in helping to create this space for all volunteers to work comfortably and safely in.

.....
During the 2013-14 financial year, our Telephone Crisis Supporters once again answered more calls than in any previous year at Lifeline Canberra. The total number of calls answered for 2013-14 was 30,507 calls, an increase of 17% on the previous financial year.

This result and ongoing improvements have seen Lifeline Canberra remain as an extremely efficient centre within the Lifeline National network.

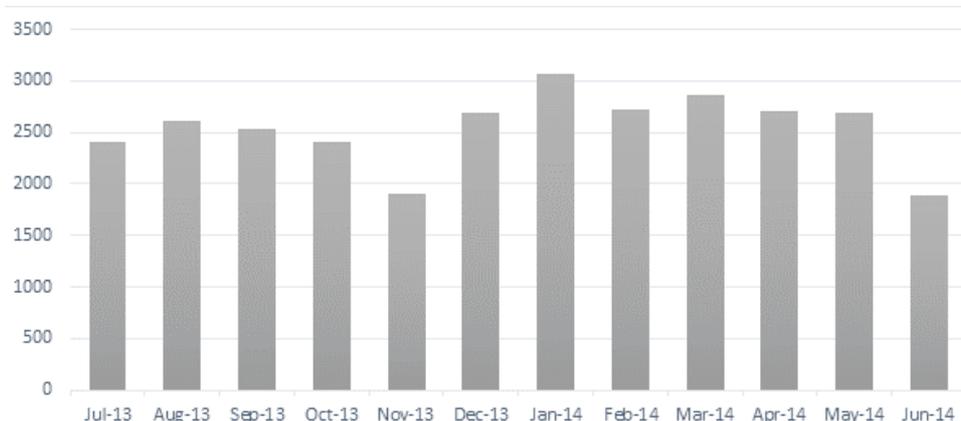
We have continued to build a strong partnership with both Lifeline Australia and all other centres across the Lifeline network. Staff members have represented the centre at national forums and sessions, as well as in both national operations and training reference groups.

While we have had some changes to staff members on the crisis support team, volunteers felt well supported and connected to the team. This was reflected in the results of the supervision and support survey completed by volunteer Crisis Supporters. The results for volunteers who completed the survey, in regard to staff support:

- 88% stated they felt extremely supported by staff
- 10% stated the felt moderately supported by staff

During this financial year we have trained an additional 110 students through the new Crisis Support Workplace Training.

LIFELINE CANBERRA CALL ANSWER RATE FY 2013-14



PLEASE NOTE Nov 2013: phone room was closed for a period of 6 days due to IT interruptions/faults. Jun 14: phone room was closed for 8 days due to refurbishments.

The change in the training has given us the opportunity to have three training intakes over the 2014 calendar year. This has resulted in Lifeline Canberra's number of Telephone Crisis Supporters stabilising, with approximately 300 volunteers working on the crisis line at the end of 2013-14.

We continue to work on retaining our volunteers with this year seeing the largest reason for volunteers resigning from the service being 'moving interstate' (29%). This was followed by 'study commitments' (20%) and 'not being able to make national accreditation requirements' (17%). During 2014-15 the team aims to focus on lowering the number of resignations through extra support of our volunteer community.

I would like to recognise the amazing efforts of both the crisis support staff team and especially the 300 individuals who answer all those calls coming into the Lifeline Canberra phone room every day. The dedication and support to our callers in crisis, our community and Lifeline Canberra is truly incredible.

.....
I thank you for your time, your energy and your passion in helping those in need every day. It is a privilege to work with you all, you are the true heroes of our community.

Mandy Larsson
DIRECTOR OF SERVICE DELIVERY

“ Wonderful, wonderful staff. Their support keeps me committed and coming back to be on the phones, to be there for the callers. Each of them keeps me feeling valued and welcome. ”

Lifeline Canberra TCS Volunteer



Commercial Operations and Sustainability

The 2013-14 financial year provided a number of highlights and challenges as we strove to achieve the best possible community outcomes while remaining efficient in our practices and processes. We consolidated our commercial activities to focus on the continued growth of our highly successful Bookfairs and launched an ambitious fundraising campaign to mark the 'Once in a Lifetime' date, 13 November 2014 (13.11.14).

Our annual events calendar continues to provide a great platform for both fundraising and awareness objectives. The Clear Complexions Women of Spirit Awards saw Ms Jenni Tarrant selected by the nomination committee for her incredible life-journey and the amazing work she is doing in the community today. The 300 attendees at our Vintage Gala Ball in July were treated to a formal address from our Patron Dr Brendan Nelson and entertained by a range of local performers. Thanks to the many generous auction bids on the night this event raised over \$40,000. The ACT community again participated in the National 'Stress Down Day' fundraising campaign and we held the annual 'Out of the Shadows' walk at the Australian War Memorial, reflecting on loved ones in the community lost to suicide.

Our Warehouse and Bookfair volunteers, led by Penny Bailey, the Bookfair Advisory Committee (BAC) and the Section Leaders, continue to amaze us every day. For 41 years Lifeline Canberra has benefited from the tireless work of incredibly dedicated people who give selflessly of their time throughout the week to provide support across all facets of operations of the warehouse facility and the Bookfair operations. The tri-annual Bookfairs and many smaller book sale initiatives that have been developed now raise a combined total of \$975,000.

This is an outstanding achievement and we cannot thank our volunteers enough for their sacrifice and commitment.

Thanks must also go to the ACT Government, Liz Clarke and her team at Exhibition Park (EPIC) for their continued support with our Bookfairs.

We are extremely proud of the effort applied and results achieved by the entire organisation, the TCS community set an extremely high bar and we are continually challenged to rise to meet the demands that support their great work. There are many in the community who have helped us remain such a prominent public brand and raise the funds to meet the financial needs of the organisation.

We are blessed to have the loyal support of our incredible corporate partners. We cannot put a price on the time and effort each has donated to our organisation. They are a vital component of the Lifeline Canberra family. Their assistance be it financial, in-kind or via networking opportunities have paved the way for continued increases in our revenue from donations and partnerships from within the ACT corporate community.

We have been very fortunate to have the support of a number of great community partners. In particular the support we received from the The Green Shed (Tiny), Belconnen Magpies (James Bennett), GWS Giants (Jack Masters), Canberra Cavalry (Thom Carter), Canberra Airport Group (Melissa Evans) and King O'Malley's (Peter Barclay) was outstanding. Each brought with them new opportunities for fundraising and awareness with the Magpies holding a special 'Lifeline Canberra' Day which raised over \$4,000.

This year we farewelled three members of the Commercial Operations team. The always enthusiastic and ever vibrant Vasili Skountzos was the heart and soul of our marketing and community fundraising efforts, working hard throughout the week and weekends ensuring we had a presence at the majority of events. He was much-loved by all staff and volunteers and departed our shores to pursue new opportunities in the UK and Europe. Samantha Melavirta (Bean Talkin') and Chenoeh Miller (Hipsley) provided diverse skill sets and networks to the organisation providing new opportunities in the softball and arts communities respectively. I sincerely thank them for their effort and contribution to the organisation.

I would like to thank the extremely hardworking and dedicated staff and volunteers who work long hours across the full seven days of the week to ensure we are ready, at the coal face of the community to actively and proudly promote the Lifeline Canberra brand. Each day we are uncovering new opportunities to increase the revenue from our fundraising activities. To the current Commercial Operations team of Zoran, Phil, Sarah and Noni, thank you for your professionalism, hard work and support throughout an incredibly busy period.

Matt Heffernan
DIRECTOR, COMMERCIAL
OPERATIONS AND SUSTAINABILITY



2013 Woman of Spirit



2014 Autumn Bookfair



Once in a Lifetime Campaign Launch

CORE Solutions

As with previous years, the past 12 months has continued to be a time of growth, learning and increased opportunity for CORE Solutions. Lifeline Canberra is determined to play a vital role in building community resilience via the delivery of our CORE Solutions training, and the last 12 months have continued to bring this vision into fruition.

The growth that CORE Solutions has experienced would not be possible if it weren't for the dedication of the Canberra community, which we are continuously inspired and motivated by. This dedication enables the CORE Solutions vision of 'Building Community Resilience' to become more of a reality with each individual that attends one of our workshops - thank you to all that have helped work towards making our community a more resilient and safe place.

This year we have also welcomed aboard Godfrey Pembroke as a major CORE Solutions partner. This partnership has meant so much for the CORE Solutions team, namely appointing an additional Training Coordinator enabling us to continue to expand and train more people in the community moving in to the next 12 months. Thank you Godfrey Pembroke, your support is truly valued.

Although each workshop within the CORE Solutions portfolio provides different skills and knowledge base, there is a consistent theme - that through education, awareness and self-reflection, participants are provided with skills to instil confidence, empower and encourage others to handle and manage situations of crisis. The workshops also focus on individual resilience through self-reflection and self-care.

The main, but not exclusive workshops facilitated by the CORE Solutions team are:

Accidental Counsellor

Crisis Intervention, Resilience and Self Care Skills

- 750 people trained this FY compared to 500 last FY

Applied Suicide Intervention Skills

(ASIST) Suicide First Aid Intervention

- 320 people trained this FY compared to 250 last FY

Dealing with People in Difficult Situations

De-escalation of crises in workplace, Resilience skills

- 580 people trained this FY compared to 200 last FY

Psychological First Aid

Natural Disaster Recovery Response Training

- 52 people trained in the first year

DV-alert

Domestic Violence Response Training

- 100 people trained in the first year

I would like to take this opportunity to thank Erica Whitby. Erica is the Training Coordinator at Lifeline Canberra and has been an instrumental part of this years' success and future growth. Thank you for all of your hard work and dedication, Erica. Canberra is a better place with you in it and you are an inspiration every day.

Lastly, it is always a privilege to deliver training to various different members of the Canberra community, it is encouraging to see our workshop numbers increase every year and this truly is a tribute to the amazing people that we have here in Canberra. I feel blessed to be a part of this wonderful community. Thank you.

Tracey McMahon
CORE SOLUTIONS MANAGER

CORE Communication
 Opportunity
 Resilience
 Empowerment
SOLUTIONS

“ Attending the Accidental Counsellor course raised my awareness of mental health problems, it taught me that adversity requires mindfulness and empathy to nurture resilience.

The workshop is challenging and the facilitator inspiring. I learnt how to recognise, react and respond to people in crisis. To understand that effective communication, listening skills and the correct approach combined with health, welfare and safety, may one day help me save a life. I use these valuable tools every day.

This course would benefit participants from all walks of life. Thank you Lifeline Canberra for this wonderful experience.

”
Ms Rita Wagner, Artist/Author/Speaker



Treasurer's Report

On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's 2013-14 Treasurer's report.

This has been a successful year for Lifeline Canberra, largely due to some significant changes to expenditure and a concerted effort in fundraising. Lifeline Canberra was able to turn our significant deficit from the previous year of -\$420,000 into a positive result of \$52,000.

The budget expectations were exceeded in most cost centres. The continued fantastic support from the public and efforts of volunteers and staff helped immensely to achieve our first positive result in years. We are delighted to see that donations are up, which has made up for some of the shortfall from government grants. All three Bookfairs achieved record results exceeding all expectations. The Bookfairs remain a cornerstone of our financial strategy.

Our Corporate Training (CORE Solutions) team also did exceptionally well. Great relationships with government departments and the corporate sector in the ACT and beyond were formed and courses successfully delivered. The surplus of the training section reached over \$110,000 in 2013-14.

The launch of the Lifeline Canberra 'Once in a Lifetime' campaign in April 2014 started with great success, however momentum slowed through the winter months. Donations will be held in a term deposit and called upon for initiatives to better serve those in need in the Canberra community.

There were some downsides to the 2013-14 FY.

The Lifeline Canberra vintage store, 'Hipsley', at Lonsdale street in Braddon opened late September 2012, but did not meet our financial expectations. While major efforts were undertaken to make it more attractive to customers, it did not achieve its financial goals. At the end of the financial year 2013-14, the Board made the decision to not renew the lease contract for the shop beyond 31 August 2014 and to close the enterprise.

'Bean Talkin' has also struggled against budget this year, partly due to a lack of volunteers to run the coffee van at events. Work is underway in this financial year to build up the numbers of baristas and other volunteers.

Last summer we were engaged by Softball ACT to run their on-site canteen to cover the summer softball season and some big tournaments. The intention was to provide us with a cash boost during the quiet times for donations and training in December and January. While running the canteen provided a cash flow boost, the initiative ran at an overall loss and will not be continued in the new financial year.

Our cash flow position remains tight but we remain quietly confident of continued success into 2014-15.

Thank you to all the donors, big and small, the staff and the hundreds of volunteers that have contributed to the successful outcomes for Lifeline Canberra this year.

Additional details on the Financial Statements:

- With the application of depreciation of property, plant and equipment, Lifeline Canberra's net assets as of 30 June 2014 were \$1.87m. This is an increase from the \$1.82m reported in 2012-13;
- 'Other Current Assets' (namely pre-payments and security deposits) increased due to the bond for the Softball ACT canteen and security deposits for the Lifeline Canberra Gala Ball on 12 July 2014;
- 'Other Financial Assets' (investments) increased because we rolled over the dividends from our investments with the Greater Good Foundation;
- 'Provisions' (annual and long service leave liabilities) went up by \$30,535 as employees were not able to reduce their overall leave credits;
- 'Financial Liabilities' under current liabilities: the loan amount on 30 June 2014 shows a reduction of \$322,160 that is owed for the Warehouse in Mitchell, compared to 30 June 2013. Since April 2014 Lifeline Canberra has been actively paying money against this variable loan to reduce interest payments;
- Grants were down by \$55,131 because COAG funding was centralised to Lifeline Australia's office in 2012-13. This was slightly offset by a grant to deliver Psychological First Aid training, \$75,000 was received in 2012-13 and a further \$25,000 was received in 2013-14.

Jeanie Bruce
TREASURER



Financial Statements

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

FINANCIAL REPORT
30 JUNE 2014

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2014

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2014

In accordance with the Associations Incorporation Act 1991 (ACT), the Board of Directors submit the financial statements of Lifeline Canberra Incorporated ("Lifeline") for the year ended 30 June 2014.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2014, or, if different, at the date of this report, is as follows:

Pauline Thorneloe (President)

Joanna Houghton (Vice President)

Athol Opas (Secretary)

Jeanie Bruce (Treasurer)

Cade Brown

Ayesha Razzaq

Steve Fielding (resigned 07.11.2013)

Dr. Jeffrey Harmer (resigned 28.06.2014)

Warren Apps (appointed in 11/2013)

Carrie-Ann Leeson (appointed in 1/2014 and resigned 28.06.2014)

Principal activities

The principal activity of lifeline during the year ended 30 June 2014 was the provision for 24 hour telephone based counselling and counselling related services with a commitment to client support and service.

Operating Results

The result of lifeline for the year ended 30 June 2014 was a profit of \$52,892 (2013: deficit of \$420,325).

Significant Changes in State of Affairs

No significant change in the state of affairs of Lifeline occurred during the financial year.

Incorporation

Lifeline Canberra Incorporated is an association incorporated under the ACT Associations Incorporation Act. Lifeline is domiciled in Australia and its principal place of business and registered office address is 71 Northbourne Avenue, Canberra City, ACT.

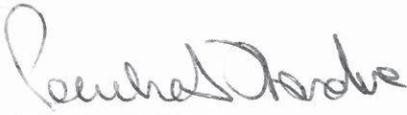
LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2014

Events After the Reporting Date

No matter or circumstances has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

- a) The operations of Lifeline;
- b) The results of those operations; or
- c) The state of affairs of Lifeline in subsequent financial years.

Signed in Canberra on 13.11.2014 in accordance with a resolution of the Board of directors:



Pauline Thorneloe
President



Jeanie Bruce
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Revenue		
Fundraising income	252,720	185,582
Grants	257,710	307,829
Trading and operating activities	1,834,865	1,486,712
Other income	14,660	6,278
Gain on sale of non-current assets	-	4,686
Total Revenue	2,359,955	1,991,087
Expenses		
Administrative expenses	40,980	52,034
Cost of goods sold	119,515	50,288
Depreciation	103,204	103,757
Employment costs (excluding superannuation)	1,131,857	1,300,761
Management costs	5,384	25,604
Occupancy costs	307,063	305,877
Operating costs	453,418	416,230
Other costs	30,417	39,297
Superannuation	115,225	117,564
Total expenses	2,307,063	2,411,412
Surplus/(deficit) for the year	52,892	(420,325)
OTHER COMPREHENSIVE INCOME		
Gain/(loss) on revaluation of available-for-sale financial assets	3,215	3,111
Total comprehensive income for the year	56,107	(417,214)

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014

	Notes	2014 \$	2013 \$
CURRENT ASSETS			
Cash and cash equivalents	3	305,054	387,398
Other current assets	4	62,492	14,248
Trade and other receivables	5	35,680	55,698
Inventory		-	6,932
TOTAL CURRENT ASSETS		403,226	464,276
NON-CURRENT ASSETS			
Property, plant and equipment	6	2,274,628	2,288,029
Other financial assets	7	26,679	23,464
TOTAL NON-CURRENT ASSETS		2,301,307	2,311,493
TOTAL ASSETS		2,704,533	2,775,769
CURRENT LIABILITIES			
Trade and other payables	8	172,513	111,109
Provisions	9	223,670	193,135
Unearned revenue	10	172,209	63,083
Financial liabilities	11	263,607	585,767
TOTAL CURRENT LIABILITIES		831,999	953,094
NON-CURRENT LIABILITIES			
Financial liabilities	11	-	6,248
TOTAL NON-CURRENT LIABILITIES		-	6,248
TOTAL LIABILITIES		831,999	959,342
NET ASSETS		1,872,534	1,816,427
EQUITY			
Reserves		1,769	(1,446)
Accumulated members' funds		1,870,765	1,817,873
TOTAL EQUITY		1,872,534	1,816,427

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Grants received	283,481	338,612
Receipts from other services	2,132,068	1,740,308
Interest received	5,547	3,908
Payments to suppliers and employees	(2,057,252)	(2,328,683)
Net cash flows (used in) operating activities	363,844	(245,855)
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(89,803)	(28,039)
Receipts from investments	614	17,386
Net cash flows (used in) / from investing activities	(89,189)	(10,653)
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of borrowings	(453,991)	(9,419)
Interest paid	(28,590)	(24,617)
Receipts from borrowings	125,582	298,418
Net cash flows (used in)/from financing activities	(356,999)	264,382
Net (decrease) / increase in cash held	(82,344)	7,874
Cash and cash equivalents at beginning of the year	387,398	379,524
Cash and cash equivalents at the end of the year	3	387,398

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Reserves		1,769	(1,466)
Accumulated surplus		1,870,765	1,817,873
TOTAL EQUITY		<u>1,872,534</u>	<u>1,816,427</u>

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year		(1,446)	(4,557)
Other comprehensive income		3,215	3,111
Balance at the end of the year		<u>1,769</u>	<u>(1,446)</u>
TOTAL RESERVES		<u>(1,769)</u>	<u>(1,446)</u>

The Asset Revaluation Reserve is for the purposes of recording the increments and decrements in investments in accordance with Accounting Standards

ACCUMULATED SURPLUS

Balance at the beginning of the year		1,817,873	2,238,198
Surplus/(deficit) for the year		52,892	(420,325)
Balance at the end of the year		<u>1,870,765</u>	<u>1,817,873</u>

Notes to and forming part of these financial statements are annexed.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

1. SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board) and the requirements of the Associations Incorporation Act (1991).

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the *Associations Incorporation Act (1991)*. The financial statements cover the Association as an individual entity.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis for accounting has been applied. Unless otherwise stated, the accounting policies adopted are consistent with those of the previous year.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

(b) Going Concern

The financial statements have been prepared on the going concern basis, which contemplates continuity of normal business activities and the realisation of assets and discharge of liabilities in the normal course of business.

As disclosed in the financial statements, the Association had net cash outflows of \$82,344 for the year ended 30 June 2014. As at that date the Association had net current liabilities of \$428,773.

These factors indicate significant uncertainty as to whether the Association will continue as a going concern and therefore whether it will realise its assets and extinguish its liabilities in the normal course of business and at the amounts stated in the financial report.

The Directors believe that there are reasonable grounds to believe that the Association will be able to continue as a going concern, after consideration of the following factors:

- The Association plans to generate cash flow surpluses and expects to receive continued financial support from financiers, donors, the local community and the ACT government.
- Subsequent to year end, the mortgage loan liability disclosed in Note 11 was considerably reduced to \$110,834 as at the date of signing these financial statements, following the successful Lifeline Bookfair in September 2014. Lifeline will be considering in 2015 whether some of the estimated \$1 million revenue from the planned 2015 Lifeline Bookfair will be utilised to pay off the loan, or whether the expiry date will be negotiated. In each case, the Directors believe the Association will be able to service this liability.
- Further strategies are planned in order that 2014/15 will be a year of consolidation and cost analysis to improve efficiencies and reduce expenses. The commercialisation of Lifeline's Core Solutions training arm will see an increase in income and community engagement, the launch of which is scheduled for January 2015. Lifeline also plans to increase the number of major events to further improve fundraising outcomes and ongoing corporate sponsorships.

1. **SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

(b) Going Concern (Continued)

Accordingly, the Directors believe that the Association will be able to continue as a going concern and that it is appropriate to adopt the going concern basis in the preparation of the financial report.

The financial report does not include any adjustments relating to the amounts or classification of recorded assets or liabilities that might be necessary if the Association does not continue as a going concern.

(c) Income Tax

The Association is a tax exempt body under relevant provision of the *Income Tax Assessment Act, 1997*.

(d) Inventory

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and include direct costs and appropriate overhead, if any. Costs are assigned on the basis of weighted average costs.

Books donated to the Association are not recognised as inventory as it is impractical to quantify and value the book inventory reliably. The income from the sale of the books is brought to account in the period it is received.

(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 losses.

Where a revaluation has been performed, any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

The carrying amount of property, plant and equipment is reviewed at the end of the reporting period to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

An assets' carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probably that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other costs (e.g. repairs and maintenance) are charged to the statement of comprehensive income during the financial period in which they are incurred.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the profit or loss. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(f) Depreciation

The depreciable amount of all fixed assets including building and capitalised lease assets is depreciated on a straight-line basis over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Depreciation is calculated on a straight line basis over the estimated useful life of the specific assets as follows:

- | | |
|-----------------------------------|-----------|
| • Building | 40 years |
| • Fitout | 4-5 years |
| • Furniture, Fittings & Equipment | 3-5 years |

(g) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the lease property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated over their estimated useful lives where it is likely that the Association will obtain ownership of the asset or otherwise over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

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

(h) Financial Instruments

Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Financial assets are fair value through profit and loss

A financial asset is classified in this category if acquired principally for the purpose of selling in the short term or if so designated by management and within the requirement of AASB 139: Financial Instruments: Recognition and Measurement. Gains and losses arising from changes in the fair value of these assets are included in the profit or loss in the period in which they arise.

Loans and receivables

Loans and receivables are financial asset with fixed or determinable payments and are started at amortised cost using the effect interest rate method.

Held-to-maturity investments

These investments have fixed maturities, and it is the intention to hold these investments to maturity. Any held-to-maturity investments are stated at amortised cost using the effect interest rate method.

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(h) Financial Instruments (Con't)*Available-for-sale financial assets*

These assets include any financial assets not included in the above categories. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are recognised in other comprehensive income and accumulated in the investment revaluation reserve.

Financial liabilities

Financial liabilities are generally recognised at amortised cost, comprising original debt less principal prepayments and amortisation.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of the reporting period, an assessment is made whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the profit or loss.

(i) Impairment of Assets

At the end of the reporting period, the carrying values of tangible and intangible asset are reviewed to determine whether there is any indication that those asset have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the assets' carrying value over its recoverable amount is expensed to the profit or loss.

Where it is not possible to estimate the recoverable amount of an individual asset, the recoverable amount of the cash generating unit to which the asset belongs is estimated.

(j) Employee Benefits

Provision is made for the liability for employee benefits arising from service rendered by employees to reporting date. The benefits expected to be settled within one year to employees for their entitlements have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year are measured at the present value of estimated future cash outflows to be made in respect of those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data.

(k) Provisions

Provisions are recognised when the Association has a legal or constructive obligation as a result of past events, for which it is probably that an outflow of economic benefits will result and that the outflow can be reliably measured.

(l) Cash and cash equivalents

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

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(m) Revenue

Revenue from the rendering of a service is recognized upon the delivery of the service to the customers.

Revenue from the sale of goods is recognized upon the delivery of goods to customers.

Interest revenue is recognized on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from donations and fundraising is recognised upon receipt.

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and 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.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue is deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value 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, otherwise the grant is recognised as income on receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(n) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payable in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(o) Comparative Figures

Comparative figures have been adjusted, where necessary to conform to changes in presentation for the current financial year.

Critical Accounting Estimates and Judgments

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

The Board does not believe that there were any key estimates or key judgment use in the development of the financial statements that give rise to a significant risk of material adjustment in the future.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(p) New standards and interpretations issued but not yet effective

At the date of this financial report the following standards and interpretations, which may impact the entity in the period of initial application, have been issued but are not yet effective:

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 9	<i>Financial Instruments</i>	Replaces the requirements of AASB 139 for the classification and measurement of financial assets. This is the result of the first part of Phase 1 of the IASB's project to replace IAS 39.	1 January 2015 (Changed to 1 January 2017 by AASB 2013-9C)	Minimal impact
2009-11	<i>Amendments to Australian Accounting Standards arising from AASB 9</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 10 and 12 as a result of the issuance of AASB 9.	1 January 2015	Minimal impact
2010-7	<i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127 for amendments to AASB 9 in December 2010	1 January 2015	Minimal impact
2011-7 (Not-for-Profits Only)	<i>Amendments to Australian Accounting Standards arising from AASB 10, 11, 12, 127, 128</i>	Amends AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17 as a result of the issuance of AASB 10, 11, 12, 127 and 128	1 January 2014	Minimal impact
2013-8	<i>Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities – Control and Structured Entities</i>	This Standard adds Appendix E Australian Implementation Guidance for Not-for-Profit Entities to AASB 10 as an integral part of that Standard. The appendix explains the control principles in AASB 10 from the perspective of not-for-profit entities.	1 January 2014	Minimal impact
2014-1C	<i>Amendments to Australian Accounting Standards</i>	Part C of AASB 2014-1 makes amendments to particular Australian Accounting Standards to delete their references to AASB 1031.	1 July 2014	No expected impact

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(p) New standards and interpretations issued but not yet effective (continued)

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 1031	<i>Materiality</i>	Re-issuance of AASB 1031	1 January 2014	No expected impact
2014-4	<i>Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation</i>	This Standard amends AASB 116 and AASB 138 to establish the principle for the basis of depreciation and amortisation as being the expected pattern of consumption of the future economic benefits of an asset, and to clarify that revenue is generally presumed to be an inappropriate basis for that purpose.	1 January 2016	Minimal impact

2. SEGMENTAL REPORTING

The Association's principal objectives include the provision of counselling services, the core of which is a 24 hour telephone counselling service which forms a part of a national telephone counselling service while the remainder of the services are provided to residents of the Australian Capital Territory and surrounding region.

3. CASH AND CASH EQUIVALENTS

	2014 \$	2013 \$
Cash on hand	837	1,860
Cash at bank- at call	304,217	385,538
	<u>305,054</u>	<u>387,398</u>

As at 30 June 2014, a bank guarantee of \$5,482 related to the bond for the Hipsley shopfront is held in a term deposit as security.

4. OTHER CURRENT ASSETS

Deposits	43,754	5,481
Prepayments	6,545	8,767
GST receivable	12,193	-
	<u>62,492</u>	<u>14,248</u>

5. TRADE AND OTHER RECEIVABLES

Trade debtors	<u>35,680</u>	<u>55,698</u>
<i>Ageing of trade receivables</i>		
Current	30,758	9,973
Less than 30 days overdue	515	41,057
30 to 60 days overdue	-	4,068
61 to 90 days overdue	-	600
More than 90 days overdue	4,407	-
	<u>35,680</u>	<u>55,698</u>

All receivables are considered recoverable and not impaired.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

6. PROPERTY, PLANT AND EQUIPMENT	2014 \$	2013 \$
Furniture & fittings and equipment at cost	471,400	427,538
Accumulated depreciation	(410,427)	(376,270)
Total furniture & fittings and equipment	60,973	51,268
Land at cost	689,000	689,000
Accumulated Depreciation	-	-
Total Land	689,000	689,000
Buildings at cost	1,703,649	1,703,649
Accumulated depreciation	(237,801)	(195,210)
Total Buildings	1,465,848	1,508,439
Fit out at cost	133,066	87,125
Accumulated depreciation	(74,259)	(47,803)
Total Fit out	58,807	39,322
Total Property, Plant and Equipment	2,274,628	2,288,029

The land was granted to the Association for nil consideration by the Land and Planning Authority during the year ended 30 June 2008 and has been brought to account in accordance with AASB 116 at deemed cost, being the fair value at acquisition.

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

Furniture & Fittings and equipment

Balance at the beginning of year	51,268	66,256
Additions	43,862	22,646
Depreciation expense	(34,157)	(37,634)
Carrying amount at the end of year	60,973	51,268

Land

Balance at the beginning of year	689,000	689,000
Carrying amount at end of year	689,000	689,000

Buildings

Balance at the beginning of year	1,508,439	1,551,030
Additions	-	-
Depreciation expense	(42,591)	(42,591)
Carrying amount at the end of year	1,465,848	1,508,439

Fit out

Balance at the beginning of year	39,322	57,461
Additions	45,941	5,393
Depreciation expense	(26,456)	(23,532)
Carrying amount at the end of year	58,807	39,322

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014



7. OTHER FINANCIAL ASSETS	2014	2013
	\$	\$
Available for sale financial assets at fair value:		
Greater Good Foundation	<u>26,679</u>	<u>23,464</u>
8. TRADE AND OTHER PAYABLES		
Creditors and accruals	<u>172,513</u>	<u>111,109</u>
9. PROVISIONS		
CURRENT		
Annual leave entitlements	194,397	164,824
Long-service leave entitlements	<u>29,273</u>	<u>28,311</u>
	<u>223,670</u>	<u>193,135</u>
10. UNEARNED REVENUE		
Income in advance	<u>172,209</u>	<u>63,083</u>
11. FINANCIAL LIABILITIES		
CURRENT		
Secured borrowing	256,364	574,589
Lease liability	<u>7,243</u>	<u>11,178</u>
	<u>263,607</u>	<u>585,767</u>
NON-CURRENT		
Lease liability	<u>-</u>	<u>6,248</u>

The Association has provided a mortgage over the land at 36-46 Brookes Street, Mitchell ACT in favour of the Westpac Bank as security for the loan facility of \$563,300 (2013:\$599,020). The balance of this facility drawn down as at 30 June 2014 was \$256,364 (2013: \$574,589). The loan facility was reviewed on 30 April 2014 and is due to expire on 14 November 2015. The interest rate of the facility is variable and is 5.27% as at 30 June 2014 (2013: 5.67%). The repayment term of the facility is variable with only interest and fees being payable on a monthly basis in the first year, and interest, principal and fees payable on a monthly basis after the first year, but is payable on demand if required by Westpac.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

12. FINANCIAL RISK MANAGEMENT

The Associations financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable, and loans.

The totals of each category of financial instruments measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	2014 \$	2013 \$
Financial Assets		
Cash and cash equivalents	305,054	387,398
Other current assets	62,492	5,481
Trade and other receivables	35,680	55,698
Available for sale financial assets	26,679	23,464
Total Financial Assets	429,905	472,041
Financial Liabilities		
Trade and other payables	172,513	111,109
Secured borrowings	256,364	574,589
Lease liability	7,243	17,426
Total Financial Liabilities	436,120	703,124

Net Fair Values

Financials assets and financial liabilities are carried at their net fair value at the end of the reporting period. The varying value of financial assets and financial liabilities approximate their net fair value due to their short term maturity or market interest rate. Apart from the available for sale financial instrument, no other financial assets or financial liabilities are traded on organised markets in standardised form.

13. LEASING COMMITMENTS

Operating lease commitments:

Payable:

- Not later than 12 months	7,243	11,178
- Between 12 months and 5 years	-	6,248
	7,243	17,426

The financial lease commitment is for the purchase of a trailer for a period of 3 years at an interest rate of 7.82%.

14. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

The Association has no contingent liabilities or contingent assets at the end of the financial year.

15. EVENTS AFTER THE REPORTING DATE

The financial statements were authorised for issue by the board of directors on the date of signing the attached Statement by the Board of Directors. The directors have the power to amend the financial statements after they are issued.

There are no events after the reporting date that require amendment of, or further disclosure in the financial statements.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

16. KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel are defined by AASB 125 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director of the entity.

The aggregate remuneration paid to key management personnel during the financial year is as follows:

Total key management personnel compensation	<u>169,308</u>	<u>184,070</u>
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15. RELATED PARTY TRANSACTIONS

Other than compensation of key management personnel, which is separately disclosed in these statements, there were no other related party transactions during the year.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

DIRECTORS' DECLARATION

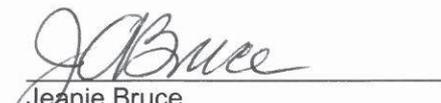
In the opinion of the Board of Lifeline Canberra Incorporate (the Association), the accompanying financial statements comprising of the statement of comprehensive income, statement of financial position, statement of changes in equity, statement of cash flows and notes to the financial statements:

- (1) present fair the financial position of Lifeline Canberra Incorporated as at 30 June 2014 and its performance for the year ended on that date in accordance with the Australian Accounting Standards- Reduced Disclosure Requirements, and other authoritative pronouncements of the Australian Accounting Standards Board.
- (2) at the date of this statements, there are reasonable grounds to believe that Lifeline Canberra Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Pauline Thorneleo
President



Jeanie Bruce
Treasurer

Dated on this 13th day of November 2014

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INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
LIFELINE CANBERRA INCORPORATED

We have audited the accompanying financial report of Lifeline Canberra Incorporated ("the association"), which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and directors' declaration.

Directors' Responsibility for the Financial Report

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and *Associations Incorporation Act (ACT) 1991*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Basis for Qualified Opinion

Lifeline Canberra Incorporated, in common with similar not-for-profit associations, does not have a comprehensive system of internal control over all revenue, such as Bookfair income and cash donations. Revenues of this nature are a significant source of revenue for the Association. The Association has determined that it is impracticable to establish control over the collection of this revenue prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to this revenue had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion whether Bookfair revenue and cash donations that the Association recorded are complete.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report presents fairly, in all material respects, the financial position of Lifeline Canberra Incorporated as at 30 June 2014 and its financial performance and its cash flows for the year then ended in accordance with the *Associations Incorporation Act (ACT) 1991* and Australian Accounting Standards – Reduced Disclosure Requirements.

Emphasis of Matter

Without further qualifying our opinion, we draw attention to Note 1 in the financial report which indicates that the Association's current liabilities exceed its current assets by \$428,773 as at 30 June 2014. These conditions, along with other matters as set forth in Note 1, indicate the existence of a material uncertainty which may cast significant doubt about the Association's ability to continue as a going concern and therefore, the Association may be unable to realise its assets and discharge its liabilities in the normal course of business.

RSM Bird Cameron**G M STENHOUSE**
DirectorCanberra, Australian Capital Territory
Dated: 13 November 2014

THANKS TO THE FOLLOWING PARTNERS FOR THEIR SUPPORT





 **Lifeline**
Canberra

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