

2022 - 2023 Annual Report



Acknowledgment of Country

Lifeline Canberra acknowledges the Traditional Custodians of the land on which we live and work and of the many different nations across Australia.

We pay our respects to the Elders, past, present and emerging, as the holders of the spiritual well-being of the Aboriginal and Torres Strait Islander peoples across the nation.

Lifeline Canberra recognises equality as fundamental to realising our vision of a country free of suicide.

Acknowledgment of Lived Experience

Lifeline Canberra acknowledges and pays respects to all those with a lived or living experience of suicide and mental illness. We acknowledge those whose lives have been touched by suicide and suicidality.

Lifeline Canberra

Lifeline Canberra Incorporated

ABN 14 207 094 003

<https://www.lifelinecanberra.org.au/>

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For 24-hour support, call Lifeline on 13 11 14

Seek help and find hope.

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Sponsors and Supporters

Lifeline Canberra could not deliver our services without the support from our sponsors, supporters and friends of Lifeline Canberra. A heartfelt – thank you to you all.

Major Sponsors



Operational Sponsors



Media Sponsors



Sponsors and Supporters

Event Sponsors and Supporters



Bookfair Supporters



Third-Party Fundraisers



Our Story

Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide. For over 50 years, Lifeline Canberra has provided the Canberra community with 24/7 crisis support via our local 13 11 14 service. Lifeline Canberra Telephone Crisis Supporters are passionate and highly skilled volunteers who listen with care and acceptance, whatever the circumstance. They provide support and information to people in need.

Through our community events and our engagement with the local and federal governments and with corporate and community organisations, we also raise awareness for mental health support and suicide prevention. Through our efforts, we provide a voice in community and government discussions on crisis support and suicide prevention, including utilising international research and experience to influence policy and programs.

Lifeline Canberra is an active partner in a national network that provides a high-quality telephone support service 24 hours a day, 7 days a week to those in crisis.



Our Vision

To be the organisation people turn to when crisis hits, and a leader in crisis resilience and prevention, helping people avoid reaching crisis point.

Our Mission

We provide immediate crisis support to individuals and proactively build mental health resilience within our community. We are always available to offer timely and skilled support for those who are in crisis, feel overwhelmed or isolated and also provide support to their family and friends.

Through early intervention and prevention approaches, we aim to build life skills and community awareness so that people are better able to identify, respond effectively to – and ultimately prevent – emerging mental health crises.

Our Values

Courage: We will step into people's distress and stay with them while they are in crisis. We will confront and deal with important issues that affect our mission – challenging ourselves and others to do and be, better for those we serve.

Leadership: We will be a leader in the mental health sector by showing that we care, through best practice delivery of services.

Integrity: We are genuine in everything we do. We will be honest, transparent, do what we say and say what we do.

Connection: Through connecting with the community, individuals, business and government we will create a robust network of support for our community. We connect people to people, to support and build community

Always there

What drives us

Our number one priority and vision at Lifeline Canberra is to be the first organisation the local community turns to when they need crisis support.

We have 300 volunteers working on our crisis support phone service. These incredible human beings give up their nights, weekends, and family time to help those in need.

Our volunteers are the true heroes of the community giving unconditionally, and achieving the extraordinary. We thank you, and our callers thank you.

We want to change lives for the better

8.6 people die by suicide each day in Australia. In Canberra, we lose one person to suicide each week. For every death by suicide, it is estimated that as many as 21 people attempt to end their lives.

Suicide is the leading cause of death for people aged between 15-44 and the third leading cause of death for those aged between 45-64.

(Source: The Australian Bureau of Statistics)



Lifeline Canberra Crisis Supporters answered **31,172** calls

16,529 hours of crisis support were provided



3,572 callers were experiencing suicidal thoughts and worked with a crisis supporter to keep safe

265 callers were at immediate risk and Lifeline Canberra worked to get immediate assistance to them



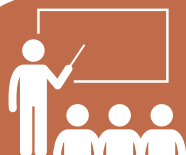
2,687 safety plans were created for callers at risk

930 callers were experiencing present domestic violence situations which put them and their families at risk



104 new crisis supporters were trained

8,461 hours of in-shift support was provided



Our training team delivered a total of **178** courses, with **2,672** participants

Our Board of Directors

Lifeline Canberra is extremely proud of our passionate, authentic and driven board members.



Archie Tsirimokos
Board President



Todd Wills
Vice-President



Jessica Mellor
Board Secretary



Bruce Armstrong
Board Treasurer



Richard Rolfe
Director



Cade Brown
Director



Kylie Dennis
Director



Marcus Mills-Smith
Director



Warren Apps
Board Advisor

A Message from our Board President



Archie Tsirimokos
President, Lifeline Canberra

The past year has continued to be challenging for many people in our community.

We are faced with the reality that there is an increased demand for the services offered by Lifeline. These include our crisis support service, suicide bereavement support, school programs, and evidence-based mental health training, an area that continues to grow and develop.

This year saw us take a leap of faith by successfully tendering to run the operation of Lifeline Narm (based in Richmond, Melbourne). Melbourne has suffered more than most jurisdictions with lockdowns over the last few years and the need for crisis support in that city has been at an all-time high. During the last few months, we have successfully recruited staff and volunteers to provide services out of that office and have commenced taking crisis calls. The first few months have confirmed our understanding that the provision of crisis support services has languished in Melbourne and that we will be providing a much-needed service to that community. Thank you to all of those who have worked to enable us to commence that undertaking.

An undeniable reason for our continued success is the support of our more than 800 volunteers who work in our crisis centre and warehouse. Without their tireless efforts, Lifeline Canberra could not be what it is today. On behalf of the board, I wish to thank each and every one of them for their commitment to making a difference to the many people in our community who benefit from the services offered by Lifeline.

Another group of volunteers who need to be acknowledged is the board of directors. We are very fortunate at Lifeline Canberra to have a group of very capable and forward-thinking directors who continue to provide leadership to the organisation. This year, we welcomed a new director-Marcus Mills-Smith. Marcus is the head of Community, Marketing and Communications for the developers of Ginninderry, the newest sustainable development in Canberra's north. Marcus brings exceptional insight and experience to the Lifeline Canberra family and we look forward to working with him.

This year, one of the most recognisable faces, and biggest supporters of Lifeline Canberra, Dr Brendan Nelson AO, retired as patron. Doctor Nelson is an outstanding Australian with a remarkable record in medicine, politics and business and Lifeline Canberra has been fortunate to have had such a strong influence in our growth and development over the last few years. Dr Nelson was always prepared to take time out from his busy schedule to assist and support Lifeline in many activities; attending events, fundraisers and other activities and he generally supported Carrie and the board in raising the profile of our organisation in the community. Dr Nelson retired to take a position as senior vice president of the Boeing organisation and president of Boeing Global and he moved to London to take up that role. On behalf of everyone at Lifeline, I take the opportunity to congratulate Dr Nelson for his remarkable achievements and to thank him for his unwavering support of Lifeline Canberra.

Following Dr Nelson's retirement, the board began a search for an appropriate patron for Lifeline Canberra. We are delighted to announce that another incredible Australian, Dan Keighran VC, has accepted our invitation to be the new patron. Dan formally commences from January 2024 but already has a close relationship with Lifeline Canberra and has spent some time with the team to better understand the services provided and the people who are the real engine for the organisation, our incredible staff.

Finally, a big thank you to all our incredible sponsors, donors, and other supporters, without whom we would not be able to provide such a critical service to our community.

Archie Tsirimokos
President, Lifeline Canberra

A Message from our CEO

Carrie-Ann Leeson
CEO, Lifeline Canberra



In the year under review Lifeline Canberra again achieved unanticipated results, following the determination that we needed to leap forward in many areas following the lifting of restrictions and opening up our way of life.

Although I cannot recreate the experience of witnessing countless acts of courage, selflessness, and a mission-first mindset that emerged throughout our organization at every level, during every phase since the COVID-19 outbreak, I would like to highlight this annual report as an expression of my gratitude.

In the face of increasing demand for our services, aligned with an increase in the rates of mental illness and suicide in our community, we forged a new path to ensure that services were relevant and available to those in need.

The results in this report show the impact of our dedicated and passionate team and their many hours of sacrifice and determination. I am immeasurably grateful to each of them for the ground covered in the past year.

Throughout my time as CEO, I have been supported by several amazing individuals. Incredible humans who have given of themselves and their time to offer mentoring, strategic guidance and support. This year we farewell our Patron, the Honourable Dr Brendan Nelson, to whom I remain indebted for his wisdom and grace. I would like to thank Brendan and his wife, Gillian, for everything they have done for our team and wish them well in their next chapter.

It is a special person who gives their time to work here at Lifeline Canberra, as a staff member and/or a volunteer. The Board and I do not take that lightly. We are privileged to work with passionate people who give generously to support people in their time of need and to provide the support necessary to operate and fund our crisis support service.

This report highlights the result of years of hard work on the foundations. The increasing need for crisis support, because of complex ongoing issues, in the face of short-term funding is something we have worked hard to understand and solve. You can't grow long-term if you are forced to make the short-term a major consideration at all times. Harnessing these tensions is something our leadership team has worked incredibly hard to achieve. It gives me great pleasure to confirm that strategically we have underpinned the foundations of the organisation over the past three years and are now set for scale and growth.

We have long promoted our vision to be the first organisation people turn to when they need crisis support and to build resilience within our community. With increasing calls to our crisis support line, we know that our message is getting through and that people are picking up the phone. As we enter another year, we remind ourselves of our drive to ensure every call to our 13 11 14 crisis support line is answered.

We thank every crisis supporter who put themselves forward this year to train to answer our phones and to support people in need. You are truly incredible.

Lifeline Canberra's financial performance this past year continues the trend set over the past seven years, precipitated by unwavering community, volunteer, employee and business support. We have been able to innovate and pivot our revenue streams relatively seamlessly.

As we enter another year, I look forward to facing each challenge with an amazing team by my side. This includes our staff who give tirelessly every day to our cause; our Board, who dedicate their time, guidance and skills to help us deliver the best support for Canberra; and our volunteers who work across crisis support, our book warehouse, and our fundraising activities— without you, we could not do what we do for our community.

I also thank our sponsors and supporters for your generosity and commitment to supporting our cause. Moving into the 2023-2024 financial year, we remain determined to do everything we can to change lives for the better.

Thank you for your support,

Carrie-Ann Leeson
CEO, Lifeline Canberra

Our Strategic Plan

GOAL 2
Ensuring we meet the needs of, and are relevant to, the whole community in changing times

GOAL 4
Reinforce the value of Lifeline Canberra to our stakeholders

GOAL 1
Maintain and build on the financial sustainability of Lifeline Canberra to invest in new and existing services

GOAL 3
Increase our ability to provide proactive early intervention and meet our current crisis support services



GOAL 1: Maintain and build on the financial sustainability of Lifeline Canberra to invest in new and existing services

We will maintain the financial sustainability of Lifeline Canberra to both deliver our current services and invest in new opportunities for the future. This will allow us to continue our efforts to reorient the focus to earlier intervention and proactively build community mental health resilience. It will also allow us to reach potential new users of our services and invest in new programs, while still providing the safety net of crisis support to those in who already use the service.

Strategies

1.1 Continue to build and maintain separate growth funds from operating expenditure to allow investment for the future

1.2 Secure increased government funding

1.3 Build revenue from a diverse source of regular donors, exploring new possibilities for sustainable, regular donation streams (e.g., bequests)

1.4 Continue to focus on Beacon Group as the conduit to financially maintain Lifeline Canberra

1.5 Grow and expand CORE Solutions training and services

1.6 Continue to invest in the Bookfair and Book Lovers Lane as a brand-builder and differentiator

1.7 Explore other revenue streams to alleviate the risk of Bookfairs being challenged e.g. by digital technology or competition

Performance Indicators

1.1 Maintain adequate cash flow to meet our operating expenditure requirements

1.2 Increase in finances available for investment into new initiatives

1.3 Increase in revenue from Core Solutions training

1.4 Maintain Bookfair revenue



GOAL 2: Ensuring we meet the needs of, and are relevant to, the whole community in changing times

In order to make sure we are always there for the people who most need us, we need to remain up-to-date, agile and relevant in the face of change. We learned from the COVID pandemic that we can respond quickly to changing demands, and we want to build on those skills. Our key concern is to ensure that as things change, the services and channels we offer are responsive to the needs of different population groups and that the way we operate does not inadvertently place barriers in the way of people who need our help.

Strategies

2.1 Initiate a project to investigate ways to quickly and reliably obtain and analyse evidence about the needs of the Canberra community – with a focus on areas where there may be under-assisted high-risk groups risks and/or whose communication and help-seeking behaviour may not fit with our mainstream telephone service (such as youth, migrants etc)

2.2 Initiate a second phase to establish a staged implementation of the outcomes or recommendations of the Discovery phase, with any immediately actionable opportunities implemented quickly (before the completion of the Discovery phase if necessary and appropriate)

2.3 Implement and act on priority outcomes of this project

Performance Indicators

2.1 The Discovery project is completed with useful recommendations for implementation

2.2 At least some recommendations are acted upon and any immediate opportunities that emerge are identified and implemented quickly

2.3 Agree on a process for any recommendations with a longer horizon.



GOAL 3: Increase our ability to provide proactive early intervention and meet our current crisis support services

We are actively engaged in efforts to raise the importance of early intervention to prevent those whose mental health is at risk from reaching situations of crisis. We will build on our work to date in building the resilience of individuals, their families and friends to identify and respond to signs of mental health problems. We will do this while maintaining our core commitment to provide a 'safety net' to individuals through leading practice crisis support services.

Strategies

3.1 Review our current crisis support service approach and processes

3.2 Build an understanding of interventions and their effectiveness from across organisations interacting with the mental health sector

3.3 Expand training capability and capacity to provide proactive early intervention services

3.4 As strategic opportunities emerge, continue to be open to engagement and collaboration with others where this advances our mission.

Performance Indicators

3.1 Increase in the reach and impact of early intervention services (current or new)



GOAL 4: Reinforce the value of Lifeline Canberra to our stakeholders

We will demonstrate the tangible and intangible value of Lifeline Canberra to our stakeholders. Lifeline Canberra has a wide range of stakeholders including our volunteers and employees, people who seek help in crisis situations, sponsors, government, donors, and social media followers

Strategies

4.1 Willingly and proactively share key information and stories about Lifeline Canberra's good work

4.2 Continue to share key metrics that can be shared with stakeholders

4.3 Continually review and update our social media content and other channels to be relevant to our stakeholders

4.4 Drive positive media coverage and internal communications for Lifeline Canberra

Performance indicators

4.1 Increase in attraction and retention of volunteers

4.2 Ongoing positive mentions of Lifeline Canberra across all media

4.3 Increase government funding to support the services we offer, and advocate for better government recognition of the increased demand in times of externally driven crises

Our Ambassadors

The Lifeline Canberra ambassadors help us spread our message of building a more resilient suicide-free community.



Ben Farinazzo
Invictus Games gold medallist



Marianna Tolo
Basketball Player



Josh Illusions
Entertainer and advocate



Sarah Walsh
Paralympian



Ange Reakes
Cricketer



Cameron Hill
Racing Driver



Ned Breward
Radio Host



Josh Torney
Radio Host



Michael Webb
Magician

Operations

Adam Miller

General Manager



Chanelle Reid

EA to the CEO



Lissy Lea

Finance Support Officer



Margi Taylor

Administration Officer



Crisis Support



Brendan Dean
Centre Supervisor

The 2022/2023 year saw the Crisis Support Team continue to train, support, coach, mentor and celebrate Canberra's amazing, generous, committed volunteer community. We are constantly in awe of the amazing work Canberra volunteers do for the Australians in crisis who call Lifeline; it is a privilege to work with them.

Special mention to Lauren Lucas who won the Lifeline Australia Volunteer of the Year Award. We are proud to celebrate Lauren and have her recognised at the national level.

This year, a significant milestone was the implementation of a new Workforce Management System, Verint. Verint allows Crisis Supporters to manage their shifts and other activities via smartphone or tablet anywhere, anytime.

Verint is easier for staff to administer and for volunteers to use including auto approval of shifts, ultimately benefiting help seekers.

The Crisis Team invested heavily in the implementation of Verint ensuring a smooth and seamless transition. The feedback on the new system has been overwhelmingly positive.

The Crisis Team was thrilled to be involved with the establishment of Lifeline Narm, Melbourne's newest Lifeline centre. Two incredible milestones are our very own Alisha Tarrant being the first person to take a call in the new centre and the commencement of the first student CSWT intake in June 2023. The interest to volunteer for Lifeline Narm has been incredible and the team is looking forward to instilling what we know and love about Lifeline Canberra into the Narm community. The opportunity to be involved in building a brand new centre is simply amazing for our team.

The Crisis Support team continues to facilitate the Bereaved by Suicide Support Group, benefiting Canberra and surrounding areas.

The Crisis Support team would like to thank all our sponsors and donors, the Board, management, events and corporate training teams, Bookfair volunteers and all who work tirelessly to support the important work in the phone room.

Most importantly, to our amazing Crisis Supporters who year on year answer life-supporting calls, attend group supervision and professional development and then also take on additional responsibility to supervise the phone room, mentor students and contribute to our amazing community.

You make a difference.

You matter.

You are the heart and soul of Lifeline Canberra.

Brendan Dean Centre Supervisor



Crisis Support

Alisha Tarrant

Programs Manager



Brendan Dean

Centre Supervisor



Dion Tsarpalias

Centre Supervisor



Roise Phelan

Centre Supervisor



Linda Shillington

Centre Supervisor



Emma McIntosh

Centre Supervisor



Garry Croker

Centre Supervisor



Monda Scoltock

Centre Supervisor



Training

Laura Clugston

Client & Team Project Coordinator



We believe that education is power. Our mission is to 'Build Community Resilience' and we strive to achieve this through our prevention-based training programs on mental health and suicide awareness, crisis intervention and resilience-based training.

In 2022-2023, we delivered courses through a combination of online and face-to-face formats, making use of new tools, materials, systems and processes. Throughout the year, our team delivered a total of 178 courses to 2672 participants.

In addition to the demand for our existing training programs, we witnessed a growing need for training in new sectors and industries. Because of this, we developed three new programs:

“Confidence in Conversations with Patrons Impacted by Gambling” – with the support of funding from the ACT Racing and Gambling Commission, we collaborated closely with the Vikings Group to create a program tailored for gambling venue staff who find themselves in situations where effective communication is required.

“Safe to Speak” – in light of the increasing importance of psychological safety in workplaces, we explored the behaviours and conditions that foster and hinder a psychologically safe workplace and created a program that provides tools, resources and models that can be applied in any workplace to enable a psychologically safe environment.

“Mental Health Ambassadors” – building upon our earlier Mental Health Ambassadors Program, this revised program provides students with an understanding of adolescent mental health issues and enables them to help and identify peers experiencing symptoms.

Additionally, we conducted a “Train the Trainer” program in March 2023, enabling 11 trainers to deliver “The Working Mind for First Responders”. These newly trained trainers have already delivered this program to 194 participants.

Through these initiatives and new programs, we expanded our reach into new territories and engaged with individuals that we hadn’t previously before.

Our profound gratitude extends to the organisations, agencies and local businesses who choose us to deliver training. Your partnership allows an avenue for positive transformation. Because of you, we can make a difference. Thank you!

To the 2,672 people who attended our training, we extend a heartfelt thank you. Your presence allows us to shape conversations, influence culture and impact lives.

And, finally, a very special thank you to our trainers, Alicia and Sue-Anne. Your unwavering passion, initiative and commitment to our community, to training and to Lifeline Canberra has been invaluable. None of this could be done without you. Thank you!

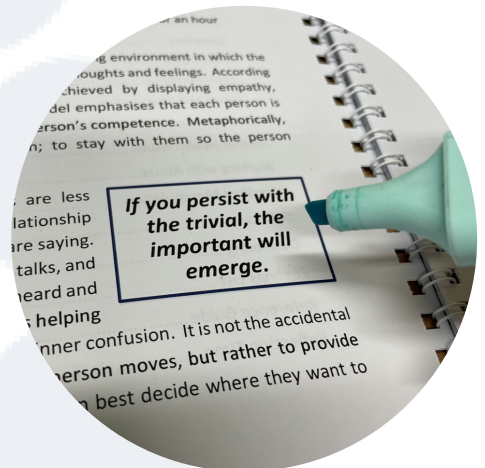
Laura Clugston
Client & Team Project Coordinator



Alicia Flack-Kone
Corporate Trainer



Sue-Anne Muggleton
Corporate Trainer





Our Training Courses

Difficult Conversations

Accidental Counsellor

This two-day program has been developed for people who find themselves in situations where effective and empathetic communication is required. The program provides participants with a range of tried and tested skills that work to create effective communication and de-escalate people who are highly distressed, displaying anger, abuse, manipulation or need assistance for a mental health issue. This course is also available in a one-day format to corporate groups only.

Dealing with People in Difficult Situations

This intensive four-hour course equips people with a range of tried and tested skills that work to create effective communication, to de-escalate difficult situations as they arise, and most importantly, the value of boundary setting and self-care.

Confidence in Conversations with Patrons Impacted by Gambling

This course is an adaptation of the Dealing with People in Difficult Situations course. The four-hour session provides an in-depth focus on conversational skills, as well as providing knowledge and understanding, empowering participants to confidently engage with and support patrons who are at risk or are already being impacted by gambling harm.

Our Training Courses

Mental Health Wellbeing & Resilience

The Working Mind

This program is an education-based program designed to address and promote mental health and reduce the stigma of mental illness. The Working Mind provides participants with skills to identify mental health in themselves and others, to recognise signs and indicators of stress and poor mental health, and to provide practical coping skills to manage stress and poor mental health. This program is available in two formats – for Managers (eight hours) and for all Employees (four hours).

Mental Health Awareness

This two-hour awareness session exposes participants to a greater understanding of mental health. Mental Health Awareness looks at reducing the stigma associated with mental health issues, what mental health problems and illnesses are, how to help others and how to look after yourself.

Safe to Speak

When employees feel psychologically safe at work, they are more likely to speak up, share ideas, admit mistakes, and seek help, all of which are crucial for workplace success. This two-hour session explores the behaviours and conditions that foster and hinder psychological safety at work. Participants leave this training with practical tools, resources, and models to apply in their workplaces, enabling them to promote a safe and thriving environment for everyone.

The Working Mind for First Responders

Formerly known as R2MR (Road to Mental Readiness), this program is an education-based program designed to address and promote mental health and reduce the stigma of mental illness in a first-responder setting. The Working Mind for First Responders is an adaptation of The Working Mind. This adaptation provides participants with skills to identify mental health in themselves and others, recognise signs and indicators of stress and poor mental health, and provide practical coping skills to manage stress and poor mental health. This program is available in two formats – Leadership (eight hours) and Primary (four hours).

Our Training Courses

Mental Health Wellbeing & Resilience

Mental Health Ambassadors (for Young People in Schools)

The Mental Health Ambassadors program provides students within schools with an understanding of adolescent mental health issues. This two-day workshop aims to enable young people to help a peer experiencing the early symptoms of a mental health problem by identifying when help is needed, providing support, promoting connections to formal support services and helping strengthen the bonds between students, empowering them to protect and look out for each other.

Suicide Awareness and Intervention

Suicide Awareness

This two-hour session promotes awareness around suicide within Australia; the facts, signs of someone at risk, how to interact and assuming the role of a support person. This session covers suicide statistics, stigmas and facts, how to notice the signs, how to have a chat; listen to concerns, evaluate safety concerns, where to go for help, and looking after yourself.

Applied Suicide Intervention Skills Training (ASIST)

Would you know what to do if someone talked to you about having thoughts of suicide? Lifeline Canberra offers a two-day program designed for people in the community who want to feel more comfortable, confident and competent in helping people at risk of suicide. ASIST is a highly interactive, practical, practice-oriented workshop.

Events

Jenine Woodman
**Director of Strategic Engagement
& Communications**



The events team commenced the new financial year with our Southside Bookfair, we are overwhelmed by the support we receive from our Southside community. Over the 3 days, 9,737 patrons supported us. Two months later we delivered our EPIC Bookfair, again we had growth in attendance and funds raised. Our Canberra community continues to support our Bookfairs and we are extremely grateful to live in a city that continues to support us.

In addition to our Bookfairs, we held a number of Lifeline Canberra events and we saw our third-party fundraising events continue to grow (see our calendar of events).

I would like to acknowledge our Ainslie to Everest walk, a third-part fundraiser in its second year with Sean and the team from the Emergency Services Agency, this event saw teams of first responders climb Mt Ainslie to raise an incredible \$65,000.00. Many hours of work from the ESA and the first responders go into making this event, a mammoth task and one we at Lifeline Canberra are truly proud to be part of. Our thanks to all the teams.

In May, the Lifeline Canberra team delivered our biggest gala ever with 600 guests, this was an epic event to deliver, and my thanks go to, Richard and Deb Rolfe as presenting partners, to our supporters who sponsored the night, all the guests who purchased tickets, the venue, catering, production team and the volunteers who came to support us on the night. This is truly an amazing night, please save the date for 10 May 2024.

The Ian Lindeman Winter Solstices Nude Swim entered its 6th year, this event is organised by a small committee of supporters, who work behind the scenes to deliver this event. A heartfelt thank you to Ben, Gwenda, Rohan, Peter, and the band of helpers. A must-do swim in the lake on a chilly Canberra winter's morning.

In November, we farewelled our patron, The Hon Dr. Brendan Nelson, AO, Brendan dedicated many years of service to our organisation, and we are extremely thankful. We wish Brendan and Gillian all the best for the new chapter in the UK.

I often take the time to reflect on the incredible sponsors/supporters here in our community, who have continued to support us whenever we have reached out, or they have touched base with us. I appreciate that our lives have all changed since COVID and increased costs of living, but to those who have stood by us and those whom we have welcomed into the Lifeline Canberra family, a heartfelt thank you.

Lifeline Canberra could not deliver these events without the support from you and the community. To our board, sponsors, supporters, volunteers, ambassadors, friends and family of Lifeline Canberra a heartfelt – THANK YOU.



At the end of last year, four of our staff stepped away from LLC. Winnie, (maternity leave) Mel, Rachel, and Terina. Thank you for the incredible work you all put into our organisation. This team worked tirelessly to ensure our events and the office ran like clockwork, I wish them well in their new adventures.

Thank you to Sara our events and volunteer coordinator, your can-do attitude, passion, and commitment to delivering our events, is truly inspiring. – thank you.

This financial year, we have welcomed several new staff to the family, Alanah, Margi and Chanelle, each team member has brought a vibrance and passion to the team. I am privileged to work with such a supportive team, you all work incredibly hard and give all of yourselves to generate vital funds required to train our crisis supporters who answer our 13 11 14 crisis support service.

A heartfelt thank you from me.

Jenine Woodman Director of Strategic Engagement & Communications

Alanah MacMahon
Communications
Coordinator



Sara Bojé
Events and Volunteer
Coordinator



22 - 23 Events

JULY

15 to 17 July - Southside Bookfair

21 July - Official Opening of the new Book Lovers Lane site

AUGUST

17 August - Women of Spirit Awards

28 August - Canberra Fair Bride Stride

SEPTEMBER

9 to 11 September - EPIC Bookfair

10 September - World Suicide Prevention Day. Out of the Shadows Walk

OCTOBER

10 October - World Mental Health Month Morning Tea

29 October - Geek Markets

NOVEMBER

9 November - Farewell to The Hon Dr Brendan Nelson AO.

DECEMBER

December - Morris Legal Group Christmas Giving Tree at Book Lovers Lane

3 December - Warehouse Volunteer Christmas Morning Tea

FEBRUARY

10 to 12 February - EPIC Bookfair

24 February - Touch of Life Corporate Footy Day. Make up day

BRUMBIES SEASON OPENING

MARCH

18 March - ESA Ainslie to Everest

8 to 9 March - Hands Across Canberra Giving Day

APRIL

29 April - Geek Markets

MAY

12 May - Lifeline Canberra Be the Light Gala

12 May - Young Chartered Accountants Soccer Fundraising Day

15 to 21 May - National Volunteer Week

23 May - JLL Volunteer Day at the Book Warehouse

23 to 26 May - Beyond Bank Double Donation Campaign

JUNE

1 to 23 June - Push-Up Challenge

22 June - Ian Lindeman Memorial Winter Solstice Nude Charity Swim

Warehouse and Book Lovers Lane

Our volunteers are the backbone of our organisation, a heartfelt thank you to those who look after our Warehouse, eBay store and Book Lovers Lane at Fyshwick markets. They accept donations, sort, price, list items and pack for our weekly delivery to our bookstore and pack for our Bookfairs. Behind the scenes, many hours of work go into making sure we have stock to support our Bookfairs and Book Lover's Lane.



Warehouse and Book Lovers Lane

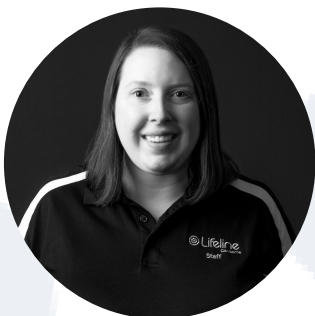
In July, Book Lovers Lane moved to a larger premises within the Fyshwick markets precinct. Our new bookshop is continuing to support our local community, we have had an increase in our volunteer recruitment, and we are continuing to see new connections made with our bulk buyers and welcoming new members to the Lifeline Canberra Family.

I would like to thank, Laura, Lisa and Tarah who work at the warehouse, ensuring that our organisation is doing justice by the donor, with our donations, and supporting our volunteers all to raise funds for our local 13 11 14 crisis phone lines. – Thank you.

This year we also have engaged with several local shopping centres and aged care centres to have pop-up books available to customers/ residents. Thank you to the team at Mirvac at Cooleman Court, Westfield at Belconnen and Jindalee Aged Care residents, who continue to support us.

Jenine Woodman

Director of Strategic Engagement & Communications



Laura Eash

Warehouse Coordinator



Lisa Padzensky

Logistics Coordinator



Tarah Dempsey

Donations Courier

A Message from our Board Treasurer



Bruce Armstrong
Treasurer, Lifeline Canberra

On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's Financial Year 2022-2023 Treasurer's Report.

Regrettably, the past Financial Year has been another one of increased demand for our services. Despite the substantial operational challenges faced, our magnificent team members have continued to support people in crisis and save the lives of those experiencing thoughts of suicide.

At the same time, we have ensured that our organisation remains in a strong financial position to both continue to help more people in their time of need and ensure that we can withstand any future unexpected events, such as the past pandemic. It might then seem that concerning ourselves with financial matters should be secondary to our service; however, we know that to provide the level of critical support our community needs requires adequate funding and a strong financial foundation. Ultimately, without that funding, we cannot provide the seats necessary to answer the phone calls of all those people who have reached out in their hour of need.

Despite the past challenging conditions, I am pleased to report that for the Financial Year 2022-2023, the Lifeline Canberra team returned a surplus in excess of \$949,000. We consider that this level of surplus is a very important insurance to ensure the team can deal with future shocks that may still occur. Getting to that position despite the challenges of the past year has required a sustained and tireless effort by the Lifeline Canberra team and our volunteers.

Over the Financial Year our team we have continued to work hard on delivering fundraising events and programs. Whilst we have returned to a pre-pandemic more business-as-usual working environment, we also recognise that the demand for Lifeline services is still increasing, and the ways we gain funding are less certain. It is on that basis the Lifeline Canberra Team continues to look for new opportunities and carefully manage what we have available to us now.

In summary, through hard work and good management, Lifeline Canberra is in good financial shape.

I want to conclude by thanking all our incredible sponsors and donors, in particular the important support by the ACT Government through their ongoing recognition and financial support. I also want to thank all our incredible staff and the hundreds of magnificent volunteers who have contributed to Lifeline Canberra this year. All of your contributions are incredibly important in providing this critical service for our community.

Bruce Armstrong
Treasurer, Lifeline Canberra

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT

30 JUNE 2023

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2023

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LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023

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 2023.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2023, or, if different, at the date of this report, is as follows:

Archie Tsirimokos (President)
Todd Wills (Vice President)
Jessica Mellor (Secretary)
Bruce Armstrong (Treasurer)
Warren Apps – (Advisor)
Cade Brown (Director)
Kylie Dennis (Director) - started 29 July 2022
Richard Rolfe (Director)
Marcus Mills-Smith (Director) – started 2 February 2023

Principal Activities

The principal activity of Lifeline during the year ended 30 June 2023 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 2023 was a surplus of \$935,884 (2022: surplus of \$953,789).

Grants Received from ACT Government under DG.2021.017

Lifeline acknowledges the amount of grant it received from ACT Government under DG.2021.017 for the year ended 30 June 2023 amounting to \$293,336, including GST.

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.

Events after the Reporting Date

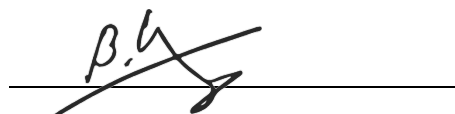
No matter or circumstance has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

- 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 16 October 2023 in accordance with a resolution of the Board of directors:



Archie Tsirimokos
President (as at 30 June 2023)



Bruce Armstrong
Treasurer

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
Revenue		
Donations income	951,247	1,684,408
Grants	280,376	272,357
Trading and operating activities	3,499,130	2,376,943
Other income	96,573	21,673
Government stimulus	-	110,000
Total revenue	4,827,326	4,465,381
Expenses		
Administrative expenses	103,240	85,962
Depreciation and amortisation	151,516	159,050
Doubtful debt expense	6,844	(95)
Lease interest	14,755	17,596
Employment costs (excluding superannuation)	2,171,883	2,001,943
Management costs	91,336	13,258
Occupancy costs	226,660	166,885
Operating costs	801,129	796,725
Other costs	106,165	46,840
Superannuation	217,915	223,428
Total expenses	3,891,443	3,511,592
Surplus for the year	935,884	953,789
OTHER COMPREHENSIVE INCOME		
Fair value movement of financial assets	(4,112)	(2,386)
Total comprehensive income for the year	931,772	951,403

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2023

	Note	2,023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	2	5,291,935	4,512,062
Other current assets	3	47,835	28,349
Trade and other receivables	4	63,420	71,155
Inventories	5	17,000	-
TOTAL CURRENT ASSETS		5,420,189	4,611,566
NON-CURRENT ASSETS			
Property, plant and equipment	6	671,787	684,983
Right-of-use asset	7	171,636	274,618
Other financial assets	8	31,819	30,075
TOTAL NON-CURRENT ASSETS		875,243	989,676
TOTAL ASSETS		6,295,432	5,601,242
CURRENT LIABILITIES			
Trade and other payables	9	176,166	211,587
Provisions	10	236,022	239,426
Contract liabilities	11	261,591	370,103
Lease liabilities	12	119,380	110,101
TOTAL CURRENT LIABILITIES		793,159	931,217
NON-CURRENT LIABILITIES			
Lease liabilities	12	84,595	190,405
TOTAL NON-CURRENT LIABILITIES		84,595	190,405
TOTAL LIABILITIES		877,755	1,121,622
NET ASSETS		5,417,677	4,479,620
EQUITY			
Reserves		3,144	968
Accumulated members' funds		5,414,534	4,478,652
TOTAL EQUITY		5,417,677	4,479,620

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

	Note	2,023 \$	2022 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		280,376	272,357
Receipts from other services		3,415,260	2,648,248
Donations		951,247	1,684,408
Interest received		79,666	9,504
Lease interest paid		(14,755)	(17,596)
Payments to suppliers & employees		(3,800,050)	(3,221,864)
Net cash flows from operating activities		911,744	1,375,057
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		(35,337)	(25,920)
Net cash flows (used in) / from investing activities		(35,337)	(25,920)
CASH FLOW FROM FINANCING ACTIVITIES			
Lease liabilities paid		(96,532)	101,368
Net cash flows (used in) / from financing activities		(96,532)	101,368
Net increase in cash held		779,875	1,247,769
Cash & cash equivalents at beginning of the year		4,512,062	3,264,293
Cash & cash equivalents at the end of the year	2	5,291,937	4,512,062

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
Reserves	3,144	968
Accumulated surplus	5,414,534	4,478,652
TOTAL EQUITY	5,417,677	4,479,620

RESERVES

Asset Revaluation Reserve:

Balance at the beginning of the year	968	3,354
Other comprehensive income	(4,112)	(2,386)
Balance at the end of the year	(3,144)	968
TOTAL RESERVES	(3,144)	968

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	4,478,652	3,524,863
Surplus for the year	935,884	953,789
Balance at the end of the year	5,414,536	4,478,652

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

NOTE 1. SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The following Accounting Standards and Interpretations are most relevant to the incorporated association:

Conceptual Framework for Financial Reporting (Conceptual Framework)

The incorporated association has adopted the revised Conceptual Framework from 1 July 2021. The Conceptual Framework contains new definition and recognition criteria as well as new guidance on measurement that affects several Accounting Standards, but it has not had a material impact on the incorporated association's financial statements.

AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities

The incorporated association has adopted AASB 1060 from 1 July 2021. The standard provides a new Tier 2 reporting framework with simplified disclosures that are based on the requirements of IFRS for SMEs. As a result, there is increased disclosure in these financial statements for key management personnel and related parties.

Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012, the Charitable Fundraising Act 1991 and associated regulations, as appropriate for not-for-profit oriented entities. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Lifeline Canberra Incorporated is a not for profit association incorporated in the Australian Capital Territory under the Associations Incorporation Act 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.

Revenue recognition

The company recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

Note 1. Significant accounting policies (continued)

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Grants

Grant funding that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the grant agreements. A contract liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the entity are recognised as income when the entity obtains control of those funds, which is usually on receipt.

Sponsorships

Funding for special purpose projects via sponsorship is recognised as revenue to the extent that the monies have been applied in accordance with the conditions of the funding.

Donations and bequests

Donations and bequests that contain specific conditions and enforceable obligations on the use of those funds are recognised as and when the entity satisfies its performance obligations stated within the donation agreements. Otherwise, revenue from donations and bequests is recognised when the income is received.

Sales revenue

Sales revenue is recognised when the related merchandise or services have been provided.

Interest

Interest income from a financial asset is recognised when it is probable that the economic benefit will flow to the company and the amount of revenue can be reliably measured. Interest income is accrued on a time basis by reference to the principal and the effective interest rate applicable.

Income Tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

Note 1. Significant accounting policies (continued)

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Deferred tax assets and liabilities are always classified as non-current.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. Judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
NOTE 2. CASH AND CASH EQUIVALENTS		
Cash on hand	225	1,785
Cash at bank - at call	5,291,710	4,510,277
	<u>5,291,935</u>	<u>4,512,062</u>

Accounting policy

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.

	2023	2022
	\$	\$
NOTE 3. OTHER CURRENT ASSETS		
Deposits	19,284	5,355
Prepayments	28,550	22,994
	<u>47,835</u>	<u>28,349</u>

	2023	2022
	\$	\$
NOTE 4. TRADE AND OTHER RECEIVABLES		
Trade debtors	55,565	79,285
Accrued income	26,144	3,807
Less: Provision for doubtful debts	(18,290)	(11,937)
	<u>63,420</u>	<u>71,155</u>
<i>Ageing of trade receivables</i>		
Current	24,218	35,468
Less than 30 days overdue	8,305	23,015
30 to 60 days overdue	1,530	6,315
61 to 90 days overdue	(28)	2,550
More than 90 days overdue	21,540	11,937
	<u>55,565</u>	<u>79,285</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 2023

	2023 \$	2022 \$
NOTE 5. CURRENT ASSETS - INVENTORIES		
Stock on Hand	17,000	-
	<u>17,000</u>	<u>-</u>

Accounting policy

Stock is stated at the lower of cost and net realisable value.

	2023 \$	2022 \$
NOTE 6. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	650,000	650,000
Accumulated depreciation	<u>(81,250)</u>	<u>(65,000)</u>
Total Buildings	<u>568,750</u>	<u>585,000</u>
Motor vehicle at cost	80,457	80,457
Accumulated depreciation	<u>(30,444)</u>	<u>(20,387)</u>
Total motor vehicle	<u>50,013</u>	<u>60,070</u>
Furniture & fittings and equipment at cost	596,472	561,779
Accumulated depreciation	<u>(555,823)</u>	<u>(538,745)</u>
Total furniture & fittings and equipment	<u>40,649</u>	<u>23,034</u>
Fit out at cost	201,818	201,818
Accumulated depreciation	<u>(189,443)</u>	<u>(184,939)</u>
Total Fit out	<u>12,376</u>	<u>16,879</u>
Total Property, Plant and Equipment	<u>671,787</u>	<u>684,983</u>

The building consists of Block 7 section 36 Mitchell which has a Crown Leasehold interest. The land and buildings were revalued at 25 May 2018 at \$1,200,000 before adjustments. The adjustments make allowance for a deconcessionalised interest to be paid out, which equates to the current land value at market value, resulting in a net value of \$650,000 which relates to buildings only.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

	2023 \$	2022 \$
NOTE 6. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)		
Movement 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.		
<i>Buildings</i>		
Balance at the beginning of year	585,000	601,250
Depreciation expense	<u>(16,250)</u>	<u>(16,250)</u>
Carrying amount at the end of year	<u>568,750</u>	<u>585,000</u>
<i>Motor vehicles</i>		
Balance at the beginning of year	60,070	70,127
Additions	-	-
Depreciation expense	<u>(10,057)</u>	<u>(10,057)</u>
Carrying amount at the end of year	<u>50,013</u>	<u>60,070</u>
<i>Furniture & Fittings and equipment</i>		
Balance at the beginning of year	23,034	33,588
Additions	35,337	10,413
Depreciation expense	<u>(17,359)</u>	<u>(20,967)</u>
Carrying amount at the end of year	<u>41,012</u>	<u>23,034</u>
<i>Fit out</i>		
Balance at the beginning of year	16,879	10,166
Additions	-	15,507
Depreciation expense	<u>(4,504)</u>	<u>(8,794)</u>
Carrying amount at the end of year	<u>12,375</u>	<u>16,879</u>

Accounting policy

Property, plant and equipment

Land and buildings are shown at fair value, based on periodic, at least every 4 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. Plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses.

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

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

determining recoverable amounts.

An asset's 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.

Accounting policy (Continued)

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:

Class of fixed asset	Useful life
Building	40 years
Fitout	4 - 5 years
Furniture, fittings and equipment	3 - 5 years

	2,023	2022
	\$	\$

NOTE 7. RIGHT-OF-USE ASSET

Right of use asset	583,564	583,564
Accumulated depreciation	(411,927)	(308,946)
Total right-of-use asset	<u>171,636</u>	<u>274,618</u>

Accounting Policy

At inception of a contract, the entity assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the entity the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the entity recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of the future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations. Lease assets are depreciated using the straight line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
NOTE 8. OTHER FINANCIAL ASSETS		
Greater Good Foundation	31,819	30,075
	<u>31,819</u>	<u>30,075</u>

	2023	2022
	\$	\$
NOTE 9. TRADE AND OTHER PAYABLES		
Accounts payable	79,832	26,569
Accrued expenses	86,273	141,550
GST payables	1,357	15,751
Other payables	8,704	27,717
	<u>176,166</u>	<u>211,587</u>

	2023	2022
	\$	\$
NOTE 10. PROVISIONS		
Annual leave entitlements	236,022	232,988
Long-service leave entitlements	-	6,438
	<u>236,022</u>	<u>239,426</u>

Accounting policy

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.

	2023	2022
	\$	\$
NOTE 11. CONTRACT LIABILITIES		
Contractual obligations	261,591	370,103
	<u>261,591</u>	<u>370,103</u>

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
NOTE 12. LEASE LIABILITIES		
Lease liability - current	119,380	110,101
Lease liability - non current	84,595	190,405
	<u>203,975</u>	<u>300,506</u>

Accounting policy

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.

NOTE 13. 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:

	2023	2022
	\$	\$
Key management personnel compensation	<u>336,081</u>	<u>325,191</u>

NOTE 14. REMUNERATION OF AUDITORS

During the financial year the following fees were paid or payable for services provided by RSM, the auditor of the incorporated association:

	2023	2022
	\$	\$
<i>Audit services - RSM</i>		
Audit of the financial statements	<u>14,500</u>	<u>13,500</u>

NOTE 15. RELATED PARTY TRANSACTIONS

Other than compensation of key management personnel, the following transactions were made with related parties:

During the year, Lifeline Canberra had transactions to the value of \$25,712 with Lifeline Narrm.

Receivable from related parties

There is a receivable balance of \$19,284 in relation to Lifeline Narrm at 30 June 2023.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023**

NOTE 16. 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.

	2023	2022
	\$	\$
NOTE 17. CONTINGENT LIABILITIES		
Bank guarantee	(38,569)	-
	<u>(38,569)</u>	<u>-</u>

Lifeline Canberra has provided a bank guarantee relating to the lease of the Lifeline Narrm premises which is a related party. Refer to note 15.

NOTE 18. CONTINGENT LIABILITIES

During the year Lifeline Canberra has signed a letter of support for Lifeline Narrm Ltd stating that Lifeline Canberra will support and ensure the capacity of Lifeline Narrm Ltd. to enable it to meet its financial obligations, including the injection of further funds as required. This support is given for 12 months from the date of the letter being 30 June 2023.

At this stage Lifeline Canberra is unable to quantify the amount of support that will be required.

LIFELINE CANBERRA INCORPORATED

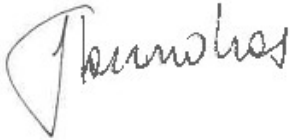
ABN 14 207 094 003

DIRECTORS' DECLARATION

The directors of the Association declare that:

- (1) The financial statements and notes are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012*:
 - a. Comply with Australian Accounting Standards – Simplified Disclosure Requirements; and
 - b. Give a true and fair view of the financial position as at 30 June 2023 and of the performance for the financial year ended on that date of the Association.
- (2) In the directors' opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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



Archie Tsirimokos
President (as at 30 June 2023)



Bruce Armstrong
Treasurer

Dated on this 16 day of October 2023

RSM Australia Pty Ltd

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www.rsm.com.au

AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Canberra Incorporated for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

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



RSM AUSTRALIA PTY LTD



GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 8 November 2023

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

Opinion

We have audited the financial report of Lifeline Canberra Incorporated ("the Association"), which comprises the statement of financial position as at 30 June 2023, the statement of 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 declaration by those charged with governance.

In our opinion, the accompanying financial report presents fairly, in all material respects the financial position of Lifeline Canberra Incorporated as at 30 June 2023, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards – *Simplified Disclosures under AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the *Australian Charities and Not-for-profits Commission Act 2012*.

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 Lifeline Canberra Incorporated in accordance with 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.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in Lifeline Canberra Incorporated's annual report for the year ended 30 June 2023 but does not include the financial report and the 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.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – *Simplified Disclosures under AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the *Australian Charities and Not-for-profit Commission Act 2012*, and for such internal control as management determines 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, management is responsible for assessing Lifeline Canberra Incorporated '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 management either intends to liquidate Lifeline Canberra Incorporated or to cease operations, or has 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

A handwritten signature in black ink that reads "RSM".

RSM Australia Pty Ltd

A handwritten signature in black ink that reads "GED Stenhouse".

GED STENHOUSE

Director

Canberra, Australian Capital Territory

Dated: 8 November 2023