



2023-2024 ANNUAL REPORT



Always there
13 11 14



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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Canberra ACT 2601

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

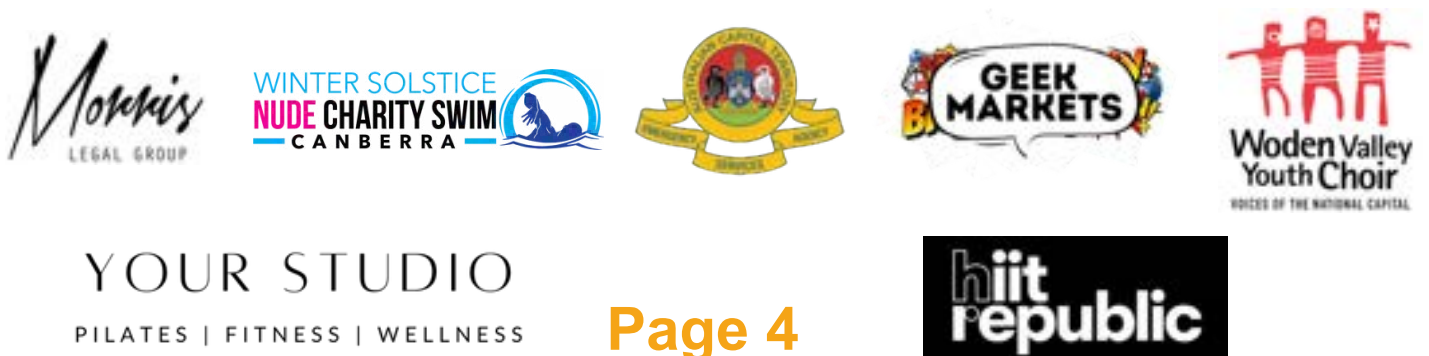
Event Sponsors and Supporters



Bookfair Supporters



Third-Party Fundraisers



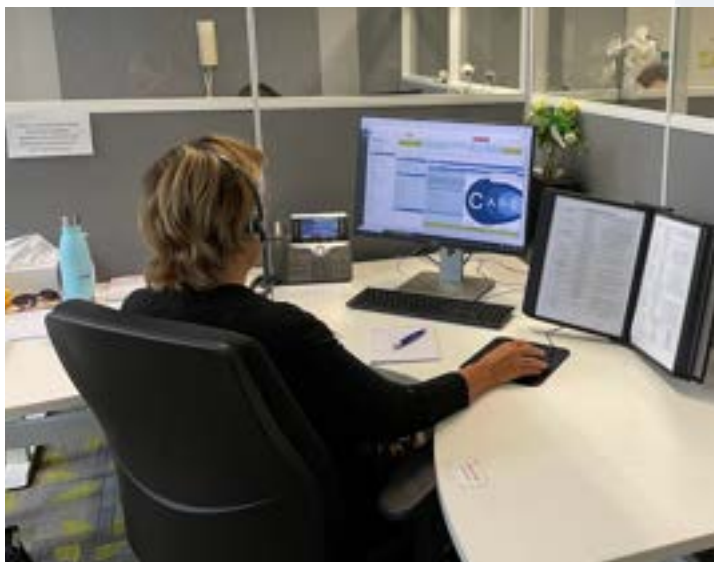
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Our Story

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.



Always there

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 200 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.

9 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 30 people attempt to end their lives.

Suicide is the leading cause of death for people aged between 15-44 and the second leading cause of death for those aged between 45-54.

(Source: The Australian Bureau of Statistics)



Our 2023 - 2024 Impact



Lifeline Canberra
Crisis Supporters
answered **35,342** calls



18,439 hours of crisis
support were provided

4,364 callers were
experiencing suicidal
thoughts and worked
with a crisis supporter
to keep safe

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



3,367 safety plans
were created for
callers at risk

1,200 callers were
experiencing present
domestic violence
situations which put
them and their
families at risk



8,461 hours of in-shift
support was provided



132 new local crisis
supporters were
trained

Our training team delivered a total of **158**
courses, with **2,484** 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

In the last year, Lifeline Canberra has gone from strength to strength in the provision of essential services to our community.

Unfortunately, that continued growth means that the demand for the services offered by Lifeline is essential to many more people who feel they need support in crisis, in difficult times, or if they need a sounding board for the expression of their concerns about matters affecting their lives.

The services offered by Lifeline Canberra are, as most people would understand, headlined by our crisis support service, but also include suicide bereavement support, school programs and mental health training.

In the last 12 months, our capacity to answer calls has increased considerably due to the establishment of Lifeline Narm, which is based in Abbotsford, Melbourne. We have recruited a large number of capable volunteers into that centre to answer calls, this has increased our call rates from 31,151 to 35,343 between Canberra and Narm in the last year.

Our crisis support service remains a key focus area for the board and the Lifeline Canberra team, and we have reinforced our stance that this essential service in our community needs to be grown and our capability developed, in order to be able to even take more calls from those in need.

As noted by the Treasurer in his report, Lifeline Canberra has returned a surplus of over \$1 million in the last 12 months, this is critical to enable us to remain sustainable and continue the important work undertaken by our team.

Whilst this may be a pleasing result in one respect, it again reinforces the need for such services in our community and highlights the difficulties faced by many.



Those exceptional results can only be achieved by the dedication and commitment of the Lifeline Canberra and Lifeline Narrm families.

It is very humbling to preside over an organisation with so many amazing people willing to do such important work.

As always, our volunteers deserve special mention. This dedicated group of some 900 people working in our call centres, the warehouse, and Book Lovers Lane, continue to turn up, to do exceptional things, and are the heart and soul of the Lifeline Canberra and Lifeline Narrm communities.

Of course, none of this could be done without the wonderful team headed by Carrie Leeson, our CEO. We are fortunate indeed to work with Carrie and the amazing team who always perform above and beyond everything that could reasonably be expected of them. Thank you to each and every one of them. I also wish to take the opportunity to thank two long-standing members of the Lifeline Canberra team, Winnie Dennis and Jenine Woodman, who leave the organisation (after 13 and 7 years respectively) to pursue other opportunities. I also wish to welcome Sally McLean who joins us in the role of General Manager – Engagement and Strategy. We all look forward to working with Sally, who brings considerable experience to this new role.

I also wish to thank our patron Dan Keighran VC, a great Australian who is so giving with his time, professionalism, and support to our family.

A group of volunteers who are often forgotten is the board of directors. It is important that I acknowledge each of them by name as they provide an unbelievable level of professionalism, understanding, and support to me, Carrie, and Lifeline Canberra. Thank you to Todd Wills, Jessica Mellor, Bruce Armstrong, Richard Rolfe, Cade Brown, Kylie Dennis, Marcus Mills-Smith and Warren Apps.

And finally, and by no means least, I thank (once again, and as always) our sponsors, donors and supporters including the attendees to our events such as our annual gala dinner celebration, which was, once again an incredible night filled with fun, generosity and love.

Thank you to all of those in the Lifeline Canberra family, our community is richer for your contributions, sacrifices, and support.

Archie Tsirimokos
Board President, Lifeline Canberra

A message from our CEO

It gives us great pleasure to present to you this annual report, coupled with heartfelt gratitude for those individuals and organisations who have made these results possible.

Lifeline Canberra continues to be central in the mental health system, this year again experiencing an increase in the demand for our services and programs. Our professional teams observed the impact of financial pressures on our community, exacerbated by the ongoing social, physical and emotional challenges we all face.

This drove our determination to continue to forge new pathways, to ensure that services remained relevant, and to remain accessible to those in need. Lifeline Canberra's ability to operate with a 'business head and community heart' has meant that we are again able report to you these substantial results.

Our ACT Government funding did not increase in line with sector benchmarking, nor is it a reflection of our impact, and we continue to advocate for change in this area. We remain committed to sustainability and growth to ensure the near 10% of Canberran's who engage with the service each year are not facing their darkest moments alone.

We often reflect on the fact that the things we are most proud of at Lifeline Canberra are the things we do behind closed doors. Those calls in the crisis support centre, the moment two strangers in our community connect, speaks to our conscience as a nation. It is awe-inspiring.

The wonderful Bookfairs continue to grow, and we are always thrilled to host the community at our events and Booklover's Lane Bookstore. Thank you for continuing to support us wherever you can.



I would like to acknowledge the individuals behind Lifeline Canberra, the board, team, and volunteers. The results in this report show the impact of their dedication and passion, their many hours of sacrifice and determination.

In my 10th year as CEO, I have been supported by amazing individuals and teams and I would like to highlight them and thank them for choosing Lifeline Canberra and for making a difference.

Please take care in the year ahead and remember that Lifeline Canberra are always there.

Carrie-Ann Leeson
CEO, Lifeline Canberra



Our Strategic Plan

GOAL 1

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

GOAL 2

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

GOAL 3

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

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

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
Podcast Host



Josh Torney
Podcast Host



Michael Webb
Magician

Operations



Chanelle Reid
EA to the CEO

Adam Miller
General Manager

Lissy Lea
Finance Support Officer

Margi Taylor
Administration Officer



Crisis Support



Alisha Tarrant
Programs Manager

Kristie Ward
Centre Supervisor

Brendan Dean
Centre Supervisor

Rosie Phelan
Centre Supervisor



Garry Crocker
Centre Supervisor

Emma McIntosh
Centre Supervisor

Linda Shillington
Centre Supervisor

Monda Scoltock
Centre Supervisor

A message from our Crisis Support Centre Supervisor Team

As we reflect on the past year, the Crisis Support Team are filled with gratitude for our incredible Telephone Crisis Support (TSC) volunteers who generously dedicate their time and energy to supporting Australians in crisis. Lifeline Canberra's TCSs demonstrate unwavering commitment allowing us to serve our community effectively, and we are privileged to work alongside such passionate individuals. Their efforts have made a significant impact, and we cannot thank them enough for all that they do. Every day TSC volunteers step up and go above and beyond to meet the ever-growing demand for Lifeline's services.

This year marked a pivotal milestone as Lifeline Canberra transitioned to a new shift supervisor support model allowing Lifeline Canberra to adapt to and embrace new technologies and streamline support for volunteers on shift. The volunteer community embraced this change wholeheartedly, demonstrating remarkable adaptability and teamwork. This change contributes to improved outcomes for both Crisis Supports and Help Seekers and greater safety for all. Lifeline Canberra acknowledges the impact of this change on the volunteer In-Shift Support community, and we thank them for their years of supporting the Canberra phone room.

In celebration of our sister centre, Lifeline Narm, who recently celebrated their first birthday, we take a moment to reflect on the journey so far. Lifeline Narm's achievements inspire us to continue fostering culture and sharing resources, amplifying our collective impact. It is a joy to witness their growth and success, reinforcing the strength of our community. Narm's birthday milestone represents not just a year of operation in Melbourne but a commitment to ongoing growth and adaptation. Together, we look forward to many more years of making a difference in the lives of all Australians.

We are humbled by the generous donations from our community, which enable us to sustain the 13 11 14 service. These contributions are not just financial; they reflect the trust and support we have cultivated within our community.

We recognise the significant stress many are facing, and it is our mission to alleviate that burden as much as we can.

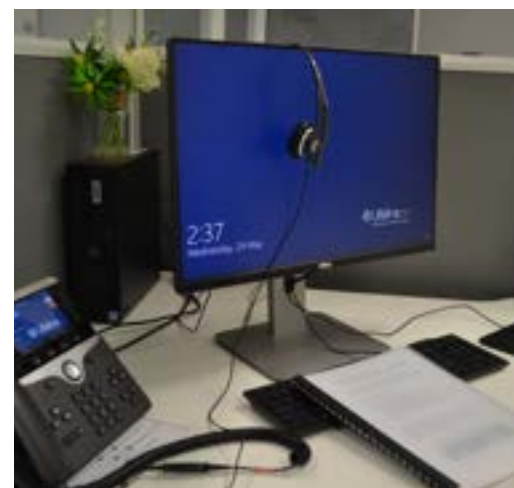
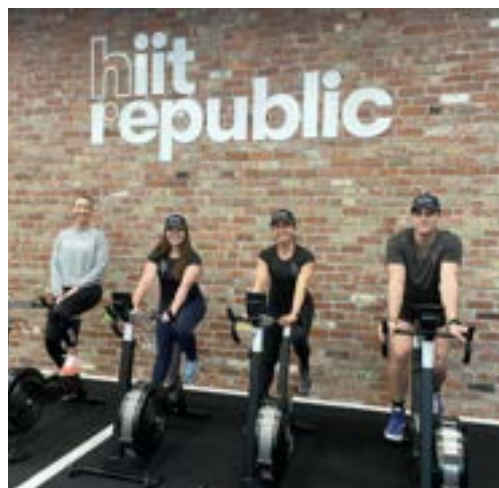
We are thankful to all who have been part of our journey. Together, we are stronger, and together, we will continue to uplift our community in the year ahead.

Signed Alisha, Brendan, Kristie, Linda, Monda, Garry, Emma and Rosie.



Lifeline

Canberra



A message from our Training Team

At the heart of our mission is the belief that education is power. Our goal of "Building Community Resilience" drives us to offer prevention-focused training in mental health, suicide awareness, crisis intervention, and resilience.

In 2023-2024, we further expanded our reach by continuing to deliver a mix of online and in-person courses. Leveraging our established resources and systems, we successfully launched our newest programs, including "Safe to Speak," "Confidence in Conversations" (GCO Training & Community Training), and "Mental Health Ambassadors." We also worked closely with clients to customise our offerings, ensuring that each program was tailored to suit their specific needs, industries, and preferred languages.

Over the past year, our team delivered 158 courses, reaching 2,484 participants.

We are deeply grateful to the organisations, agencies, government departments, and local businesses that chose us. Your continued support enables us to drive positive change and foster resilience within our communities. Thank you for being a part of this journey!

To the 2,484 individuals who attended our sessions, we extend our sincere appreciation. Your engagement empowers us to shape conversations, influence attitudes, and make a lasting impact.

Finally, a heartfelt thank you to our trainers, Alicia and Sue-Anne. Your dedication to training and empowering our community are at the core of our success. None of this would be possible without you. Thank you!

Signed Laura Clugston, Client and Team Project Coordinator



Testimonials for Lifeline Canberra's training courses

"It was probably the best training I have ever taken! It was very informative, useful and practical. I could apply the theory I was learning to my workmates, friends, family and clients."

"I thoroughly enjoyed the course- we had a team of people attend that had mixed levels of experience, yet the training was beneficial to everyone. Many members of the team commented that it was the best training they have done in this field."

"The trainer was amazing in her delivery, emotional intelligence and how she approached somewhat sensitive and complex content. This training was truly some of the best professional and personal development I have ever done. I have already utilised some of the skills in my personal life and am really excited to use it with clients."

Laura Clugston
Client & Team Project
Coordinator

Sue-Anne Muggleton
Corporate Trainer

Alicia Flack-Kone
Corporate Trainer



Our 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 provides 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)

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, to recognise signs and indicators of stress and poor mental health, and provides practical coping skills to manage stress and poor mental health. This program is available in two formats – Leadership (eight hours) and Primary (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.

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, provide support, promote connections to formal support services and help strengthen the bonds between students, empowering them to protect and look out for each other.

Our 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, de-escalate difficult situations as they arise, and most importantly, the value of boundary setting and self-care.

Confidence in Conversations with People 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.

Suicide Awareness and Intervention

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.

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 how to look after yourself.

A message from our Events and Communications Team

This financial year, the Lifeline Canberra Events Team proudly continued what we do best: amplifying the life-saving work in the crisis support phone room and raising vital funds to keep 13 11 14 available for those in need.

A bumper year; this financial year saw Lifeline Canberra host four Bookfairs, our annual Gala, Women of Spirit Awards, Touch of Life corporate day, Out of the Shadows walk and supported invaluable third-party fundraisers.

This financial year, the team delivered four Bookfairs instead of our usual three, with Southside Bookfairs in July 2023 and June 2024, and EPIC Bookfairs in September 2023 and February 2024. The February event broke records in both attendance and funds raised—a testament to the unwavering support from the Canberra community.

Our Gala was another highlight, bringing together organisations and individuals to celebrate and support Lifeline Canberra's mission. A heartfelt thanks to presenting partners Audi Centre Canberra, our sponsors, guests, volunteers, and the incredible team who made the night unforgettable. Save the date for 9 May 2025!

In August, we held our last Women of Spirit Awards, farewelling this staple event of ours with a bang. Congratulations to the 11 award finalists and to Dr Karen Demmery as the Women of Spirit recipient and Franchesca Isla, our Rising Women of Spirit recipient. We're excited to relaunch the Spirit Awards in late 2024 with a new name and broader criteria, allowing us to recognise even more community champions. This means more members of the community can be celebrated for their incredible work in making the world a better place.

Speaking of people making the world a better place, in March we gathered to celebrate Volunteer Award Night. This celebration brought together all facets of our organisation at the National Arboretum to mark significant milestones and contributions made by Lifeline Canberra volunteers.



And of course, we can't talk about events without giving a massive shout-out to our Third-Party fundraisers. This year the community rallied behind us, in their own unique ways, to raise funds and spread awareness all while having fun. Whether it was swimming nude, contributing to the Giving Tree, singing carols or doing push-ups, cycling, Pilates or soccer, thank you one and all.

None of this would be possible without the unwavering support of our sponsors, supporters, volunteers, ambassadors, board members, and the broader Lifeline Canberra family. You enable us to deliver life-saving services and make our events a success – THANK YOU.

As we step into the new year, we are energised by your friendship and engagement. Together, we look forward to continuing to make a difference in our community.

Sara Bojé
Events and Volunteer Coordinator

Alanah MacMahon
Communications Coordinator

Winnie Dennis
Events Coordinator



2023 - 2024 Events

JULY

14 to 16 July - Southside Bookfair

20 July - Book Lovers Lane 3rd Birthday Celebration

AUGUST

15 August - Women of Spirit Awards

SEPTEMBER

8 to 10 September - EPIC Bookfair

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

16 September - Hiit26 ride for Lifeline

OCTOBER

27 October - Touch of Life Corporate Footy Day

October - Lucus Studios month long fundraiser

NOVEMBER

22 November - Community Chest at Thoroughbred Park

30 November - Launch of the Morris Legal Group Christmas Giving Tree at Book Lovers Lane

DECEMBER

December - Christmas present wrapping at Westfield Belconnen and Fyshwick Markets

9 December - Woden Youth Valley Choir, Carols by Candlelight

9 December - Geek Markets

FEBRUARY

9 to 11 February - EPIC Bookfair

MARCH

6 March - Hands Across Canberra Giving Day

21 March - Volunteer Award Night

27 March - Pop-Up book sale at Brindabella Park

APRIL

4 - 6 April - Teaching Resource Sale Event at Book Lovers Lane

MAY

3 May - Young Chartered Accountants Soccer Fundraising Day

10 May - Lifeline Canberra Be the Light Gala

20 to 26 May - National Volunteer Week

23 May - Beyond Bank Double Donation Campaign

JUNE

5 to 28 June - Push-Up Challenge

8 June - Geek Markets

21 June - Ian Lindeman Memorial Winter Solstice Nude Charity Swim

Book Lovers Lane

This July, Book Lovers Lane proudly celebrated its third anniversary. In just three years, we've witnessed our small bookshop transform into a cherished part of the local Canberra community. With steady growth in sales, donations, and a growing base of repeat customers, we are more grateful than ever for the support we've received. But beyond numbers and milestones, it's the love for books and the joy of supporting local that truly defines our journey.

Since our opening, Book Lovers Lane has been fortunate to see a steady increase in both sales and donations. It's been heartening to know that each week, more Canberrans are discovering our shop—whether it's through our carefully curated selection of books, our friendly atmosphere, or our passion for connecting people with stories. We've seen repeat customers who visit us regularly, finding new treasures for their bookshelves, and bringing friends and family to share in the experience.

We attribute much of this growth to our incredible community. From donations of preloved books to patrons choosing to shop locally, Book Lovers Lane has become a space where books, volunteers and people come together. It's more than just a place to buy a book; it's a hub where stories live, and we're thrilled to be part of it. Volunteers are the backbone of our shop, and we want to express our deepest thanks for all that they do. Your dedication makes all the difference, and we couldn't have reached this milestone without you.

Sara Bojé
Events and Volunteer Coordinator



Book Warehouse



This year the Lifeline Canberra warehouse continued to accept and process donations from the generous Canberra community six days a week. Over 300 active volunteers sorted, priced and packed books and other items to stock three annual Bookfairs as well as the Book Lovers Lane bookshop, Lifeline Canberra's eBay store and pop-up events such as Geek Markets and a Canberra Airport Group market day. The warehouse staff team is comprised of Laura, Lisa, and Tarah, who together perform a multitude of tasks to ensure the smooth operation of the warehouse and support the volunteers.

Laura Eash
Warehouse Coordinator

Lisa Padzensky
Logistics Coordinator

Tarah Dempsey
Donations Courier



A message from our Board Treasurer

On behalf of the Board of Directors, I am pleased to present Lifeline Canberra's Financial Year 2023-2024 Treasurer's Report.

Regrettably, the past Financial Year has been yet another one of increased demand for our crisis support and suicide prevention services; however, despite the substantial operational challenges faced, our magnificent Lifeline Team members have continued to provide 24/7 support to people in crisis. Every single day, our team are literally saving lives.

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 to ensure we are able to withstand any future unexpected adverse events, such as the past pandemic. It might seem to some 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, this first 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 challenging operational conditions, I am pleased to report that for Financial Year 2023-2024, the Lifeline Canberra team returned a surplus of \$1,081,604. We consider that this level of surplus is very important insurance to ensure that the Team can deal with future shocks that may yet still occur. I want to acknowledge that getting to this position has required a sustained and tireless effort by the Lifeline Canberra team and our volunteers.





Over the Financial Year we have continued to work hard on delivering fundraising events and programs as we recognise that the demand for Lifeline services is still increasing, and the ways we gain funding are never 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 to deliver on our commitment to provide 24/7 crisis support and suicide prevention services.

I want to conclude by thanking all our incredible sponsors and donors, including the important support by the ACT Government through their ongoing recognition and financial support. Please know that we do not take your support for our important work for granted. I also want to thank all our incredible staff and the hundreds of magnificent volunteers that have contributed to Lifeline Canberra over the past year. All your contributions are incredibly important in providing this critical service for our community.

Bruce Armstrong
Board Treasurer, Lifeline Canberra

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003

FINANCIAL REPORT
30 JUNE 2024

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

FINANCIAL REPORT 30 JUNE 2024

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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 2024**

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 2024.

Directors

The name of each Board member of Lifeline during the year ended 30 June 2024, 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 – (Director)
Cade Brown (Director)
Kylie Dennis (Director)
Richard Rolfe (Director)
Marcus Mills-Smith (Director)

Principal Activities

The principal activity of Lifeline during the year ended 30 June 2024 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 2024 was a surplus of \$1,081,604 (2023: surplus of \$935,884).

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 2024 amounting to \$308,736, 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 28 October 2024 in accordance with a resolution of the Board of directors:


Archie Tsirimokos
President (as at 30 June 2024)


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 2024**

	2024	2023
	\$	\$
Revenue		
Donations income	722,254	951,247
Grants	304,791	280,376
Trading and operating activities	3,987,538	3,499,130
Other income	158,947	96,573
Total revenue	5,173,530	4,827,326
Expenses		
Administrative expenses	116,337	103,240
Depreciation and amortisation	158,033	151,516
Doubtful debt expense	(3,146)	6,844
Lease interest	6,827	14,755
Employment costs (excluding superannuation)	2,358,233	2,171,883
Management costs	16,310	91,336
Occupancy costs	212,028	226,660
Operating costs	928,569	801,129
Other costs	52,030	106,165
Superannuation	246,705	217,915
Total expenses	4,091,926	3,891,443
Surplus for the year	1,081,604	935,884
OTHER COMPREHENSIVE INCOME		
Fair value movement of financial assets	643,306	4,112
Total comprehensive income for the year	1,724,910	939,996

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2024

	Note	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	2	6,122,262	5,291,935
Other current assets	3	54,093	47,835
Trade and other receivables	4	325,889	63,420
Inventories	5	42,576	17,000
TOTAL CURRENT ASSETS		6,544,820	5,420,189
NON-CURRENT ASSETS			
Property, plant and equipment	6	1,382,881	671,787
Right-of-use asset	7	68,655	171,636
Other financial assets	8	33,903	31,819
TOTAL NON-CURRENT ASSETS		1,485,439	875,243
TOTAL ASSETS		8,030,259	6,295,432
CURRENT LIABILITIES			
Trade and other payables	9	310,043	176,166
Provisions	10	249,406	236,022
Contract liabilities	11	243,627	261,591
Lease liabilities	12	84,595	119,380
TOTAL CURRENT LIABILITIES		887,671	793,159
NON-CURRENT LIABILITIES			
Lease liabilities	12	-	84,595
TOTAL NON-CURRENT LIABILITIES		-	84,595
TOTAL LIABILITIES		887,671	877,755
NET ASSETS		7,142,588	5,417,677
EQUITY			
Reserves		646,450	3,144
Accumulated members' funds		6,496,138	5,414,534
TOTAL EQUITY		7,142,588	5,417,678

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		304,791	280,376
Receipts from other services		3,720,758	3,415,260
Donations		722,254	951,247
Interest received		145,294	79,666
Lease interest paid		(6,827)	(14,755)
Payments to suppliers & employees		(3,789,410)	(3,800,050)
Net cash flows from operating activities		1,096,860	911,744
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of property, plant & equipment		(147,153)	(35,337)
Net cash flows (used in) / from investing activities		(147,153)	(35,337)
CASH FLOW FROM FINANCING ACTIVITIES			
Lease liabilities paid		(119,383)	(96,532)
Net cash flows (used in) / from financing activities		(119,383)	(96,532)
Net increase in cash held		830,325	779,875
Cash & cash equivalents at beginning of the year		5,291,937	4,512,062
Cash & cash equivalents at the end of the year	2	6,122,262	5,291,937

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
Reserves	646,450	3,144
Accumulated surplus	6,496,138	5,414,534
TOTAL EQUITY	<u>7,142,588</u>	<u>5,417,677</u>

RESERVES

Asset Revaluation Reserve		
Balance at the beginning of the year	3,144	(968)
Other comprehensive income	643,306	4,112
Balance at the end of the year	<u>646,450</u>	<u>3,144</u>
TOTAL RESERVES	<u>646,450</u>	<u>3,144</u>

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

ACCUMULATED SURPLUS

Balance at the beginning of the year	5,414,534	4,478,652
Surplus for the year	1,081,604	935,884
Balance at the end of the year	<u>6,496,138</u>	<u>5,414,534</u>

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

NOTE 1. MATERIAL 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.

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'), and the requirements of the Australian Charities and Not-for-profits Commission Act 2012, and the Associations Incorporations Act 1991 of the Australian Capital Territory.

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.

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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

NOTE 1. MATERIAL ACCOUNTING POLICIES (Continued)

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.

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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

NOTE 1. MATERIAL ACCOUNTING POLICIES (Continued)

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.

Estimation of useful lives of assets

The incorporated association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
NOTE 2. CASH AND CASH EQUIVALENTS		
Cash on hand	150	225
Cash at bank - at call	6,122,112	5,291,710
	<u>6,122,262</u>	<u>5,291,935</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.

	2024 \$	2023 \$
NOTE 3. OTHER CURRENT ASSETS		
Deposits	38,569	19,284
Prepayments	15,524	28,550
	<u>54,093</u>	<u>47,835</u>

	2024 \$	2023 \$
NOTE 4. TRADE AND OTHER RECEIVABLES		
Trade debtors	85,853	55,565
Loan to Lifeline NARRM	225,401	-
Accrued income	29,779	26,144
Less: Provision for doubtful debts	(15,144)	(18,290)
	<u>325,889</u>	<u>63,420</u>
<i>Ageing of trade receivables</i>		
Current	30,368	24,218
Less than 30 days overdue	36,641	8,305
30 to 60 days overdue	3,388	1,530
61 to 90 days overdue	312	(28)
More than 90 days overdue	15,144	21,540
	<u>85,853</u>	<u>55,565</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
NOTE 5. CURRENT ASSETS - INVENTORIES		
Stock on Hand	42,576	17,000
	<u>42,576</u>	<u>17,000</u>

Accounting policy

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

	2024	2023
	\$	\$
NOTE 6. PROPERTY, PLANT AND EQUIPMENT		
Buildings at fair value	1,200,000	650,000
Accumulated depreciation	(12,459)	(81,250)
Total Buildings	<u>1,187,541</u>	<u>568,750</u>
Motor vehicles at cost	156,239	80,457
Accumulated depreciation	(23,831)	(30,444)
Total motor vehicles	<u>132,408</u>	<u>50,013</u>
Furniture & fittings and equipment at cost	612,363	596,472
Accumulated depreciation	(573,920)	(555,823)
Total furniture & fittings and equipment	<u>38,443</u>	<u>40,649</u>
Fit out at cost	217,498	201,818
Accumulated depreciation	(193,009)	(189,443)
Total Fit out	<u>24,489</u>	<u>12,376</u>
Total Property, Plant and Equipment	<u>1,382,881</u>	<u>671,787</u>

The building consists of Block 7 section 36 Mitchell which has a Crown Leasehold interest. The land and buildings were revalued on 30 January 2024 by Opteon ACT Pty Ltd. Valuations were made on the basis of fair value.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
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	568,750	585,000
Revaluation gain	640,751	-
Depreciation expense	<u>(21,960)</u>	<u>(16,250)</u>
Carrying amount at the end of year	<u>1,187,541</u>	<u>568,750</u>
<i>Motor vehicles</i>		
Balance at the beginning of year	50,013	60,070
Additions	115,990	-
Disposal	(22,168)	-
Depreciation expense	<u>(11,427)</u>	<u>(10,057)</u>
Carrying amount at the end of year	<u>132,408</u>	<u>50,013</u>
<i>Furniture & Fittings and equipment</i>		
Balance at the beginning of year	41,012	23,034
Additions	15,480	35,337
Depreciation expense	<u>(18,049)</u>	<u>(17,359)</u>
Carrying amount at the end of year	<u>38,443</u>	<u>41,012</u>
<i>Fit out</i>		
Balance at the beginning of year	12,375	16,879
Additions	15,680	-
Depreciation expense	<u>(3,566)</u>	<u>(4,504)</u>
Carrying amount at the end of year	<u>24,489</u>	<u>12,375</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.

LIFELINE CANBERRA INCORPORATED

ABN 14 207 094 003

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

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 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.

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

	2024	2023
	\$	\$
NOTE 7. RIGHT-OF-USE ASSET		
Right of use asset	583,564	583,564
Accumulated depreciation	(514,909)	(411,927)
Total right-of-use asset	<u>68,655</u>	<u>171,636</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 2024

	2024	2023
	\$	\$
NOTE 8. OTHER FINANCIAL ASSETS		
Greater Good Foundation	33,903	31,819
	<u>33,903</u>	<u>31,819</u>

	2024	2023
	\$	\$
NOTE 9. TRADE AND OTHER PAYABLES		
Accounts payable	194,039	79,832
Accrued expenses	111,387	86,273
GST payables	-	1,357
Other payables	4,617	8,704
	<u>310,043</u>	<u>176,166</u>

	2024	2023
	\$	\$
NOTE 10. PROVISIONS		
Annual leave entitlements	249,406	236,022
	<u>249,406</u>	<u>236,022</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.

	2024	2023
	\$	\$
NOTE 11. CONTRACT LIABILITIES		
Contractual obligations	243,627	261,591
	<u>243,627</u>	<u>261,591</u>

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
	\$	\$
NOTE 12. LEASE LIABILITIES		
Lease liability - current	84,595	119,380
Lease liability - non current	-	84,595
	84,595	203,975

Accounting policy

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Association where the Association is a lessee.

The lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives
- variable lease payments rate, initially measured using the index or rate at the commencement date
- the amount expected to be payable by the lessee under residual value guarantees
- the exercise price of purchase options, if lessee is reasonably certain to exercise the options
- lease payments under extension options if lessee is reasonably certain to exercise the options
- payments for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

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:

	2024	2023
	\$	\$
Key management personnel compensation	376,249	336,081

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:

	2024	2023
	\$	\$
<i>Audit services - RSM</i>		
Audit of the financial statements	15,500	14,500

LIFELINE CANBERRA INCORPORATED
ABN 14 207 094 003
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

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 \$226,046 with Lifeline Narrm. Refer to note 18.

Receivable from related parties

There is a receivable balance of \$225,401 in relation to Lifeline Narrm at 30 June 2024.

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.

	2024	2023
	\$	\$
NOTE 17. CONTINGENT LIABILITIES		
Bank guarantee	(38,569)	(38,569)
	<u>(38,569)</u>	<u>(38,569)</u>

Lifeline Canberra has provided a bank guarantee relating to the lease of the Canberra premises

NOTE 18. RELATED PARTY 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 2024.

At the date of this report Lifeline Canberra has estimated \$459,000 to be provided as support.

LIFELINE CANBERRA INCORPORATED

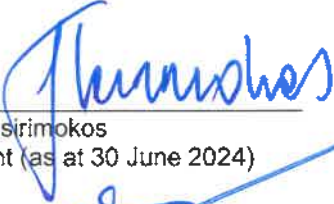
ABN 14 207 094 003

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 2024 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 Tsimokos
President (as at 30 June 2024)



Bruce Armstrong
Treasurer

Dated on this 28th day of October 2024

RSM Australia Pty Ltd

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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Lifeline Canberra Incorporated for the year ended 30 June 2024, 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.

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

RSM AUSTRALIA PTY LTD

A handwritten signature in black ink, appearing to be "Rodney Miller".

Canberra, Australian Capital Territory
Dated: 30 October 2024

RODNEY MILLER
Partner

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 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of material 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 2024, 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* 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

The directors 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 2024 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

The directors are 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 appears to read 'Rodney Miller'.

RODNEY MILLER
Partner

Canberra, Australian Capital Territory
Dated: 30 October 2024