



Lifeline

Tasmania



*Commemorating 50 years*

# Annual Report

2022–2023



In recognition of the deep history and culture of this Island we acknowledge the Tasmanian Aboriginal People, the traditional owners of the Land.

We recognize their continuing connection to Land, Sea, Waterways, and Sky. We pay our respects to all Tasmanian Aboriginal Communities, their Elders, past present and emerging.



# Acknowledgements

**We acknowledge and are grateful for the continued support of our funding partners and agencies:**

- Tasmanian Department of Health (funding Chats; OzHelp Tasmania and A Tasmanian Lifeline)
- Department of Premier and Cabinet (funding Provision of Mental Health, Wellbeing and Trauma Training)
- Department of Communities Tasmania (funding 13 11 14 Crisis Support)
- Youturn Limited, formally 'United Synergies' (funding StandBy - Support After Suicide)
- Australian Government Department of Health and Aged Care (funding for Aged Care Volunteer Visitors Scheme and Chats)
- Lifeline Australia (funding DV-alert)
- Primary Health Tasmania (funding the Mental Health In-Reach Service for Older Australians Project and OzHelp Tasmania)
- Department of State Growth (funding Minding Your Business)

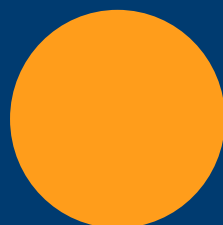


YEARS HELPING  
TASMANIANS



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# Strategic Plan



## Our Values



### **Respect, Care & Support**

We value the health and wellbeing of our staff, volunteers and clients by fostering a non-judgmental, caring environment that promotes creativity and builds resilience.



### **Social Leadership**

We lead the conversation around suicide prevention and collaborate with others to maximise outcomes.



### **Optimism**

We create positive change in our workplace and our community through innovation and commitment.



### **Inclusion**

We proactively engage with all members of our community to meet diverse needs.



# Strategic outcomes



## Sustainability

Manage business sustainability to continue to deliver essential support to the Tasmanian community.

- The financial position of the organisation, in both the short and the long term, has been strengthened by a comprehensive review of business operations.
- Fundraising and philanthropic revenue has increased through the implementation of a fundraising strategy.
- Innovative and efficient service delivery is supported by effective systems.



## Capability

Maximise our capability through our staff and volunteers.

- Create a workplace where staff feel valued, supported and are able to flourish.
- We provide client focused services that are recognised for their excellence and are reflective of our workforce capability.
- Through a focus on innovation and adaptability we maintain an engaged, skilled and supported volunteer workforce.



## Credibility

Deliver evidence-informed services that provide excellent outcomes for clients.

- We continuously improve the design and delivery of our programs by measuring and evaluating our impact on the Tasmanian community.
- Possible expansion opportunities are identified by mapping our existing services and seeking to understand changing Tasmanian demographics, in partnership with research institutions and peak bodies.



## Increased Impact

Harness our brand, relationships and networks to increase our impact.

- The impact on the Tasmanian community is expanded by the creation of new partnership and/or relationship opportunities.
- Our existing partnerships and relationships are deepened through the effective use of information provide insights and enhance connection.
- More Tasmanians engage with our services because they recognise our trusted brand and understand what sets Lifeline Tasmania apart.

# President Report

I am delighted to present my first report as President of Lifeline Tasmania, which coincides with the celebration of 50 years of Lifeline working within the Tasmanian community. When Lifeline Northwest and Lifeline Hobart merged in 2012, the vision was for 'One Voice One Strategy': a single organisation providing local solutions to local issues. As we continue to thrive and grow, we are working in strong partnerships with key stakeholders, including community, to achieve this vision.

That said, as an organisation, we are operating in a challenging environment - both economically and socially. More Tasmanians need our assistance as the current cost-of-living and housing stress impacts on families, relationships and people's mental health. Our new Strategic Plan 2023-26 acknowledges the economic and social challenges facing our community but the increasing cost of providing our services in a tight fiscal environment. The Plan focuses on business sustainability, capitalises on the contribution of our staff and volunteers and, through increased brand recognition, seeks to expand our reach to vulnerable members across Tasmania.

Over the last year, we have completed several key strategic projects including the implementation of a Client Relationship Management system, identified long-term accommodation in Hobart to house our corporate services team and southern based service delivery programs, and completed a review of our Retail portfolio. The Board continues to support strategic projects that strengthen our foundations and ensure we will be here for Tasmanians for the next fifty years.



At last year's AGM, we farewelled our inaugural President, James Pirie and other long-term members of our Board who, together, dedicated over 30 years' service to Lifeline Tasmania. In 2023, we farewell our Senior Vice President Dr Christine Mucha and welcome new Board members to the table.

As the landscape changes around us, our new Directors bring skills and experience that reflect the Board's future focus. Enhancing the existing skillset, our new Directors bring a commitment to achieving Lifeline Tasmania's vision and purpose through their genuine passion and interest in the mental health and wellbeing of Tasmanians. I warmly welcome them to the Lifeline team.

I would like to acknowledge the contribution that my colleagues on the Board make every year to support Lifeline Tasmania: volunteering their time and expertise to complement the skilled staff within our organisation.

I would also like to thank our CEO, managers and staff for their hard work and enduring commitment to our vision. I particularly thank our dedicated volunteers, - without whom we could not be provide much needed services in the community.

**President**  
Carolyn Pillans

# CEO Report

**I am very pleased to present this year's Annual Report, acknowledging 50 years of service to the Tasmanian Community. It is with immense pride and gratitude that we reflect on half a century of unwavering commitment to providing crucial mental health support and as we reflect on this remarkable milestone, we also pause to acknowledge the challenges and triumphs that have shaped our journey.**

For the Tasmanian community, this last year has presented incredible challenges, and it is our most vulnerable members who have experienced the widespread impact of these. Lifeline Tasmania continues to support the community through economic and social changes, consistently upholding our vision for a resilient Tasmania free of suicide.

We remain relevant and contemporary by engaging with the community, building key partnerships and evolving our programs to meet diverse needs. By working closely with sector partners and the state government, we strive to find answers to issues presented in the changing social and economic landscape of the Tasmanian community. Earlier this year we conducted a Stakeholder Survey and Community Sentiment Index Survey to assist us in better understanding our brand and how our services are recognised. The results from the survey were overwhelmingly positive and have provided us with valuable insight, which will be used to inform our Stakeholder Engagement Framework.

Last year Lifeline Tasmania launched our new Ambassador Program and welcomed our first Ambassadors Tyler Richardson, Lead singer from the well-known Tasmanian band Luca Brasi. This year we welcomed Esther Woods better known as Woody, radio presenter and prominent and passionate advocate of Lifeline Tasmania. Our ambassadors play a critical role in destigmatising



suicide and mental health issues by sharing their stories and raising awareness in the community and we look forward to working with them to increase our reach.

Over the past 12 months we have worked to implement a number of key strategic projects initiated in the previous year. As we continue to roll out our Client Relationship Management (CRM) system, we have already seen increased efficiency in the way we record and report data both internally and externally to funding bodies. The past year has also brought the implementation of our Clinical Governance framework which will ensure we continue to provide high-quality, evidence-based and clinically robust services to the Tasmanian community.

Most importantly, over the last year Lifeline Tasmania have provided over 31,600 hours of support across the range of early intervention, crisis support and postvention services and engaged with over 300 volunteers.

I would like to extend my heartfelt gratitude to our dedicated staff, volunteers, Board members, ambassadors, partners, and stakeholders who have supported Lifeline Tasmania this year and in the last 50 years. Your passion, dedication, and unwavering belief in Lifeline Tasmania's mission have been the driving force behind our success. Thank you for your continued trust and partnership as we embark on the next chapter of our journey. Together, we can look forward to another 50 years of transforming lives and building a stronger, more resilient Tasmania.

**CEO**

Debbie Evans



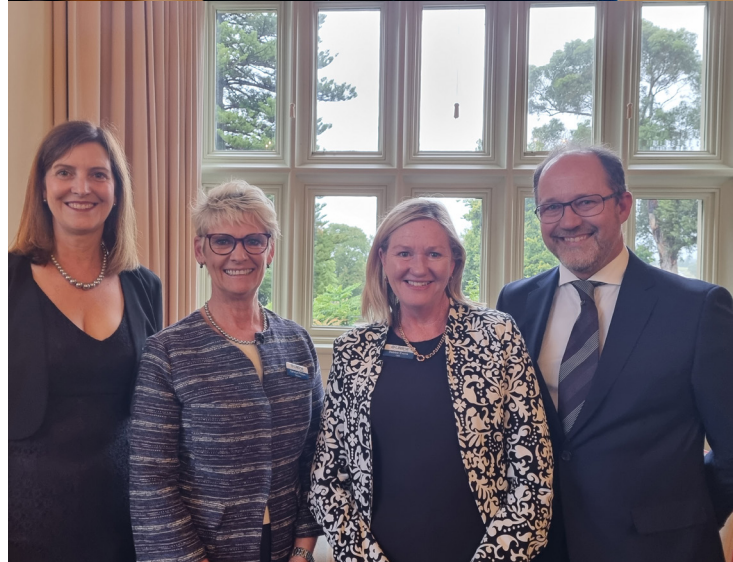


# Congratulations

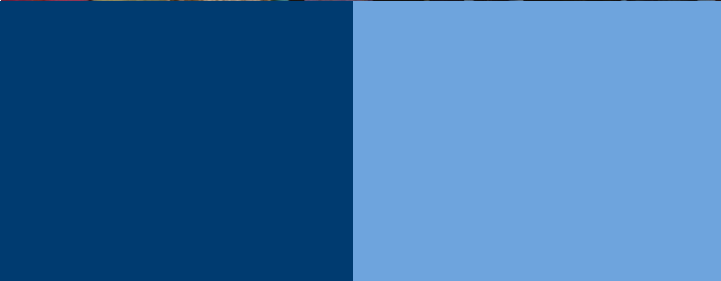
**Lifeline Tasmania would like to congratulate Brynlyn Craven, Volunteer Ambulance Officer with the Tasmanian Ambulance Service, for receiving the Lifeline Tasmania-sponsored Volunteer Tasmania Emergency Services Volunteer Award. Brynlyn brings experience, willingness and a bright disposition to help those in need in the Deloraine community.**

Congratulations also to Mark Kelly, Lifeline Volunteer and recipient of the Outstanding Palliative Care Volunteer/Carer Award at the Tasmanian Palliative Care Awards. Mark undertakes his volunteering role with humility and kindness and is generous in giving his time. He continually brings a listening ear, warm conversation, and a sense of connection to the lives of several care recipients and participants each week, who otherwise are often experiencing social isolation, loneliness, and life-limiting illness.

Lifeline Tasmania would also like to congratulate Stronger Together in Circular Head (STICH) for receiving the 'Communities in Action for Suicide Prevention' LiFE Award, sponsored by Lifeline Tasmania. STICH is a community mental health promotion and suicide prevention group, run by passionate members of the Circular Head community. In 2022 STICH provided funding to allow 50 members of the community to complete Community Response to Eliminating Suicide (CORES), Mental Health First Aid and/or Accidental Counsellor training. This training gave participants the skills needed to support the wider community and create more mental health-sensitive spaces.







# Thank You

**Thank you to our donors, sponsors, and fundraisers in the 2022-23 year and all of those who have supported us over the past 50 years. Your contributions have enabled Lifeline Tasmania to provide vital services to the Tasmanian community and will allow us to continue to do so for years to come.**

Thank you to the Tasmanian University Football Club, The Johns Family Charity Golf Day, Royal Hobart Golf Club, the participants of the Push-Up Challenge, and those who continue to fundraise for Lifeline Tasmanian. Your passion and dedication help us work toward our vision of a resilient Tasmania free of suicide

A special thank you must also go to our dedicated team of 300 plus volunteers, who this year selflessly donated their time to support Lifeline Tasmania programs across the state like Chats, 13 11 14, Age Care Volunteer Visitor Scheme (ACVSS) and the retail stores. With many not-for-profits in the community relying on the kindness of volunteers, we would like to express our immense gratitude to those who have chosen to donate their time to Lifeline Tasmania both this year and throughout the last 50 years.

Lastly, we would like to thank the Tasmanian Community for its ongoing faith in our work toward a resilient Tasmania free of suicide.



# Our Impact



## A Tasmanian Lifeline



**10,000+**

Inbound calls



**7,000+**

Outbound calls offering social and emotional support



LIFELINE TASMANIA  
**Website**

**13,929**

Website visitors

## Chats

JUNE '23 SNAPSHOT

**SOUTH**



**163**

participants

**553**

hours of support provided

**NORTH-WEST**



**84**

participants

**658**

hours of support provided

**NORTH**



**149**

participants

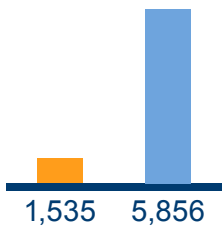
**1000**

hours of support provided



A TASMANIAN LIFELINE

# Website



**+ 4,321**

Increase in website visitors in FY 22/23 when compared to FY 21/22.

# Chats

STRATEGIC REVIEW PROJECT



**121**

participant survey responses



**15**

volunteer survey responses



# Training & Support



**203**

workshops



**329**

support sessions



**2,941**

people

# ACVVS



**85**

recipients



**~53**

volunteers

# StandBy



**93**

support sessions



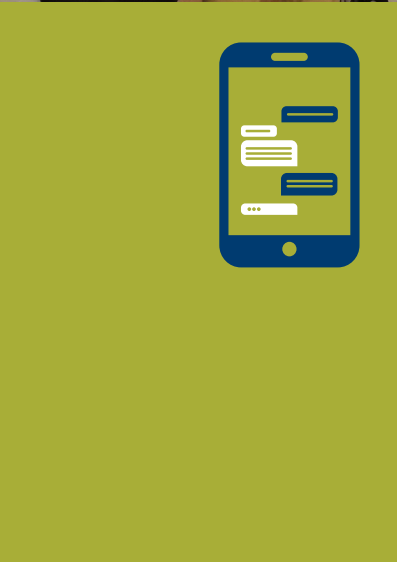
**13**

workshops





# Celebrating 50 years of Lifeline Tasmania



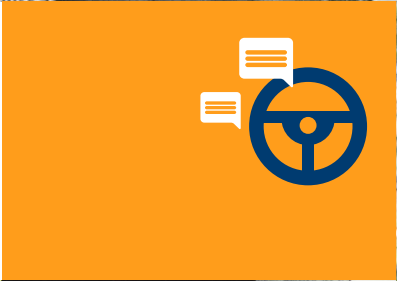
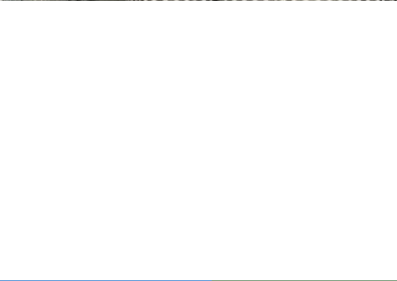




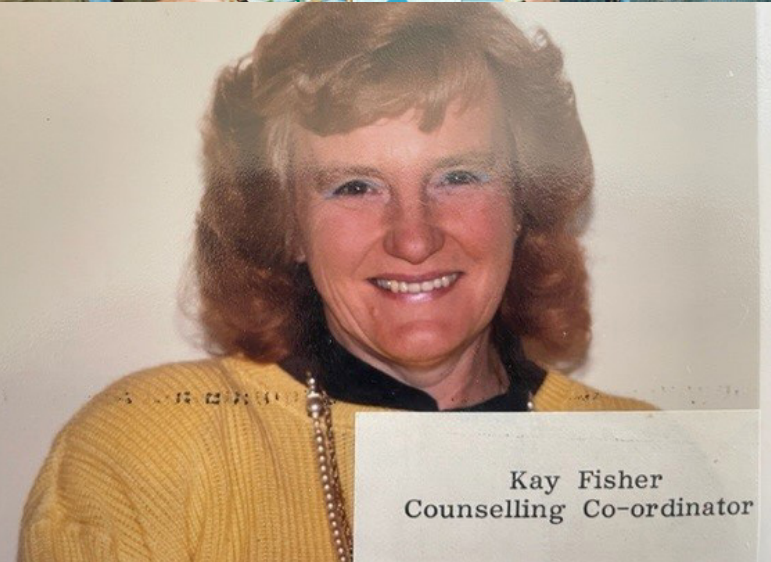
# 50

YEARS HELPING  
TASMANIANS

 **Lifeline**  
Tasmania







Kay Fisher  
Counselling Co-ordinator

YEARS HELPING  
TASMANIANS









# Our Programs



## Volunteering

The volunteering program celebrated **National Volunteer Week in May**, giving us a wonderful opportunity to recognise

**and acknowledge the valuable contribution that our volunteers make.**

We wish to thank all of our dedicated volunteers for all their amazing work and commitment of their time and acknowledge in particular those who received Lifeline Australia awards this year.

**5**

**Recipients of the Eucalypt Award for 5 years of continuous service**

Kelley Jurgens	Nawadi Tomkham
Hayley Sice	Berneice Beety
Melissa Tomas	Julie Gray
Michael Whiteley	Linda Ellis
Sandra Reynolds	Christine Prins
Helen Healy	Alison Matthews
Russell Aherne	Aileen Wright

**10**

**Recipients of the Golden Wattle Award for 10 years of continuous service**

Alison Nicholson	Irene Norris
Rebecca Murray	William Lander
Hazel Baynes	Judy Miller
Christopher Lawler	Judy Synnott
George Littlechild	Daphne Savage

**15**

**Recipients of the Opal of Honour Award for 15 years of continuous service**

Anne Green

**20**

**Lifetime Achievement Award 20+ years and on retirement**

Nina McCarthy	Jocelyn Freedman
Wendy McCrossen	

ACVVS



# Aged Care Volunteer Visitors Scheme

**In 2012, Lifeline Tasmania commenced delivery of the Community Visitors Scheme (CVS) extending support to older people at risk of social isolation.**

Nine years later the Royal Commission into Aged Care Quality and Safety recommended the Australian Government provide additional funding, expand the CVS, and change its name to the Aged Care Volunteer Visitors Scheme (ACVVS). This name change being reflective of the vital role volunteers play in the program and highlights the primary focus of building friendships with Tasmania's seniors living in a residential aged care facility or in their homes supported by an Australian Government Home Care Package.

*“As a volunteer I get to meet wonderful people and hear about their life, loves, achievements, and also have a laugh which is truly fabulous”.*

Earlier this year Lifeline Tasmania was successful with a tender to the Australian Government to deliver the ACVVS in each of Tasmania's 3 regions, and to hold the Tasmanian Network Member role. The latter supports local providers by acting as a conduit of information flow between them and the Australian Government.

While Lifeline transitions to the ACVVS we'd like to express our thanks and gratitude to Community Care Tasmania who we subcontracted to deliver the CVS in the north of the State for several years.

As Lifeline Tasmania celebrates 50 years of service delivery in suicide prevention across the lifespan, we celebrate our success supporting Tasmania's seniors in maintaining their connection to the community and creating lasting friendships with our volunteers through the CVS/ACVVS.



*“I am not sure how you can help me... but I am feeling stuck, I don't know what to do and out of nowhere you blossomed.”*



*I love volunteering for ACVVS because I can see that just by being a friend, I am making a huge positive impact on my recipients life.*





# StandBy

During the 2022/23 financial year the coordinator of StandBy Support Jordyn Robottom attended the Suicide Prevention Australia

(SPA) Conference which is the national peak body for the suicide prevention sector.

*“I have enjoyed working for StandBy as a casual for two years. I find the work rewarding and a privilege to support people in the community who are bereaved by suicide.*”

This year SPA hosted their annual conference themed “Reconnect, Reform and Reshape” in Canberra from 1 – 4 May. StandBy National and Regional Managers and Coordinators from across the country provided support to conference delegates and also hosted a wellness area and information booth. It was a great opportunity for StandBy staff to hear about the latest research and network the sector.

*“I feel like the StandBy program is making a difference to people during the darkest moments of their life”.*

StandBy Support after suicide was also engaged to provide consultation and support to the audience members at the Theatre Royal Production, ‘Every Brilliant Thing’ in Hobart and Launceston as well as supporting Speak Up Stay Chatty at the RACT presentation night around mental health, suicide prevention and postvention initiatives.



# 13 11 14

For 50 years Tasmania’s 13 11 14 program has provided a confidential and non-judgemental crisis support and suicide intervention

telephone service dedicated to assisting the Tasmanian community.

Throughout the last 12 months call volumes have continued to surge for reasons as variable as interest rates rising, cost of living increases and unforeseen natural disasters.

*“I phone Lifeline regularly during tough times and it really helps me through. Whatever it is that I need to talk about I am always able to gather my thoughts and feelings, and after a chat with someone I feel settled.”*

It’s with humble thanks to the 59 dedicated and highly trained Tasmanian Crisis Supporters who generously donate their time and skills that over 5,800 calls from people in distress were answered and supported generating some heartfelt and insightful feedback “Sometimes I don’t feel like a person anymore and Lifeline reminds me that I am.”

Volunteers are the lifeblood of 13 11 14 and with volunteer recruitment being a challenge nationally the program has focused on being innovative around recruiting, training, supporting and retaining these incredible people. Despite national trends, the last quarter saw the program increase volunteer hours by 22% compared to the previous quarter, and a 19% increase over the average of the previous 3 quarters.





*The ATL service is very understanding and helpful. I appreciate the time they have for me. I feel like a weight has been taken off.*



*I feel validated and stronger. Often after a chat I keep thinking how special they (13 11 14) are- wise, thoughtful, incredibly compassionate, beautiful people. Thank you.*



ATL

# A Tasmanian Lifeline

**“I don’t think you understand how helpful this is,” it’s with feedback such as this that A Tasmanian Lifeline clocked up one milestone after another during the 2022/2023 financial year continuing its commitment to providing social and emotional support to the Tasmanian community.**

Following a move to new accommodation in July A Tasmanian Lifeline was able to enhance efficiency and effectiveness utilising the space of the Lifeline Tasmania offices in Bellerive to conduct training, consult with other Lifeline Tasmania programs and offer supervision and support for all A Tasmanian Lifeline workers.

Callers to A Tasmanian Lifeline are a testimony to the success of the new Customer Relationship Management system standing as a significant advancement to streamlining communication and enhancing support to the Tasmanian community.

Of all the achievements to date perhaps the most remarkable was A Tasmanian Lifeline surpassing 10,000 inbound calls. It underscores the trust, reliance, and confidence of the community in the services provided by Lifeline Tasmania.

Equally as notable is the fact A Tasmanian Lifeline made in excess of 7000 outbound calls to provide emotional and social support showcasing our proactive commitment to all Tasmanians and is perhaps best summed up by one of its many clients, ‘A Tasmanian Lifeline is really Amazing, I’m so grateful I can talk to you.’



# Chats

**Chats has been operating for 11 years within Lifeline Tasmania's 50 years of service and during this time has provided exceptional social**

**support opportunities to both isolated Tasmanians and to individuals who simply enjoy social connections within their community.**

Feedback from clients underlines the vital role Chats plays in the lives of its many participants, "first Mystery Bus trip, had the best day, fun not knowing where we were going and the volunteers kept it interesting. Thoroughly enjoyed myself."

The number of HACC and CHSP referrals to the Chats Program in the previous 12 months has displayed the ever-present desire for Tasmanians to access social support services and find a sense of community within. Chats has led the way during 2022/23 by providing a humble network where individuals can express themselves, meet new people and explore the many and varied experiences and sights that Tasmania has to offer, with assistance from our program staff and volunteers.

"Called office to thank everyone for the Leven Cruise activity, had a magical day doing something different with lovely people."

Chats has welcomed new volunteers to the program in 2022/23, appreciatively farewelled some long serving staff and celebrated some fantastic milestones of volunteer service during National Volunteer week in May.







# Training and Support

**“Life saving conversation skills” is how one participant in the training workshops described their learning experience with Lifeline Tasmania.**

Over the last 12 months the Lifeline Tasmania Training and Support Program team delivered 203 workshops and 329 support sessions, reaching a total of 2,941 people across the state to increase individual and community skills in building resilience, improving mental health awareness and preventing suicide.

Feedback from participants confirmed the Lifeline Tasmania Training Team were kicking goals and fulfilling desired outcomes with comments including “Very clear, well put together, interactive”, “Highly recommended and beneficial, good job!”, “Absolutely relevant, should be a must for all staff.”

The Minding Your Business project was restarted in January albeit a more focused version offering telephone counselling support to any small business around Tasmania. Media interest in the program has been high and continuous with articles appearing in community newspapers across the state, consolidated by radio interviews and podcast appearances by the relevant trainers.

The continued development of the trauma workshops and DV-alert workshops has not only resulted in a deeper and more engaged learning experience for participants but has also increased the demand for services ensuring the Lifeline Tasmania Training Team remain at the forefront of community need and relevance.



“Very clear, well put together, interactive”, “Highly recommended and beneficial, good job!”, “Absolutely relevant, should be a must for all staff.”





## NORTH Retail

**“Fantastic shop, I’ll definitely be back.”  
Northwest Retail had an outstanding year, surpassing last year’s sales by an incredible 20%.**

With less shops and volunteers than past years we achieved stronger sales than any previous year. This is a testament to the quality of our volunteers and their work ethic.

*“Such friendly and helpful staff.”*

The use of the Square Point of Sale has been an invaluable tool for data collection and analysis, enabling us to identify category performance by each store.

A retail consultant was appointed by the Board to identify any gaps in Retail and develop new measures of performance to work from. The feedback from the consultant was positive on shop layout, systems, and performance. These new measures further enhance our Retail analysis and strategic planning. The feedback from customers has been equally as outstanding.

*“A beautifully curated store.”*

Lifeline Tasmania has a magnificent team of volunteers and it is my very great privilege to work alongside them.

*“A well set out shop, love the music.”*

To all Staff and Volunteers of NW Retail, both active and resigned, I say thank you.

We appreciate you and applaud you for a job well done.

*“Beautiful shop”*







**SOUTH**

# Retail



During the 2022/23 financial year Lifeline Retail experienced a boost in sales growth which suggested a growing confidence from the Tasmanian public

despite the many challenges remaining post covid and the cost-of-living crisis. Growth was demonstrated through an increase in the number of consumers walking through the doors of the retail shops and spending more freely.

Towards the latter part of the year there was an increase in Volunteer enquiries and engagement which Lifeline retail welcomed with open arms given our volunteers are an integral part of our team and without their dedication and willingness to help we would be in a much tougher situation.

*“Working at Lifeline Tasmania is a wonderful experience the staff and customers are so much fun and you leave knowing you have helped the community for the better”*

We thank our volunteers and staff for everything they contribute and welcome their feedback about working at Lifeline Tasmania.

*“In the workplace there’s a vibrant air, a sense of joy that’s beyond compare, with every step and task”.*

A big thank you goes out to the public for their ongoing support ensuring that each purchase helps Lifeline Tasmania to raise funds in the ongoing drive towards a Tasmania free from suicide.



# Suicide Bereavement Groups

**Lifeline Tasmania and Albie House have been coordinating Suicide Bereavement Groups since 2017. The partnership offers the only Suicide Support Groups throughout Tasmania.**

Lifeline Tasmania has been growing in Tasmania for the past 50 years. Part of this growth has been the Suicide Bereavement Groups and this year we expanded our program. It is now a State-wide program offering groups in Hobart, Ulverstone and Launceston.

Suicide is a time of immense crisis. The tragedy of suicide loss can create trauma; deeply affecting individuals, families and entire communities. When loved one's die, people come together. Following suicide, family and community may not respond in the same manner, leaving those bereaved feeling shamed, disconnected and isolated in grief.

This free service convenes a monthly facilitated support group for those who have lost someone to suicide. The service implements lived experience guidance, with trained clinical support. Group members have open and honest conversations about their experiences of losing someone to suicide and feelings associated with loss and all its complexities. The groups offer crucial support, connections and information to participants and actively breaks through the isolation and stigma that can prevent or impair the healing process. The diversity of individuals attending Groups enable participants to explore different experiences and recovery, this assists them in visualising a future.



*The support group gave me valued skills in coping with everyday life and facing difficult situations and enabled me to look forward to learn to love and find joy in life again.*



*You don't have to explain yourself to others in the group...they understand how you feel..*







# Lifeline Ambassador

**The first time I saw a radio studio was in my mid-twenties when I was looking for some work experience. It was**

**not what I had expected at all. Shabby, degraded carpet was stapled to the walls for soundproofing. A bucket sat in the middle of the room, capturing the remnants of a leaky roof. There was no heating, as evidenced by the fog that emitted from my mouth, and there was an almost unbearable stench of fried food that floated through the air vents from the takeaway store beneath.**

However, none of that mattered. I instantly fell in love with radio for its ability to connect with the community in real-time. The host on that day would talk, and within seconds the phones would light up. I fell in love with radio for its ability to allow people to interact with the show, share a laugh, a story, and feel heard.

Fifteen years later, I have been fortunate enough to be a part of it in various ways, from producing to presenting music shows and co-hosting breakfast shows.

Recently, I began sharing my long struggle with mental health. Some intense life events had left me psychologically and physiologically damaged, with little to no understanding at that time of what was happening. I was scared, confused, and felt crazy. After years like this, I finally decided to pick up the phone and call Lifeline. It was the best decision I ever made.

Then I called again. And again. And again. So many times, that I'm sure I would be a platinum gold member by now. My biggest hope is that I can help raise awareness of the incredible work that Lifeline does and share the message that it saved my life, and it can save others too.



*My biggest hope is that I can help raise awareness of the incredible work that Lifeline does and share the message that it saved my life, and it can save others too.*



# Treasurer's Report

**I am pleased to present the audited 2022-23 Financial Statements for Lifeline Tasmania. As indicated in last year's Treasurers Report, the Board commenced a strong investment plan in 2020-21 into strategic initiatives that aim to provide a firm foundation for the future and strengthen the ongoing financial sustainability of the business. Like last year, the financial performance in 2022-23 reflects a reinvestment of healthy operating surpluses generated in previous years towards these Strategic Projects.**

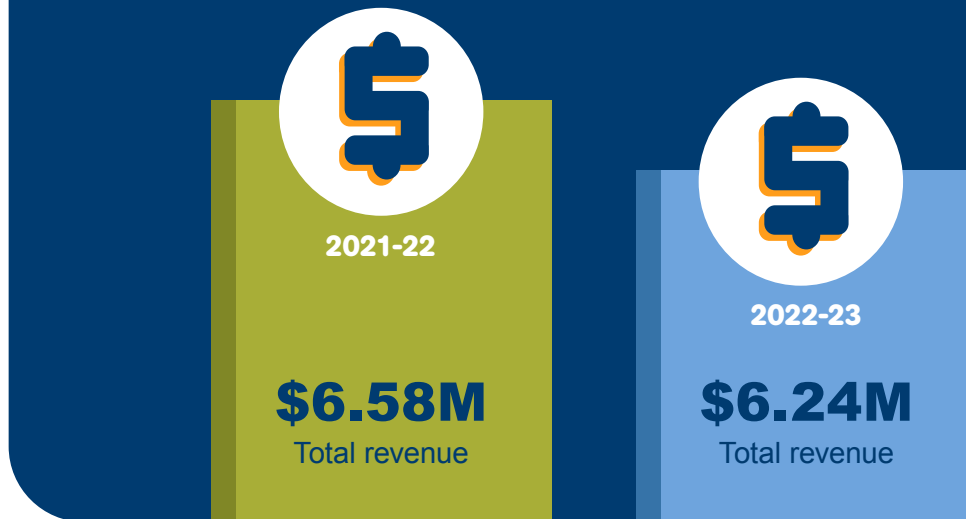


Our overall operating result for this financial year is a net deficit of \$672K (2021-22: \$385K deficit). Total Revenue fell from \$6.58M to \$6.24M, which was mainly due to the end of a funding agreement for a one-off pilot program that supported older Tasmanians in rural areas undertaken in 2021-22. All other classes of revenue experienced a strong uplift this year, in particular, fundraising, training and trading activities, with the latter being assisted by improvement initiatives arising from investment in a Retail Strategy review. Rising interest rates throughout 2023 strongly benefited Term Deposit returns, the revenue for which is disclosed as "Other income" in the Statement of Comprehensive Income.

Total Expenditure fell slightly compared to last year, from \$6.95M to \$6.91M. The non-recurrence of operating expenditure this year relating to the delivery of the pilot program

# Overall operating result

COMPARISON FY 2021-22 & FY 2022-23



mentioned earlier was partially offset by the cost of delivering new strategic initiatives, namely the Retail Strategy review and the implementation of the first stage of our new Client Relationship Management platform.

Even with two years of planned operating deficits in 2021-22 and 2022-23, Lifeline Tasmania's Balance Sheet remains in a strong position. Liquid assets are 3.44 times the carrying value of currently liabilities and the Debt-to-Assets ratio (also known as the "Solvency ratio") is at a low 0.33 to 1 level.

The Board remains committed to making the best use of healthy levels of equity in the Balance Sheet that have arisen from the retention of earnings generated from earlier years, while at the same time maintaining adequate capital buffers to ensure resilience against unforeseen shock occurrences or

events. It continues to assess long-term investment options and initiatives to strengthen business platforms so Lifeline Tasmania can continue vital services well into the future.

In closing, I acknowledge and thank the CEO, Senior Management Team and all Lifeline Tasmania staff for their dedication and valued contributions throughout the year. In particular, I would like to thank the finance team for their efforts to ensure the Board was kept informed about financial matters and the Audit & Risk Committee for its diligence and commitment to the important role it plays on behalf of the Board. I would also like to acknowledge Carolyn Pillans our previous Treasurer for her support and guidance over the last year.

**Tricia Minck**  
*Treasurer*

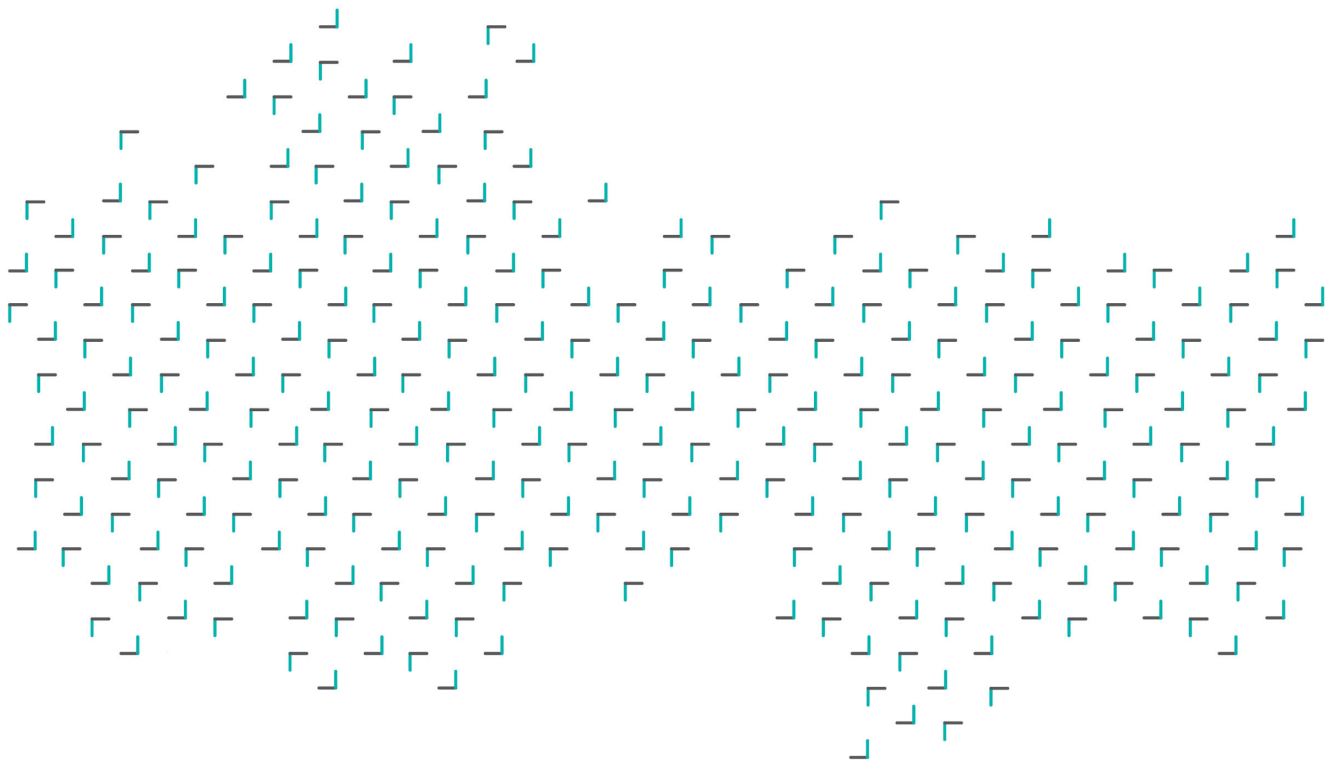
# Financials



Lifeline Tasmania Inc.

Financial Statements

30 June 2023



Move forward >



LIFELINE TASMANIA INC.  
STATEMENT OF OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
<b>INCOME</b>			
Government and Other Grants		3,980,941	4,676,752
Fundraising		144,361	76,229
Trading Activities		1,441,034	1,330,660
Other Income		718,730	500,412
Recoupments		5,465	41,955
Gain on Sale of Assets		-	18,695
Carried Forward Unspent Grant Funds		(51,596)	(59,833)
		<b>6,238,935</b>	<b>6,584,870</b>
<b>EXPENDITURE</b>			
Accounting and Auditing Fees		17,015	18,300
Advertising and Promotion		22,579	68,294
Client Support		24,703	37,971
Computer Expenses		115,028	133,799
Consultancy Fees		576,157	623,341
Depreciation and Amortisation	1(o)(i)	499,486	531,547
Motor Vehicles – Running Costs		116,693	83,865
Printing and Stationery		45,124	36,149
Salaries and Wages		5,020,227	4,854,721
Lease Interest		20,348	25,269
Telephone, Internet, Fax		66,256	78,532
Travel and Accommodation		37,523	108,131
Utilities		45,509	38,489
Volunteer Costs		37,980	35,201
Other Expenses		266,451	281,686
		<b>6,911,079</b>	<b>6,955,295</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>		<b>(672,144)</b>	<b>(370,425)</b>
Other Comprehensive Income:			
OZ Help Reserve Expenses		-	(14,400)
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>(672,144)</b>	<b>(384,825)</b>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.  
STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2023

	Note	2023 \$	2022 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	2	561,279	1,028,824
Financial Assets	3	2,152,318	2,737,165
Receivables	4	471,948	191,085
<b>TOTAL CURRENT ASSETS</b>		<u><b>3,185,545</b></u>	<u><b>3,957,074</b></u>
<b>NON-CURRENT ASSETS</b>			
Plant and Equipment	5	86,936	145,260
Right-of-Use Asset	6	425,741	660,848
<b>TOTAL NON-CURRENT ASSETS</b>		<u><b>512,677</b></u>	<u><b>806,108</b></u>
<b>TOTAL ASSETS</b>		<u><b>3,698,222</b></u>	<u><b>4,763,182</b></u>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	7	294,775	393,503
Provisions	8	364,185	397,271
Lease Liabilities		265,521	323,220
<b>TOTAL CURRENT LIABILITIES</b>		<u><b>924,481</b></u>	<u><b>1,113,994</b></u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	9	117,372	141,092
Lease Liabilities		178,297	357,880
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u><b>295,669</b></u>	<u><b>498,972</b></u>
<b>TOTAL LIABILITIES</b>		<u><b>1,220,150</b></u>	<u><b>1,612,966</b></u>
<b>NET ASSETS</b>		<u><b>2,478,072</b></u>	<u><b>3,150,216</b></u>
<b>EQUITY</b>			
Retained Earning		2,207,259	2,879,403
OzHelp Reserve	10	270,813	270,813
<b>TOTAL EQUITY</b>		<u><b>2,478,072</b></u>	<u><b>3,150,216</b></u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2023

	Retained Earnings \$	OzHelp Reserve \$	Total \$
Balance at 1 July 2021	<u>3,249,828</u>	<u>285,213</u>	<u>3,535,041</u>
Comprehensive Income for the Year	(370,425)	(14,400)	(384,825)
Balance at 30 June 2022	<u>2,879,403</u>	<u>270,813</u>	<u>3,150,216</u>
Balance at 1 July 2022	<u>2,879,403</u>	<u>270,813</u>	<u>3,150,216</u>
Comprehensive Income for the Year	(672,144)	-	(672,144)
Balance at 30 June 2023	<u>2,207,259</u>	<u>270,813</u>	<u>2,478,072</u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Operations		1,962,059	1,919,949
Operating Grants Received		3,995,509	4,538,151
Interest Received		15,072	6,426
Interest Paid		(20,348)	(25,269)
Payments to Suppliers		<u>(6,561,347)</u>	<u>(6,125,691)</u>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	11	<b><u>(609,055)</u></b>	<b><u>313,566</u></b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for Motor Vehicles		-	(75,522)
Proceeds from Sale of Motor Vehicle		-	18,695
Proceeds from Investments		584,847	
Purchase of Investments		-	(5,756)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b><u>584,847</u></b>	<b><u>(62,583)</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Reduction in Lease Liabilities		(443,337)	(440,757)
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b><u>(443,337)</u></b>	<b><u>(440,757)</u></b>
Net (Decrease)/Increase in Cash and Cash Equivalents		(467,545)	(189,774)
Cash and Cash Equivalent at the Beginning of the Financial Year		<u>1,028,824</u>	<u>1,218,598</u>
<b>CASH AND CASH EQUIVALENTS AT THE END OF YEAR</b>	2	<b><u>561,279</u></b>	<b><u>1,028,824</u></b>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

## 1. STATEMENT OF ACCOUNTING POLICIES

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1964* (Tas) and Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*. The Board of Lifeline Tasmania Inc. has determined that the Association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

In accordance with the reporting requirements of the Australian Charities and Not-for-Profit Commission the Association has complied with the following accounting standards of *AASB 101 Presentation of Financial Statements*, *AASB 107 Statement of Cash Flows*, *AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors*, *AASB 124 Related Party Disclosures*, *AASB 1048 Interpretation of Standards* and *AASB 1054 Australian Additional Disclosures*.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.

### (a) Income Tax

Lifeline Tasmania Inc. is exempt from income tax.

### (b) Plant and Equipment

Plant and equipment and leasehold improvements are brought to account at cost less any accumulated depreciation. The carrying amount of fixed assets is reviewed annually to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets employment and subsequent disposal.

### (c) Intangible Assets

Intangible assets are brought to account at cost less accumulated amortisation. Intangible assets are tested for impairment where an indicator of impairment exists. Useful lives are also examined on an annual basis and adjustments, where applicable, are made on a prospective basis.

### (d) Financial instruments

#### Initial recognition and measurement

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

LIFELINE TASMANIA INC  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

1. STATEMENT OF ACCOUNTING POLICIES - CONT.

(d) Financial instruments (cont.)

**Classification and subsequent measurement**

*Financial Assets*

Financial assets are subsequently measured at amortised cost, as they are managed solely to collect contractual cash flows and the contractual term within the financial asset give rise to cash flows that are solely payments of principal and interest on principal amount outstanding on specified dates.

*Financial liabilities*

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

**Derecognition**

Derecognition refers to the removal of a previously recognised financial asset or financial liability from the statement of financial position.

*Derecognition of financial assets*

A financial asset is derecognised when the holder's contractual rights to its cash flows expires, or the asset is transferred in such a way that all risks and rewards of ownership are substantially transferred.

On derecognition of a financial asset measured at amortised cost, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in profit or loss.

*Derecognition of financial liabilities*

A liability is derecognised when it is extinguished, being when the contract is discharged, cancelled, or expires.

The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable, including non-cash assets transferred or liabilities assumed, is recognised in profit or loss.

**Recognition of expected credit losses**

The Association recognises a loss allowance for expected credit losses on financial assets that are measured at amortised cost.

Expected credit losses are the probability-weighted estimate of credit losses over the expected life of the financial instrument. A credit loss is the difference between all contractual cash flows that are due, and all cash flows expected to be received, all discounted at the original effective interest rate of the financial instrument.

The Association applies the simplified approach as applicable under AASB 9. The simplified approach does not require tracking changes in credit risk at every reporting period, but instead requires recognition of lifetime expected credit loss at all times. This approach is applicable to trade receivables. No predictive past losses for future write-offs have been incurred.

LIFELINE TASMANIA INC  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

1. STATEMENT OF ACCOUNTING POLICIES - CONT.

**(e) Impairment of Assets**

At the end of each reporting period, the Board reviews the carrying amounts of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

**(f) Provisions of Employment Entitlements**

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

Board Policy is to accrue employee entitlements in line with accounting standards and Lifeline Tasmania's Enterprise Employee Agreement.

**(g) Cash on Hand**

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

**(h) Receivable**

Accounts receivable and other debtors are expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

**(i) Revenue**

Revenue is measured at the fair value of the consideration received or receivable after taking into account any discounts or volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Grant or donation income is recognised when the Association obtains control over the funds. If conditions are attached to the grant that must be satisfied before the Association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

Interest revenue is recognised in the period in which it is earned.

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

**LIFELINE TASMANIA INC**  
**NOTES TO AND FORMING PART OF THE ACCOUNTS**  
**FOR THE YEAR ENDED 30 JUNE 2023**

**1. STATEMENT OF ACCOUNTING POLICIES - CONT.**

**(j) Goods and Services Tax (GST)**

Revenue, expenses, and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

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 ATO is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST component of cash flows arising or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

**(k) Creditors**

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

**(l) Borrowings**

Interest bearing loans and borrowings are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial recognition these financial liabilities are measured at amortised cost using the effective interest rate method.

**(m) Comparative Information**

Where necessary, comparative figures have been re-classified and re-positioned for consistency with current period disclosures.

**(n) Adoption of new and revised accounting standards**

The Association has reviewed all the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board that are relevant to its operations and effective for an accounting period that begins on or after 1 July 2022.



LIFELINE TASMANIA INC  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

1. STATEMENT OF ACCOUNTING POLICIES - CONT.

**(o) Leases**

The Association assesses at contract inception whether a contract is, or contains, a lease. The Association applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Association recognises lease liabilities to make lease payments and right-of-use assets, representing the right to use the underlying assets.

*i. Right-of-use-Asset*

The Association recognises right-of-use-assets at the commencement date of the lease. Right-of-use-assets are measured at cost, less any accumulated amortisation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use-assets are amortised on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets.

*ii. Lease Liability*

At the commencement date of the lease, the Association recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include penalties for terminating the lease, if the lease term reflects the Association exercising the option to terminate.

In calculating the present value of lease payments, the Association uses an incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is measured if there is a modification, a change in the lease term, a change in the lease payments (e.g., changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying assets.

**(p) Critical Accounting Estimates and Judgements**

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

LIFELINE TASMANIA INC  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

1. STATEMENT OF ACCOUNTING POLICIES - CONT.

**Key Estimates**

- i. *Impairment*  
The Association assesses impairment at the end of each reporting period by evaluation conditions and events specific to the Association that may be indicative of impairment triggers.
- ii. *Plant and Equipment*  
As indicated in Note 1(b), the Association reviews the useful life of plant and equipment on an annual basis.

**Key Judgements**

- i. *Lease term and Option to Extend under AASB 16*  
The lease term is defined as the non-cancellable period of a lease together with both periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Association will make. The Association determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the Association.
- ii. *Employee Benefits*  
For the purpose of measurement, AASB 119: *Employee Benefits* defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the Association expects that all its employees would use their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the directors consider that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

LIFELINE TASMANIA INC.  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
<b>2. CASH AND CASH EQUIVALENTS</b>		
Cash on Hand	9,000	8,500
Cash at Bank	<u>552,279</u>	<u>1,020,324</u>
<b>Total Cash and Cash Equivalents</b>	<b><u>561,279</u></b>	<b><u>1,028,824</u></b>
<i>The Association's cash is restricted to the extent of the OzHelp Reserve of \$270,813 (2022: \$270,813).</i>		
<b>3. FINANCIAL ASSETS</b>		
Financial Assets at Amortised Cost		
- Term Deposits	<u>2,152,318</u>	<u>2,737,165</u>
<b>Total Financial Assets</b>	<b><u>2,152,318</u></b>	<b><u>2,737,165</u></b>
<b>4. RECEIVABLES</b>		
Trade Debtors	235,805	57,567
Sundry Debtors	201,859	15,926
Prepayments	<u>34,284</u>	<u>117,592</u>
<b>Total Receivables</b>	<b><u>471,948</u></b>	<b><u>191,085</u></b>
<b>5. NON-CURRENT ASSETS</b>		
Plant and Equipment at cost	177,238	177,238
Accumulated Depreciation of Plant and Equipment	<u>(174,878)</u>	<u>(173,262)</u>
	2,360	3,976
Leasehold Improvements	34,521	34,521
Amortisation of Leasehold Improvements	<u>(32,738)</u>	<u>(25,592)</u>
	1,783	8,929
Motor Vehicles at cost	533,567	533,567
Accumulated Depreciation of Motor Vehicles	<u>(450,774)</u>	<u>(401,212)</u>
	82,793	132,355
<b>Total Plant and Equipment</b>	<b><u>86,936</u></b>	<b><u>145,260</u></b>

LIFELINE TASMANIA INC.  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
<b>6. RIGHT-OF-USE ASSETS</b>		
Buildings	1,131,031	983,918
Amortisation of Buildings	(705,290)	(323,070)
<b>Total Right-of-Use Assets</b>	<u><u>425,741</u></u>	<u><u>660,848</u></u>
<b>7. TRADE AND OTHER PAYABLES</b>		
Trade Creditors and Accruals	135,862	48,691
PAYG Liabilities	63,327	55,448
GST Payable	33,990	44,911
Unexpended Grants	61,596	244,453
<b>Total Creditors</b>	<u><u>294,775</u></u>	<u><u>393,503</u></u>
<b>8. PROVISIONS (CURRENT)</b>		
Provisions for Holiday Pay	308,056	340,035
Provisions for Long Service Leave	47,041	47,909
Accrued TOIL	9,088	9,327
<b>Total Provisions (Current)</b>	<u><u>364,185</u></u>	<u><u>397,271</u></u>
<b>9. PROVISIONS (NON-CURRENT)</b>		
Provisions for Long Service Leave	117,372	141,092
<b>Total Provisions (Non-Current)</b>	<u><u>117,372</u></u>	<u><u>141,092</u></u>
<b>10. RESERVES</b>		
OzHelp Reserve	270,813	270,813
<b>Total Reserves</b>	<u><u>270,813</u></u>	<u><u>270,813</u></u>

During the 2020 financial year the Oz Help Tasmania Foundation Association Inc. transferred its net assets to Lifeline Tasmania Inc. The name of the Foundation will legally continue under Lifeline's operations. As part of the transition, it was agreed to take up a reserve reflecting the net assets transferred to be used to support Oz Help programs.

LIFELINE TASMANIA INC.  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
<b>11. CASH FLOW INFORMATION</b>		
Reconciliation of cash flow from operations with Surplus from Operations:		
Total Comprehensive Income for the Year	(672,144)	(384,825)
Non-cash Flows in Surplus:		
Depreciation and Amortisation	499,486	531,547
Gain on Sale of Assets	-	(18,695)
Changes in Assets and Liabilities:		
(Increase) /Decrease in Receivables	(280,863)	36,952
Increase/(Decrease) in Provisions	(56,806)	84,841
Increase/(Decrease) in Trade and Other Payables	(98,728)	63,746
<b>CASH FLOWS PROVIDED BY OPERATING ACTIVITIES</b>	<b><u>(609,055)</u></b>	<b><u>313,566</u></b>

**12. AUDITORS REMUNERATION**

Remuneration of the auditor of the Association, Wise Lord & Ferguson:

Auditing the Financial Statements & Grant Acquittals	11,747	14,340
Consulting Services Division	5,268	7,600
<b>Total Auditors Remuneration</b>	<b><u>17,015</u></b>	<b><u>21,940</u></b>

**13. RELATED PARTIES**

During or since the financial year the Directors of the Association have not received or become entitled to receive any benefit by reason of a contract entered into by the Association or a body corporate that was related to the Association when the contract was made or when the Director received, or became entitled to receive, the benefit with:

- a Director; or
- a firm of which a Director is a member; or
- an entity in which a Director has a substantial financial interest.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated. Commercial agreements for the provision of services entered into with director associated organisations were:

- Southern Waste Solutions \$2,094 for waste management services.

LIFELINE TASMANIA INC.  
NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
<b>14. KEY MANAGEMENT PERSONNEL COMPENSATION</b>		
The totals of remuneration paid to key management personnel (KMP) of the Association during the year are as follows:		
Short-term employee benefits	591,715	653,319
Post-employment benefits	65,798	73,950
Termination benefits	27,664	-
<b>Total Compensation</b>	<u><u>685,177</u></u>	<u><u>727,269</u></u>

# Director's Declaration

LIFELINE TASMANIA INC.  
DIRECTORS' DECLARATION  
FOR THE YEAR ENDED 30 JUNE 2023

In accordance with a resolution of the Directors of Lifeline Tasmania Inc. the Directors declare that, in the directors' opinion:

1. The financial statements and notes satisfy the requirements of the *Associations Incorporation Act 1964 (Tas)* and the *Australian Charities and Not-for-Profits Commission Act 2012* and:
  - a. comply with Australian Accounting Standards applicable to the Association; and
  - b. give a true and fair view of the financial position of the Association as at 30 June 2023 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe the Association will be able to pay its debts as and when they become due and payable.

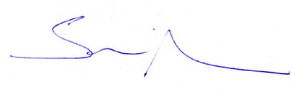
This declaration is signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

Carolyn Pillans



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Tricia Minck



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Dated this .....**21st**..... day of .....**September**..... 2023.

# Auditor's Report



## Auditor's Independence Declaration to the Directors of Lifeline Tasmania Inc.

In relation to our audit of the financial report of the Lifeline Tasmania Inc. for the financial year ended 30 June 2023, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements in accordance with the *Associations Incorporation Act 1964* and *Australian Charities and Not-for-profits Commission Act 2012*.

*Wise Lord & Ferguson*

WISE LORD & FERGUSON

A handwritten signature in blue ink, appearing to read 'Rebecca Meredith'.

REBECCA MEREDITH

Partner

Dated: 21<sup>st</sup> of September 2023





## INDEPENDENT AUDITOR'S REPORT

Members of Lifeline Tasmania Inc.

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Lifeline Tasmania Inc., which comprises the statement of financial position as at 30 June 2023, the statement of other comprehensive income, the statement of changes in equity and statement of cash flows for the year then ended, and notes to and forming part of the financial statements, including a summary of significant accounting policies, and the Director's declaration.

In our opinion the financial report of Lifeline Tasmania Inc. has been prepared in accordance with the *Associations Incorporation Act 1964* and *Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, the *Associations Incorporation Regulations 2007* and *Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013*.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association 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.

#### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the *Associations Incorporation Act 1964* and the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

## Responsibility of the Association's Board for the Financial Report

The Board of the Association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 1964*, ACNC Act and the needs of members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

## Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report

to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

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

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

*Wise Lord & Ferguson*

WISE LORD & FERGUSON



REBECCA MEREDITH

Partner

Date: 21<sup>st</sup> of September 2023



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