



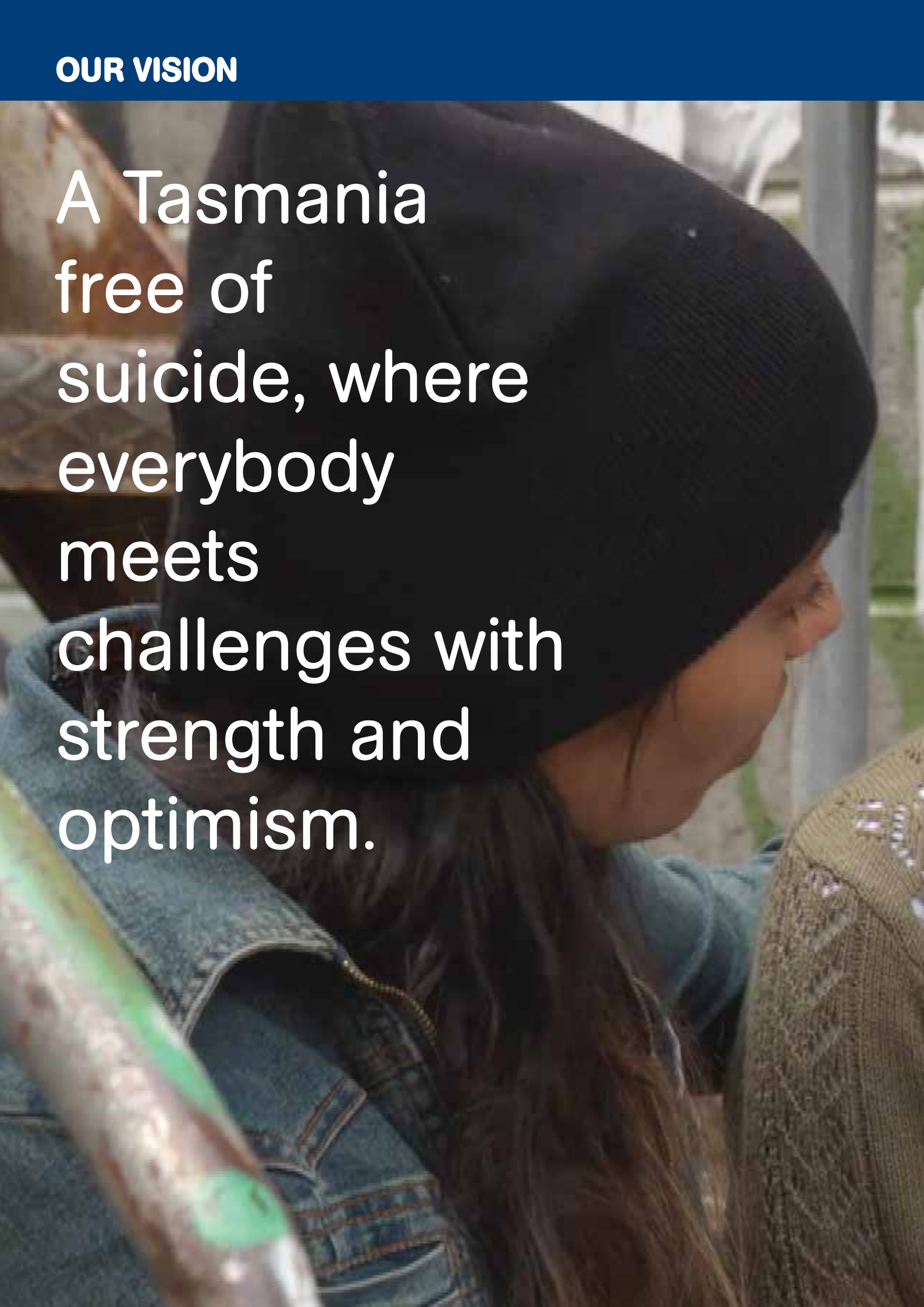
2017 Annual Report

For the financial year 2016-17

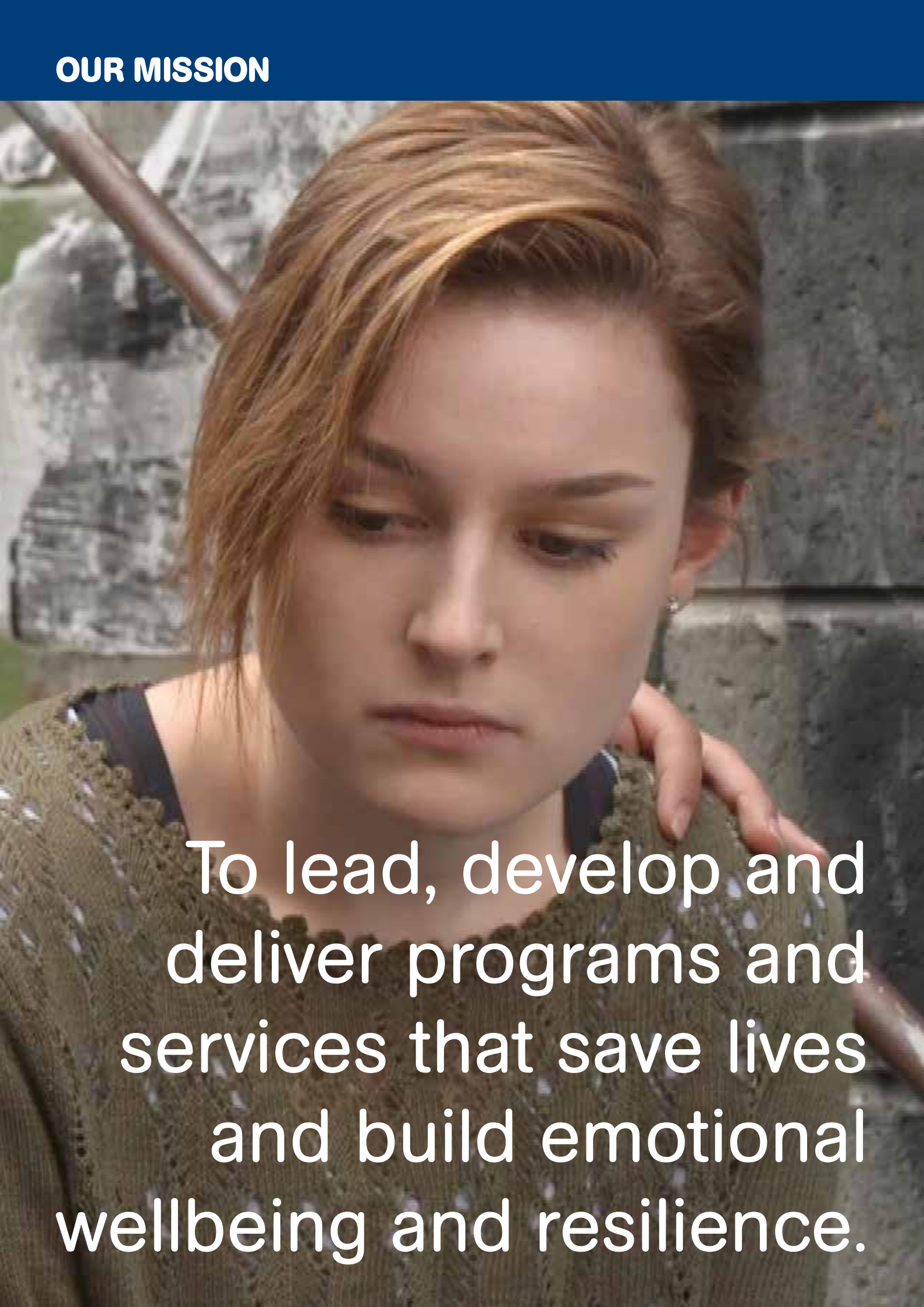


OUR VISION

A Tasmania
free of
suicide, where
everybody
meets
challenges with
strength and
optimism.

A close-up, profile view of a woman wearing a black hijab and a denim jacket. She is looking towards the right side of the frame. The background is slightly blurred, showing what appears to be an outdoor setting with a metal railing and some greenery.

OUR MISSION

A close-up photograph of a young woman with reddish-brown hair, looking down with a somber expression. A hand is visible resting on her right shoulder, suggesting support or comfort. The background is a blurred outdoor setting with a metal railing and a stone wall.

To lead, develop and
deliver programs and
services that save lives
and build emotional
wellbeing and resilience.

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Acknowledgements

We gratefully acknowledge the support of the following funding partners and agencies:

- *Tasmanian Department of Health and Human Services (funding 13 11 14 Crisis Support and Chats Program)*
- *Primary Health Network Tasmania (funding Community Based Mental Health Care Services)*
- *United Synergies (funding StandBy - Support After Suicide)*
- *Australian Government Department of Health (funding Community Visitors Scheme and Chats Program)*

Cover and inside cover photos: Actors Henry, Luke, Bhavika and Imogen from Lifeline Tasmania's 'You can help prevent suicide' video campaign.

Welcome to our 2016-17 Annual Report.

The end of the financial year represents a key milestone in the delivery of our Strategic Framework, with the first of three years of planned activities drawing to a conclusion.

During the past 12 months we successfully delivered strong outcomes in a number of improvement-focused areas, including:

- The development of a Business Development Framework by our Audit and Risk Subcommittee, which paves the way for future investments and business development activity
- Delivery of an Accommodation Review and the formation of a Working Group to ensure that our long-term operating needs will be adequately catered for by the premises we occupy
- Completion of a Retail Review, which provides us with a roadmap for increased sales revenue and the eventual expansion of our Lifeline Shops into new areas
- A sustained focus on maintaining strong relationship with our funding partners and other key stakeholders, including the State and Commonwealth Governments, Lifeline Australia, United Synergies and numerous sector partners
- Delivery of a Brand, People & Culture Strategy as a means of enhancing employee and volunteer engagement, while maximising opportunities to leverage our people's talents
- Delivery of a Partnerships Policy to ensure that our relationships and partnerships serve us well, by promoting our brand and enhancing our capacity to deliver services to the Tasmanian community
- The launch of a targeted suicide awareness and prevention campaign, which has helped us to build our profile and expand our presence on social media.

I am particularly heartened that we have been able to deliver these outcomes while our staff and volunteers have maintained their focus on delivering positive outcomes for the community across all programs and services. Our Chats Program and Community Visitors Scheme delivered strong end of year outcomes and are well positioned for the year ahead. In Community Education and Training we have cemented our position as the expert provider of DV-Alert awareness and training in Tasmania and have expanded our capacity to deliver more and improved training solutions to the community. And in all other areas we have seen performance that has contributed to a strong financial position, which is outlined in more detail in the Treasurer's Report.

From a sector perspective, the environment we operate in continues to evolve and adapt to the changing needs of our communities. Lifeline Australia championed a number of themes and strategies during the year, including the future expansion of its crisis support services to digital modalities as a way of removing known barriers to help-seeking. Under Chief Executive Officer, Pete Shmigel, Lifeline Australia has continued to champion the case for continuous improvement in response to an increase in deaths through suicide and the more than one million calls for assistance received by Lifeline centres each year.

From Lifeline Tasmania's perspective, we have been proactive in promoting suicide awareness and prevention through the development of our 'You can help prevent suicide' campaign.

Launched in June 2017 during a visit by Pete Shmigel, the campaign revolves around a central message that anyone can stage an effective intervention when they encounter a friend or loved one who may be in crisis. Designed for distribution online and through social media, the campaign comprises [or consists of] a series of 30-second film clips, each targeting a different demographic or community.

Since going live in June, our first three video clips have been viewed more than 6,000 times online and have been distributed to schools and colleges statewide by the Department of Education.

As we embark upon the second year in our current Strategic Framework it is clear that more needs to be done to reduce the number of deaths occurring through suicide. This will require us to engage more broadly with our sector partners and with our communities to more effectively deliver our programs and services. Undoubtedly we will see a gradual move towards a client-directed approach to service delivery over time, but for now we remain steadfastly focused on rolling out the services we have been funded to deliver, while building our capacity and capability for what lays ahead.

In closing I would like to personally thank all of the managers, staff and volunteers who have contributed to Lifeline Tasmania during the past 12 months. I would also like to acknowledge the work of our volunteer Board and Board Subcommittees, whose wisdom and guidance we genuinely value.

James Pirie
President



Lifeline Tasmania had an exciting and productive 2016-17 year. With the support of our staff, volunteers and key stakeholders we began implementing our 2016-19 Strategic Plan. Consisting of four pillars, the Plan is underpinned by the values that we see our organisation practising each day: respect, care and support of others; optimism for the future; respect for the diverse contribution that we all make; respect for the differing needs of our clients and stakeholders; accountability to deliver what we say we will, and continuing to lead the way in suicide prevention services.

In order to deliver on our commitment to the community, we have been working hard to ensure that the first pillar of our strategy, Growing Equity, is underpinned by a comprehensive investment plan to ensure our financial growth, and business and operating models take into account anticipated changes in funding models.

We completed a review of our retail network to bring a contemporary approach to our statewide stores. The stores are critical to financially support our suicide prevention programs which is core to Lifeline Tasmania's vision and purpose. Our stores provide essential clothing and goods to disadvantaged Tasmanians, as well as providing some flair to the wardrobes and homes of our retro customers and others who simply love the thrill of the search!

The last 12 months have increased Lifeline Tasmania's reputation as a Preeminent Provider of Suicide Prevention Services (pillar 2) within the State. Our Community Education program provided training to the 'for-purpose' sector, corporates, industry and the health regulatory authority to increase knowledge, understanding and greater awareness of mental health amongst their consumers and stakeholders.

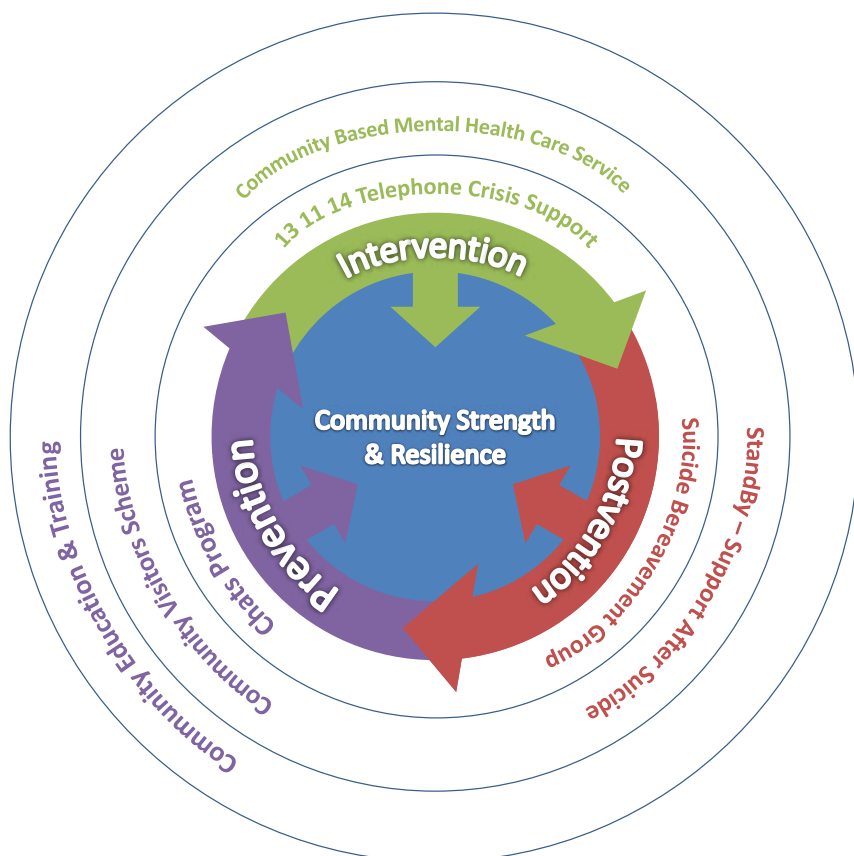
In partnership with Lifeline Australia, we successfully secured the statewide contract to provide essential Domestic Violence Alert training to frontline workers across Tasmania. 18 courses were delivered in 2016-17, again focussing on those areas and groups who are most at risk.

Our CHATS program continues to provide much needed social support and engagement activities for older Tasmanians, aiming to reduce isolation and increase connections to others in their community. Similarly, our Community Visitor Scheme assists older Tasmanians through its in-home visiting service to those who live in aged care facilities. This program provides support and companionship for those who may have no other family or social support.

Lifeline Tasmania has worked closely with both Tasmanian and Commonwealth governments in partnerships to deliver state and federal strategies on early intervention and prevention of suicide. As a key member of the State Government's Cross Agency Working Party, we have been closely involved in the development of infrastructure to assist in preventing suicides at identified "hot spots".

Lifeline Tasmania is also an active member of the Tasmanian Suicide Prevention Community Network assisting local communities develop plans to build resilience and support members at risk.

As a member of Primary Health Tasmania, Lifeline Tasmania provides support, expert knowledge and experience in suicide prevention. We have also worked closely with peak bodies such as the Tasmanian Council of Social Services (TasCOSS) and the Mental



◀ Lifeline Tasmania's service delivery model promotes strength and resilience in the community through a range of programs and services in prevention, intervention and postvention and recovery.

Health Council of Tasmania (MHCT) to support organisations and the community to navigate their way through the significant changes faced by the mental health sector.

Lifeline Tasmania is committed to working closely with all sector organisations in the search to find ways to prevent suicide. Our partnership with Relationships Australia Tasmania continues to provide much needed Community Based Mental Health support services for those at risk of mental health issues.

Throughout the year, we have partnered with organisations such as Rural Alive and Well (RAW) and OzHelp, to provide daily on-the-ground support for their primary communities. Our strong commitment to working in partnership is underpinned by the belief that only a united sector can prevent suicide in our State.

More recently, we have been appointed as a key partner in the trial of LifeSpan, a program introduced to Australia by the Suicide Prevention Australia network. LifeSpan is an evidence-based, systems approach that aims to simultaneously implement nine proven strategies in localised areas to effectively reduce suicide.

Lifeline Tasmania has a strong reputation in Delivering Effective Outcomes (pillar 3). Working closely with our national body, Lifeline Australia is continuously improving the services of its 13 11 14 phone lines to ensure any callers receive immediate assistance.

To complement our prevention and intervention services and deliver effective outcomes, we wrote, produced and launched three thirty-second videos for release online. The first in an ongoing series, the videos provide simple but effective tools for young people to

raise the issue of suicide with friends and peers who appear to be struggling. Launched by Lifeline Australia CEO, Pete Shmigel, the videos have been distributed via social media, our sector partners and schools and have been viewed online more than 6,000 times.

In the coming year, we aim to expand the series of videos to engage a broader range of communities, minority and at-risk groups.

Our Postvention Service, 'StandBY', provides assistance to individuals, families and communities affected by suicide. It aims to reduce the risk of further suicides by developing resilience and providing individual support for those affected. Initially delivering the service in the south of the State, Lifeline Tasmania successfully tendered to expand our service statewide. We will work closely with all key stakeholders over the coming years to ensure affected communities receive the support they need.

This year, in conjunction with Albie House and our esteemed Mary Parissons, we introduced a new Suicide Bereavement Group to provide long term healing and support to people who have suffered by suicide.

In order to achieve the outcomes of the last twelve months, we recognise the commitment and passion of our 60 staff and 400 volunteers without whom we would not be able to provide Tasmania with critical services. As an organisation, we are committed to Valuing Human Contribution (pillar 4). We have developed both staff and volunteer strategies to ensure our people are supported to grow and can add value to Lifeline Tasmania, the wider Tasmanian community and in their own lives.

A Word of Thanks

As many in the sector would know, earlier this year Debbie was diagnosed with a significant health issue requiring extensive medical treatment. With the support of her colleagues and the Board, she took a leave of absence to recover and has expressed her gratitude to the Board and staff for the well wishes she has received.

In Debbie's absence, Carolyn Pillans (Lifeline Tasmania Treasurer) stepped in as Acting CEO in May 2017. While the reins have been handed over for the short term, Debbie and Carolyn continue to work together on matters that affect Lifeline Tasmania in the longer term. Their aim is to ensure continuity and a seamless transition for staff and volunteers, our clients, partners and stakeholders and most importantly, in Lifeline's work towards a Tasmania that is free of suicide, where everyone meets challenges with strength and optimism.

James Pirie
President



▲ Lifeline Tasmania CEO, Debbie Evans (left) and Acting CEO, Carolyn Pillans.

Volunteer Lunch & Service Awards

On 24 May 2017 a Volunteer Lunch and Award ceremony was held in the Coffee Shop at Wrest Point in Hobart. The event was attended by 65 volunteers and staff and several members of the Lifeline Tasmania Board.

Lifeline Tasmania President, James Pirie acknowledged many volunteer service milestones and, while not all recipients were able to attend, Harvey Coghlan received his Award for 20 years of outstanding service at the ceremony.

Coincident with the event, Lifeline Tasmania actively celebrated our volunteers' contributions as part of National Volunteer Week, promoting their work and achievements on social media and in print in the Sunday Tasmanian.

Celebrating Lifeline Tasmania service milestones were:

5 Years of Service

John Hay Leanne Barfoot Janice Bristow
Marilyn Day Janice Berwick Dorothy Topfer
Lynda Sherriff

7 Years of Service

Alf Wescombe

10 Years of Service

Margaret Goss

20 Years of Service

Kay Corbett Judy Gilliam Harvey Coghlan
Joy Naden

James also acknowledged the contribution of Lifeline Tasmania's Kathy Luke, who celebrated 15 years of service in August 2016.

As is customary for this important milestone, Kathy received Lifeline Australia's Golden Wattle Award.

Southern Cross News, 2017 Tasmanian Volunteering Awards

Lifeline Tasmania was the proud sponsor of this year's Emergency Services Award as part of the 2017 Southern Cross News Tasmanian Volunteering Awards.

At a ceremony at Government House on 8 May 2017, Lifeline Tasmania President, James Pirie, was delighted to announce that Christopher Hine was selected as the winner of the 2017 Lifeline Emergency Services Award. Christopher has played a pivotal role in the training of SES and Ambulance Tasmania volunteers and has donated more than 1,200 hours of his personal time to this worthy cause.

James echoed Christopher's nominator who described him as 'demonstrating both courage and leadership' and someone who values highly the opportunity to give back to the Tasmanian community. James also commended the other two finalists, David Gleeson and Philip de Bomford for their contributions to our community.

Recognising his substantial contribution as a volunteer, Christopher was subsequently announced The Premier's Volunteer of the Year.

▼ Lifeline Tasmania President James Pirie congratulates Harvey Coghlan on 20 Years of Service as a Lifeline Volunteer.



TSPCN LiFE Awards

On 28 June 2017, the Tasmanian Suicide Prevention Community Network (TSPCN) held its annual LiFE Awards at the Waterside Pavilion in Hobart. The LiFE awards were developed to recognise and acknowledge the life affirming work of individuals and organisations in Tasmania in the area of suicide prevention, intervention and postvention.

Lifeline Tasmania was nominated in two categories: the 'Outstanding Contribution LiFE Award' and the 'Communities in Action for Suicide Prevention LiFE Award'.

Lifeline Tasmania is proud to announce that our very own Volunteer In-Shift Supervisor, Robin Errey, was announced the winner of the Outstanding Contribution LiFE Award sponsored by Red Herring Surf. Robin has been a Volunteer with Lifeline Tasmania for 44 years and has amassed more than 9,100 volunteer hours for the organisation. The Board commends her on her long-standing commitment to volunteering and her contribution to the organisation over more than four decades.

The Communities in Action for Suicide Prevention LiFE Award, which was sponsored by Lifeline Tasmania was presented to the Kingborough Tigers Football Club in recognition of its outstanding efforts building community resilience. Home to more than 600

▼ LiFE Award recipient, Robin Errey with TSPCN Chair, Michael Kelly, Kristy and Caitlin from Red Herring Surf and the Hon. Michael Ferguson MP.

players and with reach to a large supporter base as far afield as Geeveston in the south and Hobart in the north, most of the Tigers' members are young men and women aged between 14 and 30, a group known to be at heightened risk of suicide.

Lifeline Tasmania commends the Tigers on providing support networks and positive messaging designed to tackle mental health issues and reduce the risk of suicide in their community.

Lifeline Tasmania's Chats Program was a finalist in the same award category and was highly commended by the judges for its role in suicide prevention in the community.

▼ Volunteers at the Volunteer Lunch & Service Awards.



▲ Lifeline Emergency Services Award winner, Christopher Hine is congratulated by Her Excellency Professor the Honourable Kate Warner, AC, Governor of Tasmania and Lifeline Tasmania President, James Pirie.



◀ Lifeline Tasmania Acting CEO, Carolyn Pillans with Marcus Davies and Rodney Herweynen from the Kingborough Tigers Football Club.

Community Education & Training

Throughout 2016-17, our Community Education & Training team continued to play a vital role building community resilience and awareness. Through the delivery of more than 25 workshops and online learning forums, Lifeline Tasmania reached out to more than 500 frontline community workers and provided direct support to communities as far afield as Huonville, Bicheno, St Helens, Flinders Island, Burnie, Launceston and Smithton.

A noteworthy addition to our training portfolio was the 'DV-Alert' package addressing domestic and family violence. Delivered under the auspices of Lifeline Australia as part of a Federally funded initiative, this two-day, nationally recognised course equips frontline workers with the knowledge and skills required to recognise and respond to domestic and family violence situations.

Spurred on by the success of this program, we have positioned our training arm for growth and have successfully established new relationships with our indigenous, multicultural and settlement communities.

The Community Education & Training portfolio now encompasses:

Crisis Communication Skills

Developed by Lifeline Tasmania, this program provides participants with a range of crisis intervention skills and mental health basics to support effective communication and de-escalate conflict situations.

Applied Suicide Intervention Skills Training (ASIST)

An internationally-recognised course, ASIST provides participants with practical suicide intervention skills, enabling them to confidently and competently help those at risk of suicide.

Suicide Awareness

This short course aims to provide participants with the basic facts and first level skills needed to recognise and interact with someone at risk of suicide.

Mental Health Awareness

This interactive workshop aims to reduce the stigma associated with mental health and mental illness by teaching participants to look after themselves and others.

Mental Health First Aid

Raising the bar on Mental Health Awareness, our Mental Health First Aid course teaches people to assist others who may be experiencing a mental health crisis. The course tackles depression, anxiety, psychosis, substance use and suicidal ideation.

DV-Alert and DV-Aware

Designed for frontline workers in a health, allied health or community services setting, these courses teach participants how to recognise, respond to, and refer those living with domestic and family violence.

Community Visitors Scheme (CVS)

Lifeline Tasmania's CVS program is about establishing friendships between older people living in the community and in residential care, who are experiencing feelings of isolation and loneliness.

Delivered by volunteers in the form of one-to-one and group visits to aged care facilities, or one-to-one visits with clients in their own homes, CVS continues to make a significant difference to improving the social lives and mental health of older people in Southern Tasmania.

During the year our CVS Coordinators supported 79 volunteers who undertook 1,854 visits to 130 clients in 33 aged care facilities. This equates to more than 2,381 hours of volunteering leading to tangible benefits for the client and volunteer alike.

A notable highlight during the period was a visit by Hobart author Ngaire Hobbins. Ngaire spoke to our volunteers about her two books, *Eat to Cheat Ageing* and *Eat to Cheat Dementia*. Other highlights included dementia awareness training provided by Alzheimer's Tasmania, a communication skills workshop presented by Michelle Knop, and social gatherings to celebrate National Volunteers Week, Seniors Week and Christmas.

Between August and December, the Department of Health engaged Australian Healthcare Associates to review the Community Visitors

Scheme, with the aim of enhancing and expanding the program to deliver better consumer outcomes. We eagerly await the results.

Pictured at centre: One of our youngest Community Visitors, Chelsea Barling visits residents at the Presbyterian Care facility in Warrane.



Chats Program

Throughout 2016-17, our Chats Program staff focused on improving program delivery in anticipation of forecast changes to the funding model. This led to the implementation of a number of new and improved processes designed to help us better understand the needs of individual program participants.

Following the success of the previous year, the Chats team in Southern Tasmania continued to roll-out their Special Interest Groups. Designed to bring older people with a common interest together, one of the most popular groups was the 'Blend In Coffee Club.'

Hosted by Chats staff, the Coffee Club aims to provide extra support and encouragement to those who have only recently joined Chats or those who have been unable to attend due to ill health or a lack of confidence. One example of its effectiveness involves a participant who joined Chats in 2012, but had been too nervous to join in group activities. After attending the Coffee Club, which he later described as 'the best day of his life,' the participant has successfully forged new friendships and has become actively involved in other Chats activities.

Also in Chats South, a participant survey facilitated during the period revealed that 100% of respondents felt welcomed and included in the program. Similarly, 100% said that they found it easy to connect with people during the outings, while 96% reported feeling less lonely and isolated as a result of their involvement. Highlighting the vital role that Chats plays in the lives of its participants, 99.4% said that they were looking forward to the next Chats activity.

In the north of the state, Chats North experienced growth on all fronts, with a significant increase in client numbers as a result of increased referrals from My Aged Care. To meet this increased demand, the Launceston-based team moved into a larger office in the Cancer Council Tasmania building and acquired a new 12-seater

bus. The new bus has proven to be a valuable asset in program delivery and also in promoting the Chats service in the local community.

Chats North now offers an expanded range of activities which has resulted in a significant increase in participation and has seen us exceed our performance targets for the over 65 age group. With the new activities heavily focussed on physical and cognitive health,

our gentle exercise classes, line dancing, trivia mornings and 'technology days' have seen a boost in popularity.

Given the surge in participant numbers and activities, Chats North successfully engaged a number of new volunteers during the year.

Continuing the theme of growth and expansion, the Chats North West team also enjoyed exceptional results during 2016-17, this time in the under 65 age group. With activities for this cohort being tailored to participants' interests, the team has experienced a marked and sustained increase in participation.

Like Chats North, the North West team has placed significant emphasis on wellness in the design of its activities. Tai Chi was introduced during the year along with a 'Chaps Day Out' and the ever popular 'Walking Group'. Its monthly newsletters have also served to reinforce

the importance of physical and cognitive wellbeing and have been well received by our participants. To cater for the increased demand, Chats North West began repeating activities three or four times a month so that everyone had the opportunity to participate in their activity of choice.

Of course, none of this this would be possible without the hard work and commitment shown by our staff and volunteers. To the teams in Chats North, South and North West, and the numerous Volunteer Drivers, Volunteer Activity Hosts and Calls Volunteers that make this program possible, we thank you for another successful year and the difference you have made to older Tasmanians.



▲ The Chats Team (*top, from left*): Ingrid, Janice, Angela, Alisa, Suchandra, Benita, Andrew, Alison, Merry and Deb; and Chats participants visiting the Tasmanian House of Assembly with The Hon Elise Archer MP, Speaker of the House.

INTERVENTION & CRISIS SUPPORT

Telephone Crisis Support (13 11 14)

Lifeline Tasmania's Crisis Support team ended the financial year knowing that a real and measurable contribution had been made to Australians experiencing personal crisis. In total, our volunteer Crisis Support Workers handled 9,324 calls from people at risk of suicide or self-harm, contributing to our vision of a Tasmania free of suicide.

Family and relationships, mental health issues and mental illness continued to be major themes amongst callers to the crisis support line. Calls of this nature usually require the crisis supporter to assess risk and develop a safety plan to ensure that the caller receives the immediate and ongoing support and assistance they need. Other high risk themes related to domestic and family violence, child protection issues and crime related emergencies.

From a resourcing perspective, Lifeline Tasmania is supported by 68 trained Crisis Support Workers. This number remained steady during the year with two intakes of new students offsetting natural turnover. In total we welcomed 30 additional students into the phone room and have mentored these individuals into highly skilled members of the team. In addition, we trained another five In-shift Support Supervisors to provide oversight, assistance and mentoring to volunteers when answering calls.



This year has also seen a growth in the level of supervision and support offered to crisis supporters. A Crisis Support Supervisor was appointed during the second half of the year to work alongside our Crisis Support Manager. In the short time that he has been with us, he has made a significant contribution to the development of improved volunteer management and training practices.

From a clinical supervision standpoint, we continue to promote the importance of self-care, with our Supervisors providing increased group and one-on-one support to protect our people from vicarious trauma. This regular contact between volunteers and their Supervisors has also helped with skills development and has further raised the quality of the service we provide to the community.

As the number of help seekers Australia-wide surpasses one million per year, the Crisis Support team remains focussed on the challenges ahead and the work still required to achieve our vision. Unquestionably, engaging, training and encouraging participation from volunteers is central to our mission, so we take this opportunity to acknowledge the incredible work that our staff and volunteers do in providing this essential community service.

Community Based Mental Health Care Service

This year saw the implementation of the Tasmanian Primary Health Network's commitment to a more coordinated and tailored approach to delivering community-based mental health services across the state. Formally known as 'Access to Allied Psychological Services' (ATAPS), this program allows us to work more closely with clients and their General Practitioners to offer an integrated and professional service.

Delivered by a Lifeline Tasmania Mental Health Worker and in collaboration with Relationships Australia Tasmania, the Community Based Mental Health Care Service (CBMHCS) aims to help those at most at risk in Southern Tasmania by connecting them to hope and life as part of clinical intervention during difficult times.



POSTVENTION & RECOVERY

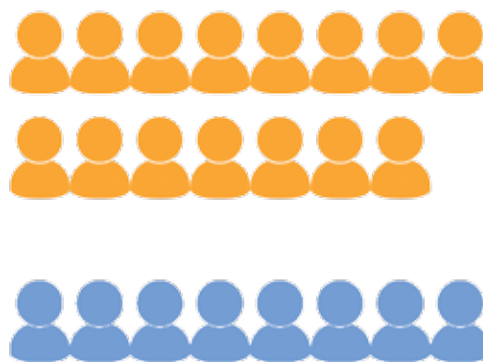
StandBy - Support After Suicide

'StandBy – Support After Suicide' is a community-based suicide postvention program that provides a coordinated response of support and assistance for people who have been exposed to or bereaved through suicide.

Suicide is a time of immense crisis and the tragedy of losing someone through suicide can lead to significant trauma and a heightened level of risk for individuals, families and even entire communities. As such, while StandBy is intended to provide support after suicide, the program also provides us with an opportunity to engage with communities to build resilience and prevent a recurrence.

With Tasmania recording one of the highest suicide rates in Australia, the experience gained through service delivery in Southern Tasmania during much of 2016-17 stood us in good stead to expand the service. As a result, immediately prior to the end of the financial year, Lifeline Tasmania was successful in securing the state-wide contract following an open tender process.

To support delivery into the greater region, which includes a number of high risk communities, a State-wide Coordinator, two Team Leaders and an expanded pool of casual Crisis Response Team Members have been engaged.



▲ Expansion of the StandBy team: To service communities across the expanded region, the StandBy team is projected to almost double by the end of the 2017-18 financial year.

▲ Expansion of StandBy: In April 2017, Lifeline Tasmania secured the state-wide contract for delivery of the StandBy - Support After Suicide service.

Suicide Bereavement Group

Lifeline Tasmania's Suicide Bereavement Group provides support and a sense of connection and compassion to those affected by the loss of someone through suicide.

Delivered in collaboration with Albie House, the Group helps individuals deal with the wide range of emotions that typically follow such a traumatic event. It is offered free of charge to those affected or bereaved by suicide and is facilitated by two qualified and experienced facilitators under the clinical supervision of Lifeline Tasmania.

With interest in the group peaking during the year, plans have been established to expand meetings to twice-monthly from September 2017.

Have you lost someone through suicide?

You are not alone.

Suicide Bereavement Group

Lifeline Tasmania and Albie House are hosting a fortnightly support group that offers support, connection and information for those who have lost someone through suicide.

For more information, contact Lifeline Tasmania on 0419 472 213 or by email to info.south@lifelinetasmania.org.au



RETAIL OPERATIONS

2016-17 represented a period of significant change for our retail operations, with the departure of long-standing Retail Manager, Andrea Cordwell, after more than 30 years of loyal and outstanding service.

In the south, our Argyle Street and Kingston stores continued to grow in sales, with Kingston delivering an outstanding result despite its relatively small size. The South's success can be attributed to a number of factors including the quality of donations received which has boosted our reputation as 'the place to shop.' The high quality of donated goods also allowed us to position our goods at a higher price point than many of our competitors in the charity shop space.

In the North West, our seven Lifeline Shops also delivered positive results and, despite a slow start to the financial year, the second half saw sales growth up by 2.5% across the region. With 2016-17 representing the fourth consecutive year of growth, and sales some 25% higher than they were in 2012-13, we recognise the commitment and capability of our retail staff and volunteers.

A notable achievement during the period involved one of the North West's longest serving and most distinguished volunteers. Named by Lifeline Australia as the Volunteer of the Year for Tasmania, Volunteer Supervisor, Judy Peck, has been widely celebrated by staff and volunteers across the state. Judy serves as a role model to staff and volunteers alike and has been the backbone of our Burnie Shop for more than 40 years.

Another noteworthy achievement involved the recognition of Argyle Street staff member, Donna Duggan. Donna was the proud recipient of the ultra106.5fm 'Community Above and Beyond Award', having been nominated by a regular customer for exceptional customer service.

From a customer experience standpoint, our people continued to build relationships with our customers by delivering exceptional customer service. This has become a hallmark of the Lifeline Shops in Tasmania and, through direct engagement with our community,

our Shops have been able to contribute to the achievement of Lifeline Tasmania's vision by promoting strength and resilience. In the North West of the state in particular, our Shops have become a community hub where people from all walks of life meet and socialise.

Forging closer ties with Lifeline Tasmania's programs and services was also a priority focus during the year. With Lifeline's brand resonating particularly strongly with help seekers, a number of retail staff participated in training provided by our Community Education & Training arm. With retail staff and volunteers periodically coming into contact with people experiencing personal crisis, the training equips our staff with the knowledge and skills required to provide effective support and direction.

2016-17 gave rise to increased volunteer participation at our Argyle Street Warehouse and on the shop floor. Building upon our successful model in the North West, where five of the seven shops are run entirely by volunteers, we have identified an opportunity to engage more volunteers in all aspects of the retail process.

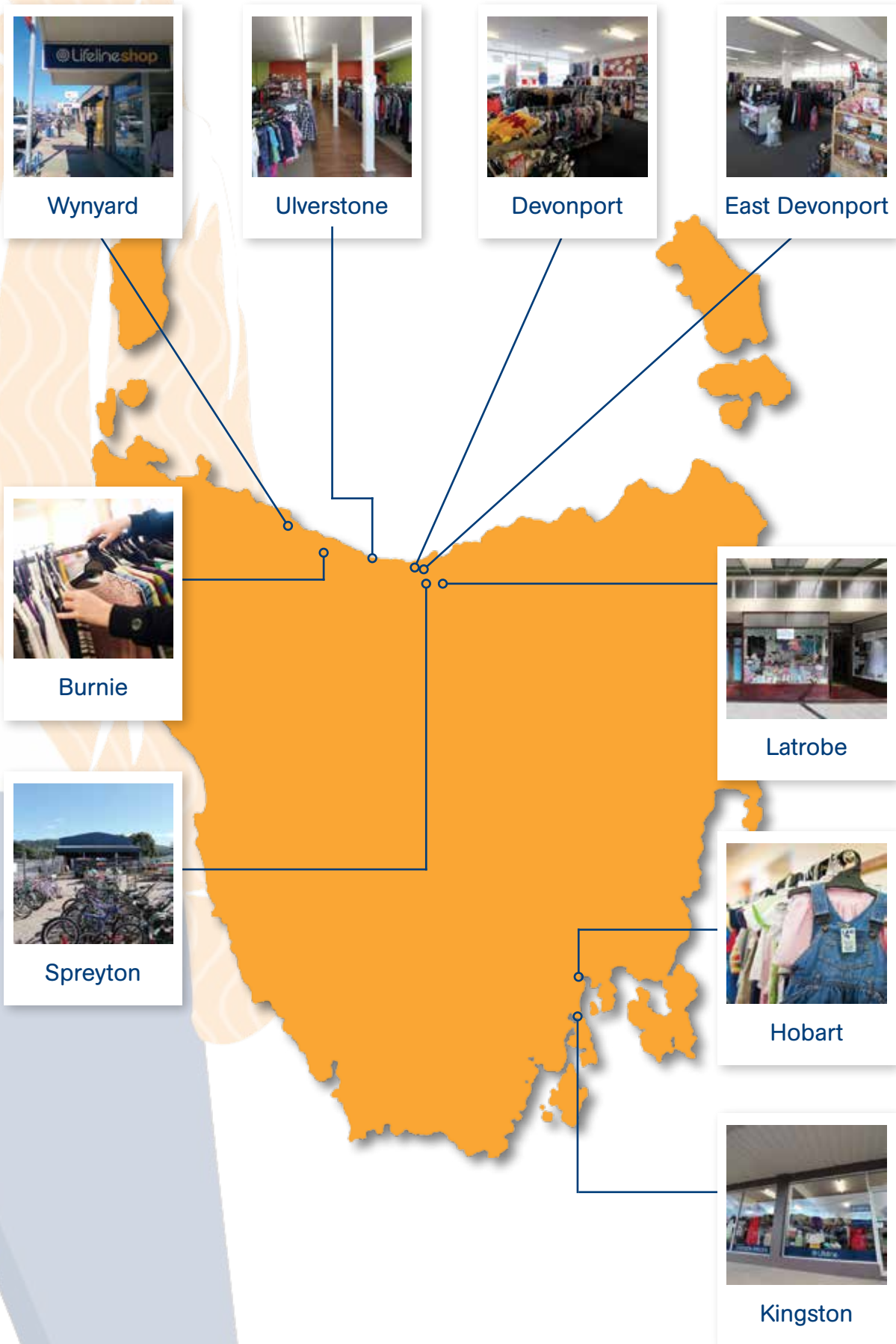
Following the appointment of a new Retail Manager in the South, a review of retail operations state-wide was facilitated. The review, which has since been approved by the Lifeline Tasmania Board, identifies opportunities to drive sales

growth through process improvement, marketing and promotion and expansion of our Shops into new markets.

From a consolidated bottom-line standpoint, while sales remained relatively steady throughout the period, the implementation of streamlined warehouse practices and improved visual merchandising at Argyle Street and Kingston during May and June, resulted in a significant growth in revenue compared to the same period last year. Implementation of our Retail Review will focus on taking these learnings state-wide.



Pictured (top): Retail Volunteer Judy Peck is commended by Lifeline Australia Chair, Mr John Brogden AM; and (bottom) Hobart's Donna Duggan celebrates with colleagues from the Argyle Street store.



Suicide Prevention Campaign Launch

In June 2017, Lifeline Tasmania launched three short video clips as part of a new suicide prevention campaign titled, 'You can help prevent suicide.'

The event coincided with a visit to Tasmania by Lifeline Australia CEO, Pete Shmigel and was attended by a full house of invited guests including sector partners, the Department of Education, several independent schools, members of our Board, management and staff.

Southern Cross Television filmed the launch from beginning to end and ran a segment on the evening news of the same day. The Mercury and Examiner newspapers also covered the event, interviewing both Acting CEO, Carolyn Pillans and Pete Shmigel for print and online editorial.

The first video clip was posted online immediately following the launch and attracted more than 1,600 views in the first 24 hours. Since then, interest in the message has grown substantially and preparations are being made to film the next two clips in what we intend will be a long and successful campaign.



▲ Lifeline Australia CEO, Pete Shmigel on camera (top) and Lifeline Tasmania Volunteer Crisis Supporter, Peter Stolp, who helped launch the campaign.



The Black Dog Ride

The Black Dog Ride is a national suicide prevention charity involving thousands of Australian motorcyclists dedicated to raising awareness and money for mental health services.

Following the success of previous years, Lifeline Tasmania once again supported the Black Dog Ride during its inaugural 'Tour of Tasmania', which left Hobart in October 2016 for a six day ride across the state. In March 2017, a one day ride set off from Campbell Town to Bicheno, with more than 150 riders taking part.

We would like to thank the organisers and participants of the Black Dog Ride for their generous support and the valuable contribution they have made to Lifeline Tasmania, through donations and by sharing in our vision.



Out of the Shadows Walk

To mark World Suicide Prevention Day, in September 2016 Lifeline Tasmania hosted its annual Out of the Shadows Walk from the Hobart Cenotaph to Parliament Lawns.

With approximately 350 members of the public taking part in the pre-dawn event, we walked together to raise awareness, remember those lost to suicide and celebrate life. This year's keynote speakers were Andrew Badcock (pictured left) from Working it Out and Cecilia Nagy from Lifeline Tasmania's StandBy Service. Both spoke to the devastating impact of suicide on the community and encouraged participants to show their support for people experiencing personal crisis.



You can help prevent suicide



Ask directly, '**Are you thinking about suicide?**'

This shows you care and encourages them to talk.



Listen closely and let them express their feelings.

Stay with them or find someone else reliable to stay with them.



Call Lifeline on **13 11 14** ^(24/7) or dial **000** if life is in danger.

Get support for yourself too.



During 2016-17, we witnessed a number of changes at Lifeline Tasmania. Most notably, we saw the Operations Manager, Julie Homer, bed down a strong team of Program Managers and other key staff, while also responding to opportunities for expansion and growth on a number of fronts.

Throughout this period our finance and administration team worked hard to provide the services and support required to ensure business continuity. Our Business Manager, Dean Taylor and his team – Susan Hayes and Sandra Rowe – maintained a strong focus on financial management and reporting while also monitoring our risk exposures and compliance obligations.

To ensure a coordinated approach to compliance monitoring, we implemented a Compliance Policy and register, which now serve as a comprehensive checklist of our contractual, legal and other compliance obligations and milestones. This has proven to be particularly useful during a busy financial year.

With regard to our physical and other assets, we were successful in securing the Bellerive property lease for an additional 2 years, which provides us with stability and security in the short-term, with the option to extend at a later date.

From a fleet perspective, we purchased four new vehicles during the year; two as part of our vehicle replacement program and two for exclusive use by the StandBy team on a 24/7 basis. Similarly, our outsourced IT service provider, IRIS Computing, continued to provide high levels of service and support on a both a responsive and preventative basis.

From a staffing perspective:

- Susan Hayes joined the team in July 2016 in the role of Senior Finance Officer and has been instrumental in administering and developing a number of core business processes. An extremely capable and valued member of the team, she has taken the first formative steps towards centralising our corporate records and has been an enthusiastic participant on range of community events and activities.
- In February 2017, Matt Clement joined the organisation in

the role of Brand, People & Culture Manager; a new position designed to build capability and supporting frameworks for the future. Matt's primary focus to date has been the development of a Brand, People & Culture Strategy aimed at increasing Lifeline Tasmania's profile in the community, while driving enhanced employee and volunteer engagement.

- To provide much needed support to the Operations Manager and her team, Jo Dixon was appointed to the role of Community Development Officer in May 2017. Like Susan, Jo has already made a significant contribution to the organisation and has quickly become a valued member of our team.
- Just prior to the end of the financial year, Dean Taylor departed the organisation to pursue other opportunities. Notwithstanding the loss of this key role at a critical time, we were successful in securing the services of an interim Finance Manager in Yasmin van Tienen. Yasmin has proven to be a valuable resource while we recruit a permanent replacement to Dean's position and was successful in delivering the end of year financials and a positive external audit result.

From a governance standpoint, Robyn Farnham continued to play a vital role in the coordination of Board activities and management reporting. Throughout the transition from a substantive CEO in Debbie Evans to an Acting CEO in Carolyn Pillans, Robyn worked tirelessly to ensure that the integrity of our governance processes was maintained while also providing close support to Carolyn and the Senior Management Team.

Our corporate staff were also actively involved in a number of community engagement activities, from the Out of the Shadows Walk in 2016 to the Black Dog Rides in October '16 and March '17. We took over the administration of fundraising and donations activities, which delivered a \$74,000 return to the bottom line and we facilitated the launch of our new suicide prevention campaign, 'You can help prevent suicide.'

With the year in review now at a close, we extend our special thanks to Sandra, Susan, Robyn, Jo, Julie, Matt and Yasmin, without whom we could not support the range of programs and services that Lifeline Tasmania offers to the Tasmanian community.



Susan Hayes



Sandra Rowe



Robyn Farnum



Julie Homer



Matt Clement



Yasmin van Tienen



Carolyn Pillans



Jo Dixon

OUR VISION

A Tasmania free of suicide, where everyone meets challenges with strength and optimism.

OUR MISSION

To lead, develop and deliver programs and services that save lives and build emotional wellbeing and resilience.

OUR VALUES

RESPECT, CARE & SUPPORT

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

OPTIMISM

We believe that through innovation and commitment we will create positive change in our workplace and our community.

ACCOUNTABILITY

We deliver on our promises through striving for better outcomes and evaluating our performance.

DIVERSITY

We value inclusion and diversity through active listening, consultation and unconditional regard.

SOCIAL LEADERSHIP

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

OUR STRATEGY 2016-2019

GROW EQUITY

Lifeline Tasmania will strive to grow its equity by sound management of its finances, brand and risk identification.

VALUING HUMAN CONTRIBUTION

Lifeline Tasmania will achieve its mission and purpose through investing in its volunteers, staff and management.

BECOME THE PREEMINENT PROVIDER OF SUICIDE PREVENTION SERVICES IN TASMANIA

Lifeline Tasmania will strengthen its role as the go to organisation through advocacy, partnerships with like-minded organisations and increased media representation.

ACHIEVE EFFECTIVE OUTCOMES

Lifeline Tasmania will continue to build on its excellence in service delivery through utilising contemporary research, optimising its opportunities in funding and innovation in program development.

Lifeline Tasmania is an association incorporated in Tasmania and registered as a charity with Australian Charities and Not-for-Profits Commission (ACNC). It is a Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR) under Australian tax laws.

Board Composition

The Association is managed by a skills-based Board comprising 10 directors. Lifeline Tasmania's members elect two directors while the Board appoints the remainder. Each term of appointment for a director is two years, with a limit of five terms.

The collective skills of the current Board are wide-ranging and include governance, legal, economics, accounting, engineering, social work, marketing, strategy, HR, stakeholder management, risk and compliance, project planning and governance, technology management and WHS. Directors' experience covers government, corporate, private and global enterprises; legal; aquaculture; energy; media and infrastructure industries, and the community sector. Two Board members are qualified Crisis Supporters and one currently serves as a volunteer Crisis Supporter.

Lifeline Tasmania has a proudly volunteer Board with directors entitled to reimbursement of business-related expenses only.

Roles & Responsibilities Board

Lifeline Tasmania's Governance Policy specifies that the Board charts and monitors the direction of Lifeline Tasmania by setting its vision, values and strategy and managing its governance. The Board also maintains relationships with members of the association, appoints and manages the performance of the CEO, develops and monitors high level policies, sets performance targets and monitors achievement of these. The Board is responsible for approving investments, operating and capital budgets, and ensuring the business is managed in a sound manner.

In 2016-17, the Board implemented its new three year strategy. Within this, it also approved a Brand, People and Culture Strategy recognising the importance of Lifeline Tasmania's staff and volunteers, partnerships and relationships, and its brand, to the long term sustainability of the organisation.

Chief Executive Officer

The CEO manages the day to day operations of Lifeline Tasmania to implement the plan approved by the Board. The CEO is responsible for achieving the service deliverables in agreements with contract partners and funders. Responsibilities of the CEO are articulated in a position description while the formal authority and limits within which the CEO can operate are specified in the Instrument of Delegation, approved by the Board.



Sub-Committees

The Board has three permanent sub-committees and convenes ad hoc working groups as needed. Each sub-committee has a charter approved by the Board that specifies its role and responsibilities. The primary role of each committee is to focus on key matters and emerging issues within its scope, and provide the Board with recommendations.

Governance Sub-Committee

The Governance Sub-Committee monitors the Lifeline Tasmania's governance framework including the Board Skills Matrix to ensure it keeps pace with current and emerging needs. Governance Sub-Committee also facilitates refreshment of the Board as necessary, relevant directors' professional development and induction of new directors.

On behalf of the Board, the Sub-Committee appoints the CEO, sets the CEO's terms of employment and monitors performance. It also oversees remuneration policies and succession planning

for the senior management team. Recommendations are provided to the Board which makes final decisions.

In 2016-17, the Governance Sub-Committee reviewed the performance of the Board and all Committees, reviewed the Membership Policy, designed a method to choose life members, appointed an Acting CEO while the incumbent CEO took long term leave and monitored member developments within

Lifeline Australia. It also arranged two modules of governance training for directors and senior management, provided by Governance Institute Australia.

Audit & Risk Sub-Committee

The Audit & Risk Sub-Committee oversees financial performance and reporting on behalf of the Board, as well as ensuring the organisation's systems for risk, internal controls and compliance are robust and effective. The Sub-Committee formally reports to the Board on the status of risk management and risk systems at least twice each year.

The Sub-Committee liaises with auditors in relation to audit planning and outcomes.

In 2016-17, the Sub-Committee initiated a review of the risk framework and strategic risk register, development of a WHS hazard register, development and implementation of emergency response and business continuity plans, and tendered external audit services.

Pictured centre, from left: Annette McLean-Aherne, Maria Bond, Christine Mucha, Rod Scott, Eleanor James, James Pirie, Carolyn Pillans and John Colpo. Not pictured are Mike Sylvester and Evelyn Williams.

Sustainability Sub-Committee

The Sustainability Sub-Committee oversees Lifeline Tasmania's delivery and quality of client services and programs. It reviews business activity and monitors the achievement of contract deliverables and service performance indicators and targets. In conjunction with Audit & Risk, it assists management to assess new programs and services to ensure they fit within the Board's strategic plan and will contribute to Lifeline Tasmania's mission.

In 2016-17, the Sub-Committee reviewed the Standby Response Service, Community Education & Training program and Retail Operations. It has also commissioned a review of Lifeline Tasmania's 13 11 14 crisis intervention service. Program and service reviews consider relevant issues including operational status, current risks, opportunities, resourcing needs and challenges.

Meeting Attendance

The qualifications, professional memberships and meeting attendance for directors in 2016-17 are outlined below.

Mr Dick Shoobridge (B Com, Dip VFM, Dip Ag (CAC), FCA, FCPA, MAIAST) is an independent member of the Audit and Risk Committee appointed by the Board. Dick attended 5/5 meetings in 2016-17.

The CEO and Senior Management team attend all Board meetings by standing invitation. The Board also meets without management present as needed. The CEO attends all committee meetings by invitation, with the Operations Manager and Brand, People & Culture Manager also attending Sustainability Committee meetings and Business Manager attending Audit & Risk Committee meetings.

Policies

In 2017 the Board reviewed and approved policies covering governance, finance, human resources, health and safety. The Board approved a new work health and safety framework in 2016-17, which is presently being implemented.

The Board and management team maintain a Standing Register of Interests and proactively manage any actual, perceived or potential conflicts of interest. Similarly, related party transactions are identified and disclosed as appropriate.

Current projects include a review of the Policy Framework and the Instrument of Delegation to ensure they remain current and effective.

Director <i>All directors served for the entire year</i>	Board <i>Attended/Eligible</i>	Audit & Risk <i>Attended/Eligible</i>	Governance <i>Attended/Eligible</i>	Sustainability <i>Attended/Eligible</i>
James Pirie • B.Sc (Forestry) • President	6/6		4/4	
Eleanor James • LLB, B.A., GradCertLegalPrac • Public Officer • Vice President • Governance Chair	4/6		3/4	
Christine Mucha • B.AgSc (Hons), PhD, DipAgEc, FAICD, Comp.IEngAust • Vice President • Sustainability Chair	6/6		4/4	4/4
John Colpo • B.Eng (Mech & Elec) • Audit & Risk Chair	6/6	5/5		
Carolyn Pillans • B.Com, GradDipAppCorpGov, FGIA, FCIS, GAICD • Treasurer (to 22.5.17) • A/CEO (from 22.5.17)	6/6	5/5		
Mike Sylvester • FIEAust, CPEng, EngExec. • Masters of Technology, B.Eng (Civil)(Hons), DipBusiness • Acting Treasurer from 22.5.17	3/6	5/5		
Maria Bond • BCom, GradDipRehabCounselling, MAICD	2/2 <i>Leave of absence 1.12.16-30.6.17</i>			1/1 <i>Leave of absence 1.12.16-30.6.17</i>
Annette McLean-Aherne • Masters of Public Administration (International)	5/6		3/4	
Rod Scott • B.A.	6/6			4/4
Evelyn Williams • B.Social Work (Hons), CertIVAss&WT, DipBusMgmt, CIV Small Business	5/6			4/4



I am pleased to present the audited 2016-17 Financial Report for Lifeline Tasmania. This year, the operations delivered a net surplus of \$201K, which exceeded budget by \$44K.

Total operating income for the year was \$3.63M, which exceeded the prior year by 4.1%. Lifeline Tasmania continued to deliver strong programs funded by both Commonwealth and State governments and other contract partners. These activities were further supported by retail sales, successful raffle and fundraising activities, and income generated by fee-for-service Community Education programs in mental health and suicide awareness.

The increased operating income translated to an increase in expenditure for the year, totaling \$3.43M. Due to timing differences, expenditure was \$98K less than budget for the year.

In line with our strategy to Grow Equity to ensure a sustainable and robust organisation, Lifeline Tasmania's Balance Sheet continues to strengthen. Cash investments have increased by \$310K since last year and now total \$1.16M.

Consistent with our Investment Policy, these funds are invested across a number of Australian banks and maturity periods to mitigate both counterparty and rate risks.

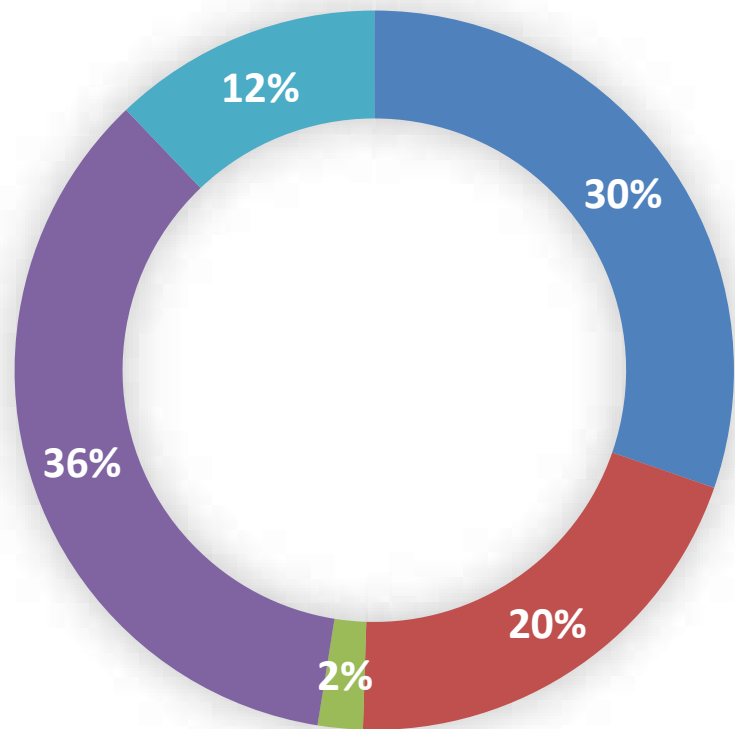
To further enhance our ability to make sound financial judgements, the Board commissioned an Investment Decision Making Model and this will be implemented in the coming year.

Mid-year Lifeline Tasmania successfully secured funding to expand its StandBY Response Service state-wide. Approximately \$19K in funding for this program has been carried forward into the 2017-18 year to align revenue with the period in which the funds will be expended.

In the coming year, the Board plans to reinvigorate retail revenue by implementing actions from the recent Retail Review. It will also review the implications of expected changes in funding models that are likely to arise across the sector in coming years.

I would like to thank the Lifeline Board, Management Team, staff and volunteers, whose ongoing efforts continue to drive improvements and growth which has been reflected in this year's results.

Michael Sylvester
Acting Treasurer



Sources of income 2016-17 ►

- Commonwealth Grants
- State & Other Grants
- Fundraising
- Commercial
- Other income

LIFELINE TASMANIA INC.
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
INCOME		
Government and Other Grants	1,820,169	1,884,601
Fundraising	74,979	88,435
Trading Activities	1,288,731	1,280,862
Other Income	381,314	170,724
Recoupments	34,318	46,611
Gain on Motor Vehicle	25,682	6,856
Carried Forward Grant Funds Utilised/(Accrued)	8,250	13,440
	<u>3,633,443</u>	<u>3,491,529</u>
EXPENDITURE		
Accounting and Auditing Fees	15,485	16,900
Advertising and Promotion	30,324	10,368
Bad Debts	8,181	-
Client Support	40,230	32,136
Computer Expenses	21,089	19,223
Consultancy Fees	23,488	37,900
Depreciation and Amortisation	142,584	147,184
Motor Vehicles – Running Costs	80,133	64,895
Printing and Stationery	39,372	36,778
Rent	316,920	311,210
Salaries and Wages	2,287,076	2,077,646
Telephone, Internet, Fax	50,528	46,657
Travel and Accommodation	38,743	26,585
Utilities	53,822	51,411
Volunteer Costs	49,097	52,467
Other Expenses	234,922	199,277
	<u>3,431,994</u>	<u>3,130,637</u>
OPERATING SURPLUS	<u>201,449</u>	<u>360,892</u>
TOTAL SURPLUS FOR THE YEAR	<u><u>201,449</u></u>	<u><u>360,892</u></u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.

BALANCE SHEET

AS AT 30 JUNE 2017

	Notes	2017 \$	2016 \$
CURRENT ASSETS			
Cash & Cash Equivalents	2	447,868	580,072
Investments	3	1,159,718	850,000
Receivables	4	137,303	146,857
TOTAL CURRENT ASSETS		1,744,889	1,576,929
NON-CURRENT ASSETS			
Plant & Equipment	5	252,371	183,095
Intangible Assets	6	64,850	137,584
TOTAL NON-CURRENT ASSETS		317,221	320,679
TOTAL ASSETS		2,062,110	1,897,608
CURRENT LIABILITIES			
Creditors	7	121,587	178,284
Provisions	8	168,914	164,531
TOTAL CURRENT LIABILITIES		290,501	342,815
NON-CURRENT LIABILITIES			
Provisions	9	42,839	27,472
TOTAL NON-CURRENT LIABILITIES		42,839	27,472
TOTAL LIABILITIES		333,340	370,287
NET ASSETS		1,728,770	1,527,321
EQUITY			
Reserves			
Retained Earning		1,527,321	1,166,429
Surplus for the year		201,449	360,892
TOTAL EQUITY		1,728,770	1,527,321

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
STATEMENT OF CASH FLOWS
FOR YEAR ENDED 30 JUNE 2017

	Notes	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Operations		1,791,276	1,592,451
Operating Grants Received		1,799,263	1,866,017
Interest Received		31,596	31,649
Payments to Suppliers		(3,331,177)	(3,106,366)
Interest Paid		-	(40)
NET CASH FLOWS FROM OPERATING ACTIVITIES	10	<u>290,958</u>	<u>383,711</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for Plant and Equipment		(3,588)	(134,273)
Proceeds from Sale of Plant and Equipment		-	7,273
Payments for Motor Vehicles		(135,538)	-
Proceeds from Sale of Motor Vehicle		25,682	-
Purchase of Investments		(309,718)	(50,000)
NET CASH FLOWS FROM INVESTING ACTIVITIES		<u>(423,162)</u>	<u>(177,000)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of Finance Lease		-	(1,873)
NET CASH FLOW FROM FINANCING ACTIVITIES		<u>-</u>	<u>(1,873)</u>
Net (Decrease)/Increase in Cash and Cash Equivalents		(132,204)	204,838
Cash and Cash Equivalent at the Beginning of the Financial Year		580,072	375,234
CASH AND CASH EQUIVALENTS AT THE END OF YEAR	2	<u>447,868</u>	<u>580,072</u>

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 2017

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 (Tas)*. 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 1031 Materiality, 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) Impairment of Assets

At the end of each reporting period, the Board reviews the carrying amounts of its tangible and intangible 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.

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2017

1. STATEMENT OF ACCOUNTING POLICIES CONT.

(e) 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.

(f) 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.

(g) 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 receivable are classified as non-current assets.

(h) 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 entity 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.

(i) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership are transferred to the entity, are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the periods. Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2017

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.

LIFELINE TASMANIA INC.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
2. CASH & CASH EQUIVALENTS		
Cash on Hand	6,650	5,050
Investment Account	409,666	416,122
Cash at Bank	31,552	158,900
Total Cash & Cash Equivalents	<u><u>447,868</u></u>	<u><u>580,072</u></u>
3. INVESTMENTS		
Term Deposits	1,159,718	850,000
Total Investments	<u><u>1,159,718</u></u>	<u><u>850,000</u></u>
4. RECEIVABLES		
Trade Debtors	100,081	49,970
Provision for Doubtful Debts	(9,000)	-
Sundry Debtors	4,693	28,930
Prepayments	41,529	65,310
GST Receivable	-	2,647
Total Receivables	<u><u>137,303</u></u>	<u><u>146,857</u></u>
5. PLANT & EQUIPMENT		
Plant & Equipment at cost	222,862	219,274
Accumulated Depreciation of Plant & Equipment	(189,273)	(172,931)
	<u>33,589</u>	<u>46,343</u>
Leasehold Improvements	47,198	47,198
Amortisation of Leasehold Improvements	(47,198)	(47,198)
	<u>-</u>	<u>-</u>
Motor Vehicles at cost	501,552	423,878
Accumulated Depreciation of Motor Vehicles	(282,770)	(287,126)
	<u>218,782</u>	<u>136,752</u>
Total Plant & Equipment	<u><u>252,371</u></u>	<u><u>183,095</u></u>

LIFELINE TASMANIA INC.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
6. INTANGIBLE ASSETS		
Sale and Leaseback Asset	42,817	42,817
Accumulated Amortisation of Sale and Leaseback Asset	(34,967)	(26,404)
	7,850	16,413
Office Relocation Costs	13,673	13,673
Accumulated Amortisation of Relocation Costs	(12,990)	(10,255)
	683	3,418
Rent Free Period Asset	307,183	307,183
Accumulated Amortisation of Rent Free Period Asset	(250,866)	(189,430)
	56,317	117,753
Total Intangible Assets	64,850	137,584
7. CREDITORS		
Trade Creditors and Accruals	36,400	95,111
PAYG Liabilities	20,748	26,221
Revenue in Advance	-	31,818
GST Payable	26,472	-
Grants in Advance	19,162	8,250
Superannuation Payable	18,805	16,884
Total Creditors	121,587	178,284
8. PROVISIONS (CURRENT)		
Provisions for Holiday Pay	141,283	135,197
Provisions for Long Service Leave	22,064	23,934
Accrued TOIL	5,567	5,400
Total Provisions (Current)	168,914	164,531
9. PROVISIONS (NON-CURRENT)		
Provisions for Long Service Leave	42,839	27,472
Total Provisions (Non-Current)	42,839	27,472

LIFELINE TASMANIA INC.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
10. CASH FLOW INFORMATION		
Reconciliation of cash flow from operations with surplus from operations:		
Net Surplus for the year	201,449	360,892
Non-cash Flows in Surplus:		
Depreciation and Amortisation	142,584	147,184
Gain on Sale of Motor Vehicle	(25,682)	(6,856)
Increase/(Decrease) in Provision for Doubtful Debts	9,000	-
Changes in Assets and Liabilities:		
(Increase) /Decrease in Receivables	554	(109,092)
Increase/(Decrease) in Provisions	19,750	8,785
Increase/(Decrease) in Creditors	(56,697)	(17,202)
CASH FLOWS PROVIDED BY OPERATING ACTIVITIES	<u>290,958</u>	<u>383,711</u>
 11. AUDITORS REMUNERATION		
Remuneration of the auditor of the Association, Wise Lord & Ferguson:		
Auditing the Financial Statements, Grant Acquittals and Raffles	<u>13,985</u>	<u>13,300</u>
Total Auditors Remuneration	<u>13,985</u>	<u>13,300</u>
 12. OPERATING LEASE COMMITMENTS		
Rent for Premises:		
Not Later than Twelve Months	323,372	282,597
Between Twelve Months and Five Years	<u>282,295</u>	<u>106,463</u>
Total Operating Lease Liability	<u>605,667</u>	<u>389,061</u>

LIFELINE TASMANIA INC.
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2017

In accordance with a resolution of the Directors of Lifeline Tasmania Inc. the Directors declare that:

- (a) The accompanying Income & Expenditure Statement gives a true and fair view of the results of the Association for the financial year ended 30 June 2017;
- (b) The accompanying Balance Sheet gives a true and fair view of the state of affairs of the Association as at the end of the financial year; and
- (c) At the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

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



James Pirie



Michael Sylvester

Dated this 18 day of September 2017.



INDEPENDENT AUDITOR'S REPORT

Members of Lifeline Tasmania Inc.

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying special purpose financial report of Lifeline Tasmania Inc. (the Association) which comprises the balance sheet as at 30 June 2017, the income and expenditure statement and statement of cash flows for the year then ended on that date, a summary of significant policies, other explanatory notes and the Directors' declaration.

In our opinion the financial report of Lifeline Tasmania Inc. has been prepared in accordance with the *Associations Incorporation Act (Tas)*

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and the *Associations Incorporation Act (Tas)*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the *Associations Incorporation Act (Tas)* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared to assist Lifeline Tasmania Inc. to meet the requirements of the *Associations Incorporation Act (Tas)* and the Association's constitution. As a result, the financial report may not be suitable for another purpose. Our

Liability limited by a scheme approved under Professional Standards Legislation.

report is intended solely for Lifeline Tasmania Inc. and its members and should not be distributed to parties other than Lifeline Tasmania Inc. and its members.

The Board's Responsibility for the Financial Report

The Association's Board is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the financial reporting requirements of the *Associations Incorporation Act [Tas]* and the Association's constitution and are appropriate to meet the needs of the members. This responsibility includes such internal controls as the Board determines are necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible entities are responsible for assessing the registered entity'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.

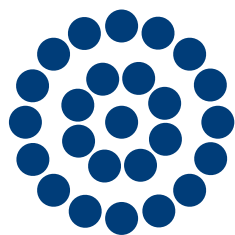
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a 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.



JOANNE DOYLE
PARTNER
WISE LORD & FERGUSON

Dated: 18 SEPTEMBER 2017



Lifeline

Tasmania

Head Office
Level 5, 31 Cambridge Road
Bellerive Tasmania 7018

Phone. 03 6282 1500

Email. info.south@lifelinetasmania.org.au

www.lifeline.org.au/tasmania

