

Lifeline

Tasmania



Annual Report
2019/20

CONTENTS

Our Strategic Framework.....	1
President’s Report	2
CEO’s Report.....	3
People & Community	5
Suicide Preventions Services.....	8
Intervention & Crisis Support	13
Postvention & Recovery	14
Retail Operations	15
Governance	17
Treasurer’s Report	19
Financial Statements.....	20
Director’s Declaration.....	33
Auditor’s Report	34

Acknowledgements

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

- *Tasmanian Department of Health (funding 13 11 14 Crisis Support, Chats Program and 1800 A Tasmanian Lifeline)*
- *United Synergies (funding StandBy - Support After Suicide)*
- *Australian Government Department of Health (funding Community Visitors Scheme and Chats Program)*
- *Lifeline Australia (DV-Alert)*
- *Primary Health Tas (PHT) (funding the Suicide Bereavement Group)*

OUR VISION

A Tasmania free of suicide

OUR MISSION

Leading, developing and delivering programs and services that equip individuals and communities to be suicide safe

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

Optimism

Through innovation and commitment we will create positive change in our workplace and our community

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

Our Key Drivers

Investment in:

- Partnerships
- Staff & Volunteers
- Technology

Corporate Sustainability through:

- Robust financial management
- Sound utilisation of our investments
- Strong risk and compliance frameworks

Lifeline Tasmania will reduce the incidence of suicide by:

STRENGTHENING VIABILITY

Lifeline Tasmania will leverage off our brand to secure alternate sources of funding, build on our business arm and attract and retain our volunteers and staff to deliver our mission

LEADERSHIP THROUGH COLLABORATION

Lifeline Tasmania will be active in partnerships and networks to broaden the impact on suicide prevention and be the leader in suicide conversation

EVIDENCED BASED PRACTICE

Lifeline Tasmania will use evidenced based research to prioritise new programs and, where needed, to develop pilot programs which close identified gaps

INCREASING OUR REACH

Lifeline Tasmania will increase our operational capabilities assisting Tasmanian communities including rural and remote areas



It has been a challenging but productive year for Lifeline Tasmania. Despite the unexpected challenges presented by the COVID-19 pandemic, the organisation has continued to provide essential services to the Tasmanian community with our focus continuing to be to meet the needs of our clients. Our focus has also been to protect our staff and volunteers through crisis.

At a strategic level the organisation continued its goal of growth working in partnership with the Tasmanian Government. This led to Lifeline Tasmania securing funding for the new Tasmanian Lifeline 1800 call centre, a new program designed to meet the needs of Tasmanians through COVID-19. Increased funding opportunities, donations and government support means that our organisation continued to strengthen its financial viability despite the challenges presented by the pandemic.

Our positive approach to partnerships and working collaboratively has resulted in the successful merger with OzHelp Tasmania and we welcomed two of the OzHelp Directors onto the Lifeline Tasmania Board. The Lifeline Tasmania Board continues to be proactive in its governing of the organisation recognising that 2020 has changed the landscape in which we work both from an operational and governance perspective. We think it's timely to review our Strategic Plan to ensure that our purpose and direction continues to be focussed on the betterment of the Tasmanian community and achievement of our vision of a Tasmania free of suicide.

During the year we farewelled Maria Bond and Michael Sylvester from the Board and I would like to recognise their contribution over the past 4 years.

I would like to thank our current Board members for their continued commitment and support of the organisation and finally, thank our staff, volunteers and management team for their calm, mature and measured response to the Covid-19 challenges.

A handwritten signature in blue ink, appearing to read 'James Pirie', written in a cursive style.

James Pirie
President

As I reflect back on the year I am proud to be part an organisation who responded to the challenges of COVID-19 with strength and resilience. Throughout the year our staff and volunteers worked hard to find new and innovative ways to support our vulnerable clients and create new and effective partnerships to support the Tasmanian community. As an organisation we joined other community organisations in demonstrating social responsibility in working remotely facing the challenge of keeping connected through technology.

While our state and federal funded programs were quarantined from the COVID-19 impact through security of funding and relaxation of contractual KPI obligations, our retail stores were heavily impacted. To ensure the safety of our staff and volunteers we moved quickly in March 2020 to temporarily close our retail stores across the state. While our stores have begun reopening in a staggered approach from August, 2020, the financial impact on loss of income from retail has been significant. Lifeline Tasmania welcomed the Federal Government stimulus packages which allowed us to continue to support our staff and maintain our financial viability over the next 12 months.

The strength of the Lifeline Tasmania brand assisted the organisation to remain viable through the COVID-19 challenges faced by not for profits. The State Government identified Lifeline Tasmania as a solid and reliable service provider in funding the new 1800 Call Centre 'A Tasmanian Lifeline'. The ability to establish the Centre in a very short time frame was made possible by the support of the Department of Health and Treasury who provided us with a building and phone system. In addition, the strength of our brand and commitment to supporting Tasmanian communities saw Lifeline Tasmania receive a significant number of sponsorship offers to assist in both resourcing and media/marketing opportunities. Lifeline Tasmania built on our existing partnerships with UTAS who assisted us with recruitment of Call Centre staff from their student population. Data collected from the 1800 Centre will assist Lifeline Tasmania to identify specific geographical issues and areas of concern that will support future program development.

The 'Reach Out' component of the 1800 program has established relationships with Industries such as tourism and hospitality. The establishment of these partnerships have the possibility of creating long term relationships for the organisation into the future.

The current environment has also presented us with opportunities to work more closely with other organisations in the sector. Through a partnership with the Mental Health Council of Tasmania, organisations in the community sector who have received COVID-19 stimulus funding from the State Government are working together towards a shared data set that will provide a unique mapping of demographic issues across the state. Rural Alive and Well, Migrant Resource Centre, Red Cross and Lifeline Tasmania are working closely together to ensure that gaps in service delivery are identified and used for government to map future resourcing needs.



The merger between Lifeline Tasmania and OzHelp Tasmania in early 2020 continues to be one of the most valued partnerships for the organisation. The challenges presented by COVID-19 required the integration of services within both organisations to be fast tracked and Lifeline and OzHelp staff rising to the challenge with cooperation and willingness to work as one team. An event to publicise the merger and launch the new OzHelp branding will occur in the later part of 2020.

Amongst the challenges presented through this period there have also been opportunities for innovation and learning that may provide us with our own roadmap to recovery. The experience has created the need for us to challenge historical models of service delivery and create contemporary answers to the problem. Many of our services, including our Chats program, adapted to online and phone service delivery; our OzHelp and Community Education programs have been delivering training and support through online platforms enabling us to deliver services in remote and rural locations. With that said our business is suicide prevention and for our services dealing with clients in high distress, face to face service will continue to be best practice.

During this period the organisation has had a strong focus on staff and volunteer care and support recognising that many of our staff and volunteers were in vulnerable age and health categories. We also recognise that staff and volunteers were also dealing with their own personal response to the pandemic. I would like to congratulate the Lifeline Tasmania workforce on working cohesively as a team to continue the important work that we do.

As Tasmania moves into a social and economic recovery phase I have great faith that Lifeline Tasmania will continue to be a strong support service for our community and that we will continue to be nimble and proactive in meeting the ongoing needs of Tasmanians.



Debbie Evans
CEO

Volunteers

Lifeline Tasmania is grateful for the dedication, compassion and generosity of the 400+ individuals who give to the many roles and programs they support. Our volunteers can be found anywhere from answering a crisis phone call, to driving the chats bus to visiting our vulnerable aged community, supporting our retail stores or sitting on the Board.

Without their support, we would not have had the opportunity to provide services to the most vulnerable individuals who have nowhere else to turn.

We want to recognise all of the amazing work and commitment of those volunteers that give their time, and acknowledge those who received Lifeline Australia awards this year.

Recipients of Lifeline Australia Awards 2019/20

Eucalypt Award (5-9 years of continuous service)

Christine Cowen
Christine King
Cleo Thomas
Dawn Free
Helen Kroustalis
Jannette Johnstone
Judy Dillon
Julie Bothman
Kerry Reynolds
Leanne Hall
Likira Su
Lois Lugg
Lynda Wright
Maree Sims
Matilda Leary
Mauryeen O'Connor
Neale Apps
Pat Dodson
Peter Fay
Rita York
Ross Brown
Sharon Morris
Tim O'Loughlin
Yvonne Moulden

Golden Wattle Award (10-14 years of continuous service)

Alfred Wescombe
Gaylene McCulloch
Giovanni (John) Colpo
Helen Gregory
Irene Boulter
Jillian Bassett
Michelle Tadros

Opal of Honour (15-19 years of continuous service)

Colleen Hay
Dianne Elphinstone
Maria Gavalas
Shirley Cross

Lifetime Achievement Award (20+ years and on retirement)

Anne Looney
Edna Heathcote
Janice Richardson
Jennifer Doran
Joy Naden
Judy Gillam
Judy Peck
Kay Corbett
Madge Radford
Pam Dobson
Patricia Chard
Phyllis Rogers
Rosemary Thurley
Shirley Cooper
Shirley Woodcock
Wendy Smith



Out of the Shadows Walk

Lifeline Tasmania hosted its annual Out of the Shadows Walk to mark World Suicide Prevention Day in September, 2019.

In addition to the annual walks in Hobart and Burnie, Lifeline Tasmania was delighted this year to expand the walks into the Launceston and Smithton communities for the first time. With sponsorship from City of Launceston, the walk was held in City Park while the Smithton event was held at ANZAC park. This year also saw a change of venue for the Hobart walk, with the event held at the Royal Tasmanian Botanical Gardens.

The increase to four events has allowed Lifeline Tasmania to support more communities around the State, to remember those lost to suicide and promote suicide prevention. With the exception of the Burnie walk held in the evening, the walks begin in the darkness of early morning, walking into the dawn symbolising the light we are shining on suicide prevention and mental health issues.

This year Lifeline Tasmania welcomed Lifeline Community Custodians, Laura and Annabelle for the Hobart walk and Jo and Belle for the Launceston walk. Lifeline Australia has partnered with the Australian Institute of Sport to deliver the Lifeline Community Custodian Program to raise awareness about suicide and mental illness, reduce stigma and encourage vulnerable people to seek help. Twenty-one elite athletes from a range of National Sporting Organisations and the National Institute Network have been selected as Lifeline Community Custodians. Many of the Lifeline Community Custodians have lived experience with mental illness and are all passionate about giving back to the community and helping Lifeline reduce the rate of suicide in Australia. The athletes will attend Lifeline supported events around the country to share their own personal stories and offer community support.

Keynote speakers around the State included Jeremy Rockliff MP, Michael Voumard (StandBy State-wide Coordinator), Julie Homer (Business Development Manager), Mitch McPherson (SPEAK UP! Stay ChatTY); Eleanor James (Director) and Kelli Charles.

***Pictured right:
Gathering at the
Royal Tasmanian
Botanical Gardens***



With thanks to the Australian Doctors Orchestra

On Sunday 8 September 2019, more than 100 medical professionals from all around Australia performed in a concert as part of the Australian Doctors Orchestra in honour of Lifeline Tasmania.

The Australian Doctors Orchestra (ADO) is a unique national fellowship of medical professionals who are also classically trained musicians. Since their first concert in 1993, the orchestra has played a concert every year and in every state, using each occasion to raise funds for charity.



The ADO chose Lifeline Tasmania as their chosen charity, with all proceeds from the ticket sales being donated to Lifeline Tasmania totalling more than \$10,000. The Concert was performed under the baton of maestro of former Tasmanian resident Phillip Taylor and featured the acclaimed (and former Tasmanian) violinist Kathryn Taylor. We're grateful for the generous support of everyone associated with the ADO.

Thank you

At Lifeline Tasmania we are dependent on the goodwill and support of the Tasmanian Community. Thank you to our generous donors. We are appreciative for the generous support given by so many in the past 12 months. Through your gifts we have been able to continue our life saving working here in Tasmania. You truly make the difference for us, and we are extremely grateful!

We recognise that the last four months of the 2019/20 year was particularly tough for many in our community. In this time we were overwhelmed by the heart-warming support by countless individuals. Thank you for ensuring we can remain available to anyone who needs us 24/7, particularly in our busiest months on record from March 2020 due to COVID-19.

Special Acknowledgements:

Australian Doctors Orchestra
Before Creative
City of Launceston
Hit 100.9 and Triple M
Rhubarb Sparkle

Royal Tasmanian Botanical Gardens
South32
Royal Hobart Golf Club
The Hutchins School – Thorold House
The Mercury

Community Education & Training

Lifeline Tasmania continued our commitment to raise awareness and deliver education to the community and frontline workers across a range of areas including suicide intervention, mental health, crisis communication and domestic violence.

This year Community Education has trained:

- 75 people in Applied Suicide Intervention Skills Training
- 75 people in SafeTALK
- 160 people in Mental Health First Aid
- 15 people in Crisis Communication Skills
- 130 people in DV-Alert

A continued growth in interest in mental health training saw the team delivering workshops to a range of organisations such as National JobLink, Nexus, Huon Elder Care, Mental Health Council of Tasmania and Launceston City Mission. Crisis Communication Skills was tailored specifically for training the Mental Health Council of Tasmania.

The DV-Alert training program, funded by the National Plan to Reduce Violence against Women and their Children continued to have solid attendance from frontline workers across the sector. This highly specialised training is offered in a broad range of streams, the newest offerings this year being Working with Interpreters and Complex Forms of Violence. A partnership with Risdon Prison was formed to deliver the DV-Alert workshop to employees.

The impact of COVID-19 resulted in the end of face to face delivery of all training in March this year. Lifeline Tasmania was successful in securing the full funding for DV-Alert despite the cessation of face to face delivery for the remainder of the year. In return, delivery of e-learning assessment services were provided. The team responded to the changes by upskilling in the delivery of online Mental Health First Aid training and converting the Crisis Communication Skills training package into a series of three separate online workshops.

The shift to develop capacity to deliver online has positioned Lifeline Tasmania well to respond to the need within the community for greater access to mental health training as a result of the ongoing impacts of COVID-19.

OzHelp

In February, 2020, OzHelp Tasmania Inc. merged with Lifeline Tasmania Inc. The program of training and support services that OzHelp Tasmania provides is now continuing under Lifeline Tasmania with the same focus on workplaces and, in particular, the building and construction industry.

The merger recognises the increasing demand on the services of both organisations in the community and workplace education and training areas. It enables both organisations to pool resources and reach wider audiences throughout the state. Under Lifeline Tasmania, the OzHelp Tasmania program will retain its own brand and will continue to deliver its services to a wide range of Tasmanian workplaces.

In March 2020, the delivery of all face to face services was temporarily suspended in response to the COVID-19 pandemic. The program moved to deliver support and training online. This change, while not without its' challenges,

was a relatively smooth one. As expected, demand for support increased during the “lockdown” period and it is anticipated that this increase in demand will remain for some time.

Staff are continuing to refine existing training content for online delivery. While the return to face to face delivery (in June) was very welcome, a mixture of on-site, off-site and online delivery is likely to be the “new normal” into the future. OzHelp Tasmania will continue to provide suicide prevention and social capacity building programs designed to reduce the loss of life through suicide and to develop resilient, resourceful and productive workforces.

Chats

The Chats program provides connection and social support for members of our community over 65 years and under 65 years of age who are identified as a high risk of isolation and loneliness. Funding is provided by the Commonwealth Home Support Program (CHSP) and the Tasmanian Home and Community Care (HACC) Program. Chats has a strong focus on exercise and socialising which are proven to improve physical and mental health adding to overall wellbeing, with an overall aim to increase quality of life.



Through social support and community engagement, the Chats program increases social connections and friendships, provides activities tailored to client’s circumstances, including carers and families, improves independence and enhances quality of life. One of the aims of the Chats program is to encourage the friendships built within the program to continue outside of the program.

Before COVID-19 restrictions, Chats attended several Health and Wellbeing Expos to showcase the Chats Program and the type of activities and service delivery available. During the COVID-19 restrictions Chats maintained strong social connections with clients and volunteers. The most significant and satisfying outcome of the COVID-19 restrictions was how everyone was united in their approach in supporting each other and the strong connections staff and volunteers made with clients receiving regular contacts. This enabled clients to also use friendships and connections formed through the Chats Program to support each other during the lockdown period. From mid-March staff and volunteers participated in phone calls, letter writing and sending cards to clients with some virtual contact through face time, skype and zoom for those that had the technology. Chats clients were also referred to 1800 98 44 34 A Tasmanian lifeline for additional support.

A client survey was conducted to gauge client satisfaction with Lifeline Tasmania's response and support during the COVID-19 lockdown. The results were overwhelmingly positive, with clients feeling supported through continual contact from staff and volunteers.

The Chats Program has been nominated in the 2020 Volunteering Tasmania Volunteer Awards. Due to COVID-19 there was a delay in announcing the finalists which will now be announced in July, 2020. The awards ceremony will be at Government House later in 2020.



Pictured above, below and previous page: Chats clients enjoying the program's activities.



Community Visitors Scheme (CVS)

Community Visitors Scheme is a federally funded program that enhances the lives of our older Tasmanians by providing friendship and companionship. To help older people maintain social connection. CVS does this through valuing, supporting and enriching the quality of life of aged care residents and recipients who are still living independently.

Volunteers are matched with residents of Aged Care facilities and home care clients who have similar interests, hobbies or ethnic backgrounds. The funding provided to Lifeline Tasmanian is for supporting and connecting volunteers to recipients throughout three regions; the South, North and North West Tasmania. Our team of over 100 volunteers provides connections to those in Aged Care Facilities and those on Home Care Packages living in their own homes. The many volunteers are recognised for their dedication with celebrations of appreciation during National Volunteers Week, Seniors Week and other special occasions.

Once face-to-face visits were stopped in mid-March due to COVID-19 restrictions, volunteers maintained their friendship by making regular telephone calls, writing letters, sending cards, and connecting via zoom. Volunteers went out of their way to make sure CVS residents and home care clients did not feel isolated and lonely, including shopping for special items that the resident's missed due to lockdown. Birthdays and other special occasions were acknowledged, focusing on maintaining that already formed, strong connection, was a priority under challenging circumstances.



Pictured above: CVS Group Volunteer, 20 year old Tim Berry. Tim brings warmth, empathy, fun and laughter to residents at Regis Aged Care Home in Warrane. Tim has been a volunteer for three years.

A Tasmanian Lifeline

The impacts of the coronavirus (COVID-19) outbreak such as physical distancing, isolation and financial concerns had the potential to increase anxiety and stress in our communities.

In partnership with the Tasmanian government, Lifeline Tasmania responded to these mental health risks by establishing the 1800 98 44 34 Lifeline Tasmania call centre.

This unique model provides phone advice and support for Tasmanians, many of whom have never previously sought support and who experienced psychological distress during the pandemic. It is a preventative health model with the goal of supporting all Tasmanians through this time, regardless of the issues. Among many issues, A Tasmanian Lifeline is supporting those who are lonely and isolated, living with increased anxiety or are worried about someone else. It offers support, information and referrals to keep the community connected and resilient.

The call centre supports the community through incoming calls, follow up calls and a specialised reach out component which targets the mental health needs of industries most impacted by COVID-19.



Pictured above and below: Advertisements for the 1800 service.

Pictured left: Lifeline Tasmania CEO, Debbie Evans, opening the 1800 call centre.



Telephone Crisis Support (13 11 14)

This year has been an amazing period of development and service for 13 11 14 at Lifeline Tasmania. Lifeline Tasmania was one of the first centres to trial a revolutionary new framework for providing the vital in-shift support depended on by our team of highly skilled crisis supporters. This new framework proved both efficient and beneficial and is now being rolled out to centres nationally.

Lifeline Tasmania also participated in the national upgrade to the newly developed CARE crisis support framework. This framework is the long-awaited result of years of development, including extensive collaboration through consultation with lived experience voices, a trainers lens, a crisis supporters lens and most importantly, previous users of the Lifeline 13 11 14 service. This new framework is helping our crisis supporters deliver the best possible support service to our help-seekers.

When the devastating bushfires struck this year, Lifeline Tasmania was there to offer support on 13 11 14. Additionally, we were also able to provide support from our Phone Room through the 13HELP Bushfire-specific Support Line stood up by Lifeline Australia.

When COVID-19 hit Australia, the number of people reaching out to 13 11 14 for support reached record-breaking levels. While some of our crisis supporters needed to protect themselves and therefore self-isolate, others took up the mantle and helped to provide record-breaking levels of service to meet the high demand. At the time of greatest need, we were able to rise to our greatest level of service.



**Volunteer
Crisis
Supporters**



**calls were
answered
by Lifeline
Tasmania**



**5401
Volunteer
Hours**

StandBy

During 2019-20, with the COVID-19 restrictions impacting face to face service delivery, StandBy has successfully continued to offer post suicide bereavement services State wide. There are 2 principal activities StandBy is engaged in. The first is support to those bereaved by suicide including individuals, families, workplaces and other groups. The second is Community Education workshops, covering suicide bereavement and building community capacity to respond.

To provide successfully provide support when and were needed, we have a state-wide support team including a coordinator, 2 team leaders and 10 support team members who are evenly spread throughout the state in key locations. In the past year we have seen an increase in requests for group support, including 2 sporting clubs and a number of workplaces in a variety of industries. We have continued to support individuals and families where requested and in the COVID 19 period have increased our use of telephone and video support which has proven to be quite effective. Through COVID-19, we were able to reach communities using technology that are otherwise quite isolated resulting in an increased footprint in the community.

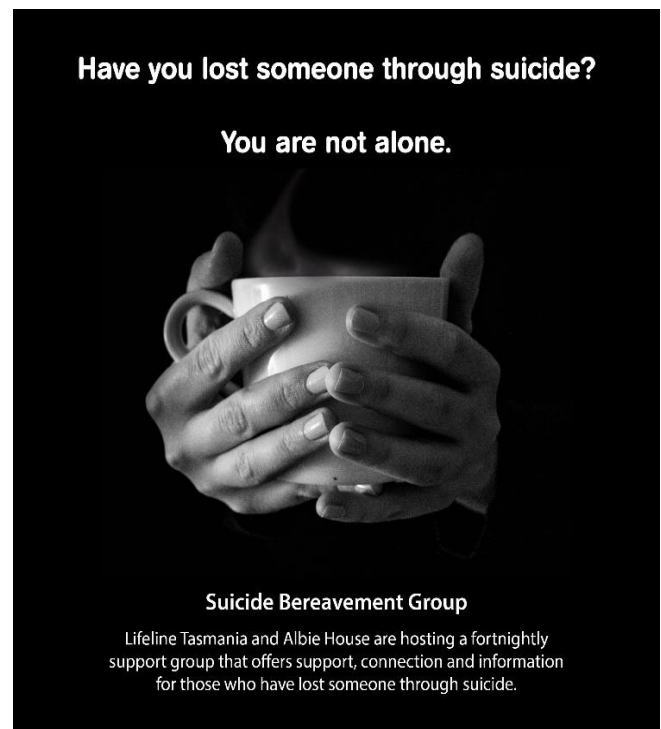
Our community engagement has provided Workshops engaging numerous diverse groups and communities, including the Huon Valley, Circular Head, Bruny Island, Burnie, Launceston and many more. The more recent workshops have been adapted to online presentation, where we took the lead for StandBy nationally, increasing our capacity to reach more remote communities and groups. We have worked collaboratively with many other communities and organisations including the LGBTIQ+ community, Aboriginal communities, Ambulance Tasmania, the prison service and other first responders.

To enhance and direct our work, StandBy undertakes regular meetings and gains guidance from our advisory group, including a lived experience lens.

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.



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 0400 183 490 or by email to info.south@lifelinetasmania.org.au



This year saw a review of retail operations and possible expansion into other areas of the State. An opportunity to open a shop at Shearwater presented itself in 2019. With the challenges presented through COVID-19 in early March, Lifeline Tasmania continued to work hard throughout the year to get the shop ready for opening in September, 2020, and look forward to supporting the Shearwater community.

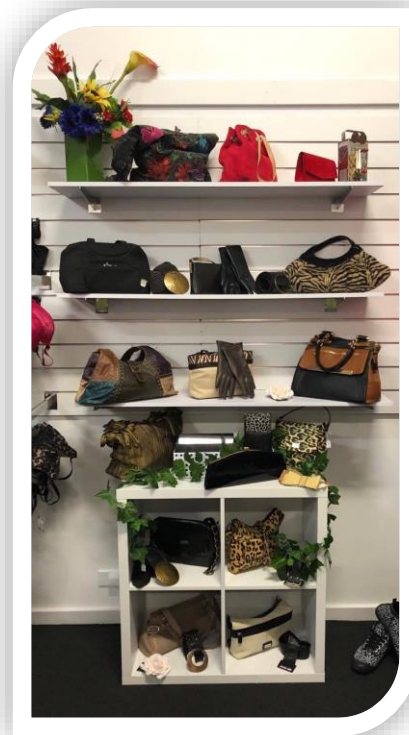
2019/20 was one of Lifeline Tasmania's most challenging years in retail. For the safety of staff, volunteers and the community, and as directed by the Department of Health, as a direct result of the COVID-19 pandemic, Lifeline Tasmania made the decision to temporarily close all shops throughout the State.



During closure, a small dedicated workforce of staff continued to keep the retail operations running by collecting donations, preparing the sites for reopening with a focus on safety and readiness to reopen once the COVID-19 restrictions allowed. The closure of stores also allowed Lifeline Tasmania to review the look and feel of our retail outlets. Shops were redesigned and remerchandised allowing for a fresh new look once the doors reopened. Time was also spent reorganising the shop floor layouts to allow social distancing requirements to be implemented ready to reopen the shops anticipated for the beginning of July, 2020.

With the COVID-19 impact on Operations for Retail sites across the State, a review of sites viability, including location, took place. As a result, Lifeline Tasmania made the difficult decision to not renew leases for East Devonport, East Devonport Warehouse and Burnie in June, 2020. Some volunteers from these sites will continue to volunteer at the new Shearwater shop.

Volunteer engagement was maintained through various communications resulting in a high retention of all Retail volunteers who remain committed to reopening and supporting their communities. While not being able to participate during the COVID-19 lockdown, they continued to offer support in any way they could and showed eagerness to get back to their volunteering roles. Our volunteers are the backbone of our Retail arm and therefore, keeping our volunteers safe and well remains our priority. To all our volunteers, for your support during these very difficult and challenging months, we say Thank You!



Pictured above and left: A sneak peek at the new Shearwater shop opening in September, 2020



Lifeline Board composition

The Association is managed by a skills-based Board comprising currently of nine (9) Directors. Lifeline Tasmania's members elect two (2) Directors while the Board appoints the remainder. Each Director serves a two year term, with a limit of five terms.

During this year, Lifeline Tasmania has seen the resignation of two Directors, Maria Bond at the 2019 AGM and Michael Sylvester in March, 2020.

Two new Directors, Mark Nugent and Phil Sidney, were appointed to the Board in February, 2020, having both served on the Board of OzHelp Tasmania prior to the Organisation's merger with Lifeline Tasmania in early 2020.

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, Construction, Technology Management and WH&S and cover government, corporate, private and global enterprises; legal; energy; media and infrastructure and the community sector. One Director currently serves as a volunteer Crisis Supporter.

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

Lifeline Tasmania Life Membership

At the AGM in October, 2019, the Board awarded Lifeline Tasmania Life Membership to Kay Skillington OAM (formerly Kay Fisher) and Margaret Young in recognition of distinguished service and significant commitment to suicide prevention in Tasmania.

Kay joined Lifeline Hobart at its inception in 1973 as secretary to Rev Bill Rae. In 1975, Kay moved to Melbourne and trained with Lifeline Melbourne to receive qualifications in face to face counselling. In 1979 she was appointed as Counselling Coordinator

with Lifeline Hobart and Training Coordinator in the 1980's. Kay counselled families suffering the effects of SIDS and made significant contribution to the NALAG (National Association of Loss and Grief) and SIDS both at a local and national level. Kay retired in 1991, however continued in a volunteer capacity as a support for telephone workers. She received an OAM in 1993 in recognition of her service to Lifeline.



Pictured above: President, James Pirie, presenting the Lifeline Tasmania Life Membership award to Kay Skillington, OAM

Margaret assisted Rev Bill Rae in exploratory meetings and discussions regarding opening of a Lifeline Centre in Hobart in 1971. She was involved in the selection process and training of the first Lifeline volunteers in 1973 and served as a Rostered Duty Officer for telephone workers providing out of hours support. Margaret served on the Board of Lifeline Hobart from 1973 to 1989 and was President from 1985-1987. Margaret was unable to attend the award presentation.

To recognise the important contribution in building strong and resilient communities in the Northwest, the Board invited Lifeline NW Members who were awarded Life Membership prior to the merger of Lifeline Hobart and Lifeline NW in 2012 to become Life

Members of Lifeline Tasmania. The NW Life Members accepting Lifeline Tasmania Life Membership were John Foon, Jeremy Rockliff MP and Marion Dunham.

John trained as a Lifeline NW telephone counsellor in 1992. He joined the Lifeline NW Board in 1994 and became Treasurer from 2000 to 2008. John was elected President in 2009 and was awarded Life Membership from Lifeline NW in 2009.



Pictured above: James Pirie and John Foon

Jeremy's first role with Lifeline NW was as a telephone counsellor in 1993. He was instrumental in establishing the Lifeline Board Subcommittees and as a leader of the Human Resources Subcommittee. Jeremy became a member of the Lifeline NW Board in 1995 and during this time became a telephone counsellor trainer. He was elected as Vice President of the Board in 1997, became President in 1998 for a period of three years and then returned to the Vice President role in 2001. Jeremy also served as Public Officer from 2009-2012. He received Life Membership from Lifeline NW in 2006.

Marion served Lifeline as a Volunteer from 1988 to 2014 and was Shop Supervisor at the Burnie Shop. She received both the Lifeline Australia Wattle Award for 15 years of service and the Opal Award upon her

retirement. Marion's 26 years of commitment to volunteering was rewarded with Life Membership from Lifeline NW in 2009.



*Pictured above, James Pirie and Jeremy Rockliff MP
Pictured Below: Marion Dunham*





As all of us are aware, the latter part of this financial year was severely disrupted by the extraordinary impact of the COVID19 pandemic. As explained in the Annual Report, the initial impact of the pandemic constrained our ability to provide our fundamental services, but also decimated our income-generating activities by forcing us to shut our network of retail stores and community education activities.

We are grateful to the Australian and Tasmanian Governments for their COVID19 subsidies (JobKeeper) and other support packages for the NFP sector) and extended grant continuity in the early days of the pandemic. We also thank Lifeline Australia for its extra allocations of subsidies and donations, as well as our corporate and private donors for their generous contributions. Together, these provided a financial lifeline to us of around \$791,000 which allowed us to restructure our service delivery to clients and re-establish our community education services through other platforms.

Notably, Lifeline Tasmania was well-prepared to respond to the Tasmanian Government's need to establish the *A Tasmanian Lifeline* service. This allowed us to provide critical support to the Tasmanian community and, as a welcome by-product, replace revenues we would have earned

ordinarily through our retail network around the State.

Our financial result this year also recognises the outcome of the merger with OzHelp Tasmania which was finalised just as COVID19 emerged. The overall result for this year is a surplus of \$464,000, compared to last year's surplus of \$1638. Total Revenues, including COVID19 Funding and Support increased to \$4,985,677, up from \$4,090,582 in 2018-19. Total Expenses increased to \$4,521,341 (up from \$4,088,944), mainly due to costs incurred to deliver the new *A Tasmanian Lifeline* service and introduce remote delivery of our services. These were offset to an extent by reductions in operating costs as we changed our operating model during the pandemic.

Our Total Equity increased some 41% to \$2.5M due to this year's Surplus and the newly-created OzHelp Reserve. Balances of Cash and Investments were up almost \$1.7M.

The Board is committed to making best use of the windfall surplus. It is currently assessing long-term investment options and initiatives to strengthen its business platforms so Lifeline Tasmania can continue to deliver its vital services in the future, come what may.

In closing, I acknowledge and thank the CEO, Corporate Services Manager, Finance team and Board Liaison Officer for their commitment and dedication during the year. Despite the upheaval, the Board and Audit & Risk Committee continued to receive timely and relevant financial information on which to make important and unprecedented decisions.

A handwritten signature in blue ink, appearing to read 'Carolyn Pillans', written in a cursive style.

Carolyn Pillans
Treasurer

LIFELINE TASMANIA INC.
STATEMENT OF OTHER COMPREHENSIVE INCOME FOR THE YEAR
ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
INCOME			
Government and Other Grants		2,319,542	2,074,696
Fundraising		280,403	75,637
Trading Activities		948,604	1,295,612
Other Income		645,214	581,217
Recoupments		25,510	32,830
Gain on Sale of Assets		2,318	30,590
Carried Forward Unspent Grant Funds		(26,914)	-
		<u>4,194,677</u>	<u>4,090,582</u>
EXPENDITURE			
Accounting and Auditing Fees		17,285	8,325
Advertising and Promotion		34,899	27,162
Bad Debts Expense/(Recovered)		959	-
Client Support		23,037	53,557
Computer Expenses		48,295	23,480
Consultancy Fees		127,641	52,814
Depreciation and Amortisation	1(o)(i)	531,284	91,128
Motor Vehicles – Running Costs		77,722	88,121
Printing and Stationery		38,321	37,326
Rent	1(n)	-	446,276
Salaries and Wages		3,163,786	2,787,152
Lease Interest		38,437	-
Telephone, Internet, Fax		64,150	59,220
Travel and Accommodation		31,513	77,862
Utilities		50,091	50,107
Volunteer Costs		35,076	47,373
Other Expenses		238,845	239,041
		<u>4,521,341</u>	<u>4,088,944</u>
OPERATING SURPLUS		<u>(326,664)</u>	<u>1,638</u>
COVID Funding / Support		791,000	-
Other Comprehensive Income		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u>464,336</u>	<u>1,638</u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
BALANCE SHEET
AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash and Cash Equivalents	2	742,687	663,957
Financial Assets	3	2,719,672	1,196,184
Receivables	4	321,193	186,980
TOTAL CURRENT ASSETS		3,783,552	2,047,121
NON-CURRENT ASSETS			
Plant and Equipment	5	165,716	259,767
Right-of-Use Asset	6	788,108	-
TOTAL NON-CURRENT ASSETS		953,824	259,767
TOTAL ASSETS		4,737,376	2,306,888
CURRENT LIABILITIES			
Creditors	7	880,584	124,179
Provisions	8	293,955	240,943
Lease Liabilities		425,661	-
TOTAL CURRENT LIABILITIES		1,600,200	365,122
NON-CURRENT LIABILITIES			
Provisions	9	169,779	104,803
Lease Liabilities		380,885	-
TOTAL NON-CURRENT LIABILITIES		550,664	104,803
TOTAL LIABILITIES		2,150,864	469,925
NET ASSETS		2,586,512	1,836,963
EQUITY			
Retained Earning		1,836,963	1,835,325
Surplus for the year		464,336	1,638
OzHelp Reserve		285,213	-
TOTAL EQUITY		2,586,512	1,836,963

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
 STATEMENT OF CHANGES IN EQUITY
 FOR THE YEAR ENDED 30 JUNE 2020

	Retained Earnings	OzHelp Reserve	Total
	\$	\$	\$
Balance at 1 July 2018	1,835,325	-	1,835,325
Surplus for the year	1,638	-	1,638
Balance at 30 June 2019	1,836,963	-	1,836,963
Balance at 1 July 2019	1,836,963	-	1,836,963
Surplus for the year	464,336	-	464,336
Transfers in	-	285,213	285,213
Balance at 30 June 2020	2,301,299	285,213	2,586,512

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
 STATEMENT OF CASH FLOWS FOR
 THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Operations		1,755,265	1,881,507
Operating Grants Received		3,756,823	2,093,029
Interest Received		24,535	38,264
Interest Paid		(38,437)	-
Payments to Suppliers		(3,754,904)	(3,883,903)
NET CASH FLOWS FROM OPERATING ACTIVITIES	11	<u>1,743,282</u>	<u>128,897</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for Plant and Equipment		-	(39,590)
Payments for Motor Vehicles		-	(104,868)
Proceeds from Sale of Motor Vehicle		2,318	46,364
Proceeds from Merger with OzHelp		285,213	-
Purchase of Investments		(1,523,488)	(27,352)
NET CASH FLOWS FROM INVESTING ACTIVITIES		<u>(1,235,957)</u>	<u>(125,446)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Reduction in Lease Liabilities		(428,595)	-
NET CASH FLOWS FROM FINANCING ACTIVITIES		<u>(428,595)</u>	<u>-</u>
Net (Decrease)/Increase in Cash and Cash Equivalents		78,730	212,638
Cash and Cash Equivalent at the Beginning of the Financial Year		<u>663,957</u>	<u>660,506</u>
CASH AND CASH EQUIVALENTS AT THE END OF YEAR	2	<u>742,687</u>	<u>663,957</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 2020

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 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) 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 2020

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 2020

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 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.

(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 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.

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

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 adopted 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 2019. New and revised Standards and amendments thereof and Interpretations effective for the current year that are relevant to the Association include:

- AASB 16 Leases
- AASB 15 Revenue from Contracts with Customers
- AASB 1058 Income for Not-for-Profit Entities

In the current year, the Association has applied AASB 16 Leases (as amended) and the related consequential amendments to other Accounting Standards that are effective for an annual period that begins on or after 1 July 2019. AASB 16 introduced new requirements for the recognition, measurement, presentation, and disclosure of leases. AASB 15 Revenue from Contracts with Customers which recognises revenue when the control of promised goods or services are transferred

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF ACCOUNTING POLICIES CONT.

to the customer at an amount that reflects the consideration expected to be received in exchange for those goods or services and AASB1058 Income for Not-For-Profit Entities, which outlines the principles for transactions where the consideration to acquire an asset is significantly less than fair value, were both adopted at 1 July 2019.

(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, per note 1(c) to the financial statements.

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.

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

1. STATEMENT OF ACCOUNTING POLICIES CONT.

(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.

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 2020

	2020	2019
	\$	\$
2. CASH AND CASH EQUIVALENTS		
Cash on Hand	8,500	8,000
Investment Account	621,612	519,458
Cash at Bank	<u>112,575</u>	<u>136,499</u>
Total Cash and Cash Equivalents	<u>742,687</u>	<u>663,957</u>
The Association's cash is restricted to the extent of the OzHelp Reserve.		
3. FINANCIAL ASSETS		
Financial Assets at Amortised Cost		
- Term Deposits	<u>2,719,672</u>	<u>1,196,184</u>
Total Financial Assets	<u>2,719,672</u>	<u>1,196,184</u>
4. RECEIVABLES		
Trade Debtors	113,258	120,669
Sundry Debtors	131,731	31,303
Prepayments	<u>76,204</u>	<u>35,008</u>
Total Receivables	<u>321,193</u>	<u>186,980</u>
5. NON-CURRENT ASSETS		
Work in Progress	-	9,800
Plant and Equipment at cost	173,305	232,623
Accumulated Depreciation of Plant and Equipment	<u>(165,701)</u>	<u>(214,608)</u>
	<u>7,604</u>	<u>18,015</u>
Leasehold Improvements	29,790	29,790
Amortisation of Leasehold Improvements	<u>(13,042)</u>	<u>(5,278)</u>
	<u>16,748</u>	<u>24,512</u>
Motor Vehicles at cost	488,999	488,999
Accumulated Depreciation of Motor Vehicles	<u>(347,635)</u>	<u>(281,559)</u>
	<u>141,364</u>	<u>207,440</u>
Total Plant and Equipment	<u>165,716</u>	<u>259,767</u>

LIFELINE TASMANIA INC
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
6. RIGHT-OF-USE ASSETS		
Buildings	1,235,141	-
Amortisation of Buildings	<u>(447,033)</u>	<u>-</u>
Total Right-of-Use Assets	<u>788,108</u>	<u>-</u>
7. CREDITORS		
Trade Creditors and Accruals	20,022	39,076
PAYG Liabilities	47,284	26,748
GST Payable	148,664	40,022
Grants in Advance	<u>664,614</u>	<u>18,333</u>
Total Creditors	<u>880,584</u>	<u>124,179</u>
8. PROVISIONS (CURRENT)		
Provisions for Holiday Pay	261,182	206,651
Provisions for Long Service Leave	31,070	26,213
Accrued TOIL	<u>1,703</u>	<u>8,079</u>
Total Provisions (Current)	<u>293,955</u>	<u>240,943</u>
9. PROVISIONS (NON-CURRENT)		
Provisions for Long Service Leave	<u>169,779</u>	<u>104,803</u>
Total Provisions (Non-Current)	<u>169,779</u>	<u>104,803</u>
10. Reserves		
OzHelp Reserve	<u>285,213</u>	<u>-</u>
Total Reserves	<u>285,213</u>	<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 OzHelp programs.

LIFELINE TASMANIA INC
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
11. CASH FLOW INFORMATION		
Reconciliation of cash flow from operations with surplus from operations:		
Net Surplus for the year	464,336	1,638
Non-cash Flows in Surplus:		
Depreciation and Amortisation	531,284	91,128
Gain on Sale of Assets	(2,318)	(30,590)
Write off Work in Progress	9,800	-
Changes in Assets and Liabilities:		
(Increase) /Decrease in Receivables	(134,213)	(23,533)
Increase/(Decrease) in Provisions	117,988	53,471
Increase/(Decrease) in Creditors	756,405	36,783
CASH FLOWS PROVIDED BY OPERATING ACTIVITIES	<u>1,743,282</u>	<u>128,897</u>
12. AUDITORS REMUNERATION		
Remuneration of the auditor of the Association, Wise Lord & Ferguson:		
Auditing the Financial Statements & Grant Acquittals	<u>10,370</u>	<u>8,325</u>
Total Auditors Remuneration	<u>10,370</u>	<u>8,325</u>
13. OPERATING LEASE COMMITMENTS		
Rent for Premises:		
Not Later than Twelve Months	-	455,390
Between Twelve Months and Five Years	-	346,501
Total Operating Lease Liability	<u>-</u>	<u>801,891</u>

LIFELINE TASMANIA INC.
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2020

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 2020 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*.



James Pirie



Carolyn Pillans

Dated this 17th day of September 2020.



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 balance sheet as at 30 June 2020, 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 2020 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 *Associations Incorporation Act 1964*, *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) 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

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.

Liability limited by a scheme approved under Professional Standards Legislation.

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 the Association's constitution and are appropriate to meet the needs of members. The Board's responsibility also includes such internal control as the Board determine 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.



JOANNE DOYLE

Partner

Wise Lord & Ferguson

Date: 17 September 2020



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