

Lifeline

Tasmania



**Annual Report
2017-2018**

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Acknowledgements

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

- *Tasmanian Department of Health (funding 13 11 14 Crisis Support and Chats Program)*
- *United Synergies (funding StandBy - Support After Suicide)*
- *Australian Government Department of Health (funding Community Visitors Scheme and Chats Program)*
- *Lifeline Australia (DV-Alert)*

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

Life 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 roles 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 has again finished the year in a strong financial position as a vibrant organisation delivering an extensive suite of programs through the commitment of our passionate staff and volunteers and supported by a diverse skills-based Board of Directors.

In a period of sector reform, Lifeline Tasmania remains agile and flexible with a commitment to working in partnership with other organisations to provide excellence in service delivery and meet the needs of Tasmanians, particularly those living in disadvantaged and at risk communities. We work closely in the early intervention space with other organisations such as OZ Help, sharing training and resources. Our partnership with Rural Alive and Well means that we are jointly supporting families and communities in rural Tasmania impacted by suicide and we share our expertise and knowledge with all key organisations working in the sector.

We have had a strong voice through our involvement with government working parties, mental health and suicide forums and community activities such as the Black Dog ride and our Out of the Shadows Walk. As a leader of suicide prevention services in Tasmania we must continue to advocate for those at risk, promote awareness and reduce stigma.

Our commitment to the national effort has never been stronger with Tasmania being selected by Lifeline Australia as a trial site for improvement in the call rates for 13 11 14. Lifeline Australia's new Strategic Direction has a strong focus on improved access to support through digital technology, as well as recognising local centre support in communities. Lifeline Tasmania is strongly committed to this strategic direction.

The Board is also committed to ensuring that the skills needed to govern the organisation in an ever changing environment are inherent in the Board make up and remain contemporary. This year our focus has been on ensuring that our Business Frameworks including our Investment Strategy, our Risk Framework and our financial systems are robust and support growth and development of the organisation into the future. We have also completed a Retail Review which has enabled us to increase our understanding of the charitable retail space and of our current retail portfolio. In turn, we are now positioned to opening new stores which will support our suicide prevention activities. It is a credit to the organisation that we received an almost perfect result in the most recent Lifeline Australia Quality Audit. A reflection of the commitment of our management, staff and volunteers to continuous improvement.

I would like to thank Director Carolyn Pillans for stepping in as Acting CEO in the first 6 months of the year while Debbie Evans was on extended leave. Carolyn provided an experienced and steady hand to keep the organisation moving forward. Thank you Carolyn, your efforts were very much appreciated.

We were all very pleased with our CEO, Debbie Evans' return from extended leave in January. The capability of Lifeline Tasmania has grown significantly under Debbie's leadership and we look forward to continuing to grow Lifeline Tasmania's capacity and ability to deliver well targeted programs in consultation with the Tasmanian community and sector partners.

I would also like to thank my fellow Board members who volunteer their experience and time and the staff and volunteers of Lifeline Tasmania who have worked hard to achieve the outcomes of this year. The strength of Lifeline Tasmania is based on quality services and professional staff and that our volunteers remain the backbone of our workforce.

As we go into the new financial year we will be developing our new Strategic Plan and our focus will continue to be on making sure that outcomes for

individuals, families and communities in Tasmania are at the forefront of everything we do as we strive to achieve our vision of "A Suicide free Tasmania".



James Pirie
President

CEO'S REPORT

It has been a privilege to continue to lead an organisation of professional staff and volunteers who have such passion and shared vision. This passion and service delivery excellence has allowed Lifeline Tasmania to excel in our commitment to our vision:

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

Across the state we have seen significant growth and expansion in our retail stores resulting in increased income that supports our services in preventing suicide in our community. The increased growth has also positioned us to expand into new areas and we will soon be opening a newly branded store in Sorell.

Lifeline Tasmania continues to be a lead provider in training that assists Tasmanians to develop the skills needed to support those at risk of suicide. Our Community Education and Training Program has also seen expansion through our DV Alert Contract allowing us to provide education and information to support the identification, and reduce the impact of, domestic violence across the state. Our reach into the

community has also increased with workshops now being delivered on Flinders Island.

The organisation was successful in 2017 in tendering for state-wide delivery of our Postvention service StandBy. The program allows us to deliver much needed individual, family and community support in all areas including rural and remote areas across the state when Tasmanians are impacted by suicide.



As CEO, the commitment and dedication of our staff and volunteers to our clients and excellence in service delivery is a source of pride. We could not deliver the services and programs we do without the generous support of our 400 volunteers and we continue to acknowledge their contribution through Volunteer Awards and events throughout the year. We have appointed a dedicated Volunteer Coordinator position in response to supporting our volunteer workforce and the role has already seen significant increases in volunteer recruitment.

As an organisation we are committed to working in partnership with other organisations and communities to ensure that Tasmanians receive comprehensive and seamless support. Our StandBy service works closely with Rural Alive and Well in rural communities ensuring that families, communities and workplaces receive ongoing support after suicide. We also have a strong voice in advocacy and policy development through various advisory groups including the Trial Site Advisory Group funded through Primary Health Tasmania. Lifeline Tasmania has also played a key role in the development of the Mental Health and Suicide Prevention Communications Charter through the Mental Health Council of Tasmania.

Our commitment to working as a key provider in Tasmania and adding value to the sector continues to be a priority. I have been privileged at a state and national level to be the Chair of both the Mental Health Council and Tasmanian Council of Social Services as well as the Australian Council of Social Services Board and a member of the Suicide Prevention Australia policy subcommittee.

We are currently working closely with the University of Tasmania and Griffith University to develop an evidence based research proposal on the impact of urban planning and social isolation and loneliness as it relates to suicide risk. This proposal will provide us with a platform to develop interventions that assist those in our communities to connect in innovative ways that reduce isolation.

In 2017/18 Lifeline Tasmania delivered over 42,000 hours of social support and activities for older people who are either living independently or in residential care and who are at risk of loneliness and social isolation.

Our StandBy services not only supported a huge number of Tasmanian families and communities post suicide but also completed 161 postvention community engagement and education activities building resilience in our communities and workforce.

Our education program completed over 70 courses aimed at providing Tasmanians with skills to identify and support those at risk, improving mental health and wellbeing and preventing Domestic Violence.

Finally our 13 11 14 Crisis Supporters also answered 8698 calls from people who were in need as part of the ongoing national objective of meeting 90% of calls from across Australia.

I would like to take this opportunity to thank the Lifeline Tasmania Board. The contribution and expertise they generously bring as volunteers has been instrumental in the success Lifeline Tasmania has experienced during this period. Thank you to our tireless volunteers who donate their time in retail, Chats, CVS, Admin and our 13 11 14 service and for the support and dedication of the Lifeline Staff.

I look forward to another year of working together to make a difference in suicide prevention in Tasmania.



Debbie Evans
CEO

Volunteer Lunch & Service Awards

On Wednesday 23 May, 2018, a Volunteer Appreciation Lunch was held at the Bellerive Yacht Club. The event was attended by over 70 Volunteers, staff and members of the Lifeline Tasmania Board. It was a fantastic opportunity to enjoy a beautiful meal overlooking the scenic River Derwent whilst recognising and appreciating the wonderful work our volunteers do.

Lifeline Tasmania's President James Pirie and CEO Debbie Evans acknowledged many volunteers milestones with awards.



A similar event was held to honour our volunteers in the North of the state at Thai Imperial restaurant in Latrobe attended by Lifeline Tasmania Management, staff and CEO, Debbie Evans, again honouring the work our volunteers do.

These lunches coincided with the many events that were celebrated throughout National Volunteer Week. During this time Lifeline Tasmania continued to actively acknowledge and celebrate the achievements of our volunteers both in social and print media.

We extend our sincere gratitude for the outstanding commitment, dedication and empathy our volunteers

display throughout all our programs all around Tasmania. From being on the front line helping those in crisis, visiting the lonely and aged, helping reduce social isolation and making our retail outlets shine. Thank you.

Celebrating Lifeline Tasmania milestones were:

5 years of service:

Jane Coatman	Hazel Baynes
Chris Lawler	Joanne Harrold
Stephen Driver	Helen Laughner
Janice Hartley	Judy Miller
Steve Butler	Paul Ciantar
Judith M Synnott	Louise Goss
Wendy Cornwall	Michelle Knop
Sarah Dunham	Rebecca Murray
Ken Nettlefold	George Littlechild

10 Year of service:

Barry Elphick	Anne Green
Pat Plunkett	Judy Delphin
Debbie Wilton	Roseanne Leonard

15 years of service:

Jafar Taheri	Wendy McCrossen
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20 years of service:

June Heathcote	Rosie Hurley
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25 years of service:

Pam Dobson	Wendy Smith
June Heathcote	Kay Corbett
Madge Radford	

Recipients of Lifeline Australia Awards 2017/18

Opal of Honour (20 years+ of Service awarded on retirement)

Margaret White (Retail)
Joy McDonald (Retail)

Golden Wattle (15 years of Service)

Beverley Jackson (Retail)

Southern Cross News, 2018 Tasmanian Volunteering Awards

Lifeline Tasmania was again the proud sponsor of the Lifeline Tasmania Emergency Services Award as part of the 2018 Southern Cross News Tasmanian Volunteering Awards.

At the ceremony held at Government House on 21 May, 2018, Lifeline Tasmania President, James Pirie, was pleased to announce this year's winner as Rodney McLean.

Since 1990, Rod has been an active volunteer with the Glengarry Fire Brigade. Over the past 28 years Rod has attended more than 200 recorded incidents ranging from vegetation and structural fires to vehicle accidents and medical emergencies. Described as epitomising the 'volunteer work ethic', Rod is credited with growing participation to the extent that there are waiting lists for both adult and junior members, both male and female.

Rod's commitment to supporting junior volunteers was demonstrated in 2012 when Rod stepped down as the Brigade Chief, to his current role as Second Officer, to allow a younger member of the Brigade to have that opportunity.

Congratulations also went to our other finalist's, Dallas Baker OAM – Lachlan Brigade, Tasmania Fire Service and Barry Bishop – Ambulance Officer, Nubeena for their contributions to our community.

TSPCN LiFE Awards

On 23 May, 2018, the Tasmanian Suicide Prevention Community Network (TSPCN) held its annual LiFE Awards in Launceston. 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 sponsored and awarded the Lifeline Tasmania Communities in Action for Suicide Prevention Award to the Break O'Day Mental Health Action Group.

The Break O'Day Mental Health Action Group was established in 2016 to ensure ongoing action towards suicide prevention within the Break O'Day community. The group have run extensive consultation within the community which led them to develop a community action plan for suicide prevention. In 2016 and 2017 the group rolled out Mental Health Week activities and have ensured that positive mental health and resilience are an ongoing focus for the community. The group have supported



Pictured above from left: Lifeline Tasmania President, James Pirie, Rodney McLean and Her Excellency Professor the Honorable Kate Warner, AC, Governor of Tasmania

numerous training opportunities to up-skill the community in mental health, suicide prevention as well as to enhance community well-being.

The importance of sponsoring these awards each year is to highlight our commitment to supporting volunteers and individuals who make a difference in our community.

Pictured from left: Debbie Evans, CEO, Lifeline Tasmania; Barry LeFevre, Break O'Day Councilor; Trish O'Duffy, St Helens Neighbourhood House; Matthew Tukaki, Chair, Suicide Prevention Australia



Black Dog Ride

Black Dog Ride began in 2009 as a ride to raise awareness of depression, evolving into a national charity involving thousands of Australians who have raised millions for mental health programs and fostered mental health awareness around the nation.

On 1 November, 2017, Lifeline Tasmania attended the launch of the Black Dog Ride Tasmania 2017 at the SES Brighton Headquarters. Staff and Management of Lifeline Tasmania assisted in the breakfast prior to the riders beginning their journey around Tasmania to raise awareness of depression and suicide prevention.

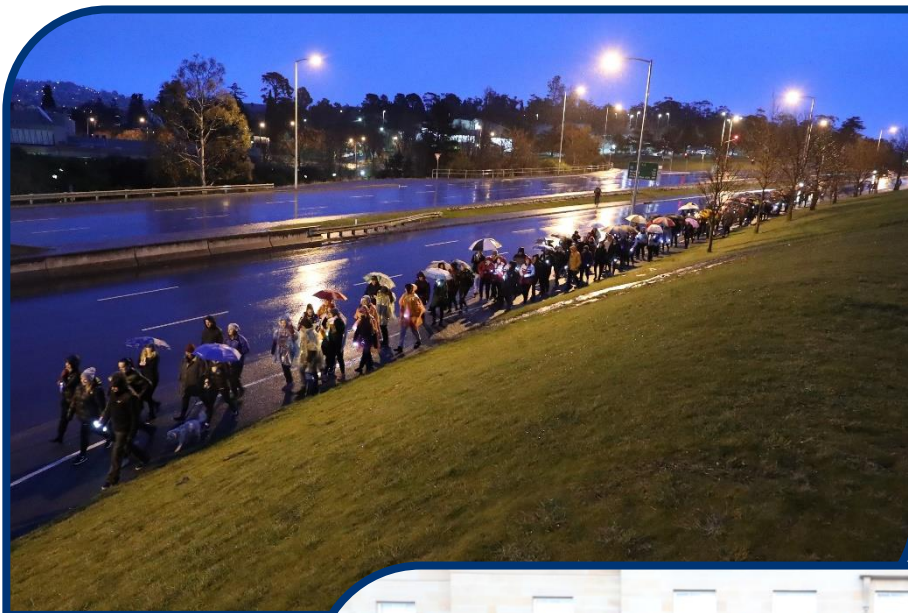
Betty Parssey, BDR – Tas Coordinator, presented Acting CEO, Carolyn Pillans, with a cheque for \$11,536.00 from proceeds of donations collected at the Black Dog 1Dayer ride in March, 2017.

Black Dog Ride Tasmania continues to be a valued partner in our efforts to make a Tasmania free of suicide.

Out of the Shadows Walk

Lifeline Tasmania hosted its annual Out of the Shadows Walk to mark World Suicide Prevention Day 2017. This event continues to be well supported by the community bringing together people from all parts of our community. The early morning departure began in the dark, walking into the dawn, symbolising the light we are shining on suicide prevention and mental health issues.

Notwithstanding the cold and the rain, over 350 people walked together to remember those lost to suicide and promote suicide prevention. Keynote speakers included Sharon Jones and Alex McKenzie, both active suicide prevention advocates in the Tasmanian Community. The event was warmly opened with Welcome to Country Katanya Maynard on the lawns of Parliament House.



Pictured left: Start of the Out of the Shadows Walk 2017, from the Cenotaph to Parliament House lawns



Pictured above from left: Alex McKenzie, Sharon Jones, Katanya Maynard and Acting CEO, Carolyn Pillans

Community Education & Training

Lifeline Tasmania continued in our commitment to raise awareness and enhance the skills of our community by providing professional and relevant training. This year Lifeline Tasmania has trained:

- 250 people in mental health first aid
- 100 people in ASIST (Applied Suicide Intervention Skills)
- 500 personnel in Crisis Communication skills and
- 500 in Family Violence awareness

The growth of the program this year has required an increase in staffing to meet the demands of our training calendar. Kristen Carroll has increased her days and we have welcomed our newest member Samina Alam.

Mental Health training has gained popularity and we have provided more of this training as requested by the community. We have experienced particular interest from students at the University of Tasmania and have trained a large number of their students.

Crisis Communication Skills training also experienced a year of growth as we delivered to the Australian Health Practitioners Regulation Agency (AHPRA) across Australia. Crisis Communication skills was tailored specifically for training for the Chamber of Commerce in Hobart and Laurel House Sexual Assault Services.

Working under the National Plan to Reduce Violence against Women and their Children, DV -Alert training has continued to be funded. The training has become well-known in the Community Services sector in Tasmania for excellent training in working with women who experience violence in the home. The addition of Kristen Carroll, with her extensive experience in training within the community services sector and government organisations has been a major step forward in the professionalism and quality of our DV-alert training.

Chats Program

Chats has successfully worked with our community to supporter older Tasmanian's socially connect and reduce their isolation. Chats have overseen the social connection of hundreds of vulnerable Tasmanians, connecting and introducing participants to others in their communities.

Over the past year Chats has introduced innovative activities building resilience in our participants. These activities support their individual social goals whilst they are enjoying and engaging in social support. Once such inclusion is the *Tech Day*, an activity where participants are encouraged to learn the functions of their phones, iPads and tablets. This has assisted seniors to get greater use from technology.

Keeping active has been a focus of our participants, with opportunities to participate in Tai Chi, Line Dancing, Walking Groups and Exercises which have proven to increase mobility, balance, and physical wellbeing.

To ensure we cater for the not so active there was a variety of activities including coffee clubs, outings to interesting places, musicals and cultural events.



Pictured above: Participants of the NW Chats Walking Group enjoying a picnic lunch.

Chats has experienced an increase in client numbers across all three regions South, North and North West. The valuable and measurable contribution Chats makes to people's lives has made this program the success that it is. The program continues its success thanks to the ongoing support and engagement of the many volunteers who make this program the enjoyable and valuable program that it is.

Community Visitors Scheme (CVS)

The Community Visitors Scheme is supported by our wonderful volunteers to make regular visits to people who are socially isolated or are at risk of social isolation or loneliness.

Providing friendship and companionship to those in our community is a fundamental goal of the visitors program. Older Tasmanian's who have few attachments to others in their community are at risk of loneliness and isolation, so regular visits from a lifeline volunteer is important.

This Federally funded program values, supports and enriches the quality of life of aged care residents and recipients who are still living independently. Volunteers spend time with residents/clients in activities they enjoy. This might be an outing, spending time on a shared interest or just sitting and chatting.

Our team of CVS volunteers were celebrated and recognized during National Volunteers Week, Seniors Week and Christmas.

CVS Coordinators supported 81 volunteers who undertook 2,034 visits to 158 residents/clients in 22 aged care providers in southern Tasmania. This equates to 2,244 hours of volunteering leading to tangible benefits for the client and volunteer alike.



Pictured above: Harvey Coghlan (Right) visiting Guilford Young Grove resident Chris Fryer



Pictured above: Sharni Brown (left) assisting home care client Betty Pearce with her crossword

Pictured below from left: CVS Coordinator Sally Steffan, Martin Howell, Rural Alive & Well, and CVS Coordinator Lib Cooper at a Community Expo, New Norfolk



Telephone Crisis Support (13 11 14)

This year the National network of crisis supporters answered 921,105 calls from people who were in need of support. This has contributed significantly to our vision of a Tasmania free of suicide.

Our highly skilled crisis supporters offer support and assistance to callers daily. A significant theme from our callers focussed on issues around relationships including safety issues, concerns for family and relationship breakdowns. There continues to be a large portion of callers who are concerned about their mental health issues and at high risk of both self-harm and suicide.

Lifeline Tasmania's supervision framework continues to support our Crisis Supporters. Our volunteers regularly take challenging calls and rely on the professional supervision support and debriefing practices that ensure the wellbeing of our team. This practice gives our Crisis Supporters advanced skills in self-reflection, individual growth and continual skill development to ensure our callers are supported when they need us the most.

The Crisis Support volunteer team has grown to 60 as a result of two intakes of new recruits during the year. As we experience a natural turnover of volunteers our team is committed to two training programs each year to ensure sustainability of our service and sufficient highly skilled crisis supporters.

Our Crisis Support team remains focused on the challenges ahead as communication changes. We embrace and move towards changing technology platforms to ensure we are able to fully support people in crisis no matter how they contact us.



**Volunteer
Crisis
Supporters**



**calls were
answered
by Lifeline
Tasmania**



**6498
Volunteer
Hours**

StandBy

After successful tendering for a state-wide service, Lifeline Tasmania began the work of consolidating the StandBy team around the State. To this end, as at June 2018, the program now has Response Workers in the following locations: East Coast, West Coast, Meander Valley, Launceston and surrounds and the South, inclusive of the Huon Valley; we are at capacity.

StandBy's Advisory Group supports and provides direction to the program and is comprised of people from diverse regions around our State including the LGBTIQ community, Aboriginal Health, seniors, the Funeral industry, Psychology, Union Representation, Ambulance Tasmania and Lived Experience. The support, advice and insights shared by Advisory group members has been invaluable.


StandBy Tasmania has successfully engaged community groups and organisations through professional development and community education workshops. Some of these workshops were facilitated for the State Emergency Services (SES), the University of Tasmania and Hobart College. Additionally, StandBy facilitated workshops and professional development sessions to over 5% of the population of Flinders Island, with the offer of work on King Island in 2019.

The goal for crisis response support is 70%. This means that with each suicide notification, we are to facilitate support collectively to at least 70% of those bereaved people or groups face to face. Our conversion rate for this reporting period from notification of a suicide, to face to face support is 95%.

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. The group meets twice-monthly.



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



A community initiative by Lifeline Tasmania and Albie House. Commencing September 2017.

2017-18 represented a positive year for the Lifeline Tasmania retail stores across the state. The growth in retail sales can be attributed to the leadership of our North West manager Phil Mann, our newest addition Rob Bouwmeester managing in the South and the ongoing dedication of our staff and volunteers.

This year saw some new initiatives in our Southern stores. Our Kingston store underwent a much needed renovation. After 20 years of servicing the community, the store experienced a facelift which has been well received by our regular customer who are enjoying the new look and feel of the store. The new look was launched with a VIP night for our regular and loyal customers. It was an overwhelming success with fantastic bargains and outstanding sales results.

On the back of the success of our Kingston VIP night, Argyle Street ran a Christmas party VIP night for its regular customers. Discounts, food and drink were available on the night. The response was overwhelming with staff and volunteers run off their feet all night resulting in the store achieving its best ever daily sales results in 20 years.

Volunteers continue to be the backbone of our Retail teams. The North West boasts over 180 loyal volunteers across our seven sites. A notable mention

is Joy McDonald who has volunteered for Lifeline for over 33 years. We would like to thank Joy for the dedication and commitment she has shown to Lifeline and acknowledge the difference her presence has made.

Lifeline is working alongside EPIC Assist; a community based Disability Employment Service. Working from the Argyle street store, EPIC clients experience the day to day workings of a retail store plus enjoy the comradery of being part of a team. The social and work skills gained through this experience are invaluable.

Lifeline Tasmania would like to thank the public for their ongoing support and generosity of their donations. The quality and quantity of these donations help us raise money to work toward our mission of a Tasmania Free of Suicide. Thank you to our dedicated staff and volunteers who collect and sort our donations daily and prepare them for sale in our nine stores state-wide.



Pictured left: Northern Retail Manager, Phil Mann, presenting the Opal of Honour Award to Joy McDonald upon her retirement



Lifeline Board composition

The Association is managed by a skills-based Board comprising 10 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.

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, Technology Management and WH&S and cover government, corporate, private and global enterprises; legal; aquaculture; 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.



Pictured main photo, from left: Annette McLean-Aherne, Maria Bond, Christine Mucha, Rod Scott, Eleanor James, James Pirie, Carolyn Pillans and John Colpo. Pictured lower left: Michael Sylvester; lower right: Evelyn Williams

Roles and responsibilities

Board

The Board charts and monitors the direction of Lifeline Tasmania by setting its vision and 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 and monitors performance targets. The Board is responsible for approving investments, operating and capital budgets, and ensuring the business is managed soundly.

CEO

The CEO manages the day to day operations of Lifeline Tasmania to implement the business 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.



I am pleased to present the audited 2017-18 Financial Report for Lifeline Tasmania. This year, the operations again delivered a net surplus of \$106K, which exceeded budget by \$80K. WLF were retained as our external auditor and their report to the Board indicates that the audit went smoothly.

Total operating income for the year was \$3.9M, which represented 7% growth on the year prior and 11% growth over the last two years. The continued growth in revenue provides an opportunity for Lifeline Tasmania to invest wisely in its people, systems and resources to further the organisation's strategic objectives. Our Commonwealth and State government programs were delivered successfully and well complimented by our retail sales and fundraising activities.

The increased operating income translated to an increase in expenditure for the year, totaling \$3.79M. This is 5% higher than the year prior. The majority of Lifeline Tasmania's expenses are attributable to wages and salaries, which is consistent with other not for profits in the sector. Pleasingly, the consistency of

expenditure demonstrates that costs are bedding down to the lowest practical level and the absence of unplanned losses for the year highlights good financial control.

Lifeline Tasmania has a strong Balance Sheet, which was further enhanced as a continuation of our strategy to Grow Equity in order to improve the organisation's resilience. Cash investments have improved by \$100K over the year and now total \$1.17M. The funds are invested across a number of low risk bonds that retain our ability for access at relative short notice if required.

Whilst there are some changes to the revenue and leasing standards occurring in the coming year, it is unlikely that these will have a material impact on Lifeline Tasmania's ability to fund its activities. We will continue to maintain a watching brief on these changes in consultation with WLF.

This report brings to a close my tenure as Acting Treasurer and I have handed the reins back to Director Pillans. Special thanks to James Versteegen for the diligence in which he performs his responsibilities and the support he has afforded to me. In closing I would like to thank the Lifeline Volunteers, Staff, Management Team and Board, whose continued efforts are clearly reflected in this year's results.

A handwritten signature in black ink, appearing to read 'Michael Sylvester', written over a light blue horizontal line.

Michael Sylvester
Acting Treasurer

LIFELINE TASMANIA INC.
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
INCOME		
Government and Other Grants	1,942,765	1,820,169
Fundraising	84,580	74,979
Trading Activities	1,401,271	1,288,731
Other Income	433,716	381,314
Recoupments	12,357	34,318
Gain on Sale of Assets	4,545	25,682
Carried Forward Grant Funds Utilised/(Accrued)	19,162	8,250
	<u>3,898,396</u>	<u>3,633,443</u>
EXPENDITURE		
Accounting and Auditing Fees	13,775	15,485
Advertising and Promotion	22,781	30,324
Bad Debts	(8,181)	8,181
Client Support	61,719	40,230
Computer Expenses	22,755	21,089
Consultancy Fees	4,023	23,488
Depreciation and Amortisation	138,780	142,584
Motor Vehicles – Running Costs	92,908	80,133
Printing and Stationery	41,226	39,372
Rent	333,635	316,920
Salaries and Wages	2,620,368	2,287,076
Telephone, Internet, Fax	50,125	50,528
Travel and Accommodation	53,815	38,743
Utilities	49,976	53,822
Volunteer Costs	51,560	49,097
Other Expenses	242,576	234,922
	<u>3,791,841</u>	<u>3,431,994</u>
OPERATING SURPLUS	<u>106,555</u>	<u>201,449</u>
TOTAL SURPLUS FOR THE YEAR	<u>106,555</u>	<u>201,449</u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.

BALANCE SHEET

AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
CURRENT ASSETS			
Cash and Cash Equivalents	2	660,506	447,868
Investments	3	1,168,832	1,159,718
Receivables	4	163,447	137,303
TOTAL CURRENT ASSETS		<u>1,992,785</u>	<u>1,744,889</u>
NON-CURRENT ASSETS			
Plant and Equipment	5	222,211	252,371
Intangible Assets	6	-	64,850
TOTAL NON-CURRENT ASSETS		<u>222,211</u>	<u>317,221</u>
TOTAL ASSETS		<u>2,214,996</u>	<u>2,062,110</u>
CURRENT LIABILITIES			
Creditors	7	87,396	121,587
Provisions	8	225,363	168,914
TOTAL CURRENT LIABILITIES		<u>312,759</u>	<u>290,501</u>
NON-CURRENT LIABILITIES			
Provisions	9	66,912	42,839
TOTAL NON-CURRENT LIABILITIES		<u>66,912</u>	<u>42,839</u>
TOTAL LIABILITIES		<u>379,671</u>	<u>333,340</u>
NET ASSETS		<u>1,835,325</u>	<u>1,728,770</u>
EQUITY			
Retained Earning		1,728,770	1,527,321
Surplus for the year		106,555	201,449
TOTAL EQUITY		<u>1,835,325</u>	<u>1,728,770</u>

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Operations		1,942,820	1,791,276
Operating Grants Received		1,923,603	1,799,263
Interest Received		26,593	31,596
Payments to Suppliers		<u>(3,632,039)</u>	<u>(3,331,177)</u>
NET CASH FLOWS FROM OPERATING ACTIVITIES	10	<u>260,977</u>	<u>290,958</u>
 CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for Plant and Equipment		(9,761)	(3,588)
Payments for Motor Vehicles		(34,009)	(135,538)
Proceeds from Sale of Motor Vehicle		4,545	25,682
Purchase of Investments		<u>(9,114)</u>	<u>(309,718)</u>
NET CASH FLOWS FROM INVESTING ACTIVITIES		<u>(48,339)</u>	<u>(423,162)</u>
 Net (Decrease)/Increase in Cash and Cash Equivalents		 212,638	 (132,204)
Cash and Cash Equivalent at the Beginning of the Financial Year		<u>447,868</u>	<u>580,072</u>
CASH AND CASH EQUIVALENTS AT THE END OF YEAR	2	<u>660,506</u>	<u>447,868</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 2018

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) 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 2018

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 2018

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 2018

	2018	2017
	\$	\$
2. CASH AND CASH EQUIVALENTS		
Cash on Hand	7,650	6,650
Investment Account	617,947	409,666
Cash at Bank	34,909	31,552
Total Cash and Cash Equivalents	<u>660,506</u>	<u>447,868</u>
3. INVESTMENTS		
Term Deposits	1,168,832	1,159,718
Total Investments	<u>1,168,832</u>	<u>1,159,718</u>
4. RECEIVABLES		
Trade Debtors	77,921	100,081
Provision for Doubtful Debts	-	(9,000)
Sundry Debtors	8,526	4,693
Prepayments	77,000	41,529
Total Receivables	<u>163,447</u>	<u>137,303</u>
5. PLANT AND EQUIPMENT		
Plant and Equipment at cost	232,623	222,862
Accumulated Depreciation of Plant and Equipment	(203,482)	(189,273)
	<u>29,141</u>	<u>33,589</u>
Leasehold Improvements	47,198	47,198
Amortisation of Leasehold Improvements	(47,198)	(47,198)
	<u>-</u>	<u>-</u>
Motor Vehicles at cost	510,161	501,552
Accumulated Depreciation of Motor Vehicles	(317,091)	(282,770)
	<u>193,070</u>	<u>218,782</u>
Total Plant and Equipment	<u>222,211</u>	<u>252,371</u>

LIFELINE TASMANIA INC.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
6. INTANGIBLE ASSETS		
Sale and Leaseback Asset	42,817	42,817
Accumulated Amortisation of Sale and Leaseback Asset	<u>(42,817)</u>	<u>(34,967)</u>
	<u>-</u>	<u>7,850</u>
Office Relocation Costs	13,673	13,673
Accumulated Amortisation of Relocation Costs	<u>(13,673)</u>	<u>(12,990)</u>
	<u>-</u>	<u>683</u>
Rent Free Period Asset	307,183	307,183
Accumulated Amortisation of Rent Free Period Asset	<u>(307,183)</u>	<u>(250,866)</u>
	<u>-</u>	<u>56,317</u>
Total Intangible Assets	<u>-</u>	<u>64,850</u>
7. CREDITORS		
Trade Creditors and Accruals	35,526	36,400
PAYG Liabilities	22,080	20,748
GST Payable	29,790	26,472
Grants in Advance	-	19,162
Superannuation Payable	-	18,805
Total Creditors	<u>87,396</u>	<u>121,587</u>
8. PROVISIONS (CURRENT)		
Provisions for Holiday Pay	199,100	141,283
Provisions for Long Service Leave	23,321	22,064
Accrued TOIL	2,942	5,567
Total Provisions (Current)	<u>225,363</u>	<u>168,914</u>
9. PROVISIONS (NON-CURRENT)		
Provisions for Long Service Leave	<u>66,912</u>	<u>42,839</u>
Total Provisions (Non-Current)	<u>66,912</u>	<u>42,839</u>

LIFELINE TASMANIA INC.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
10. CASH FLOW INFORMATION		
Reconciliation of cash flow from operations with surplus from operations:		
Net Surplus for the year	106,555	201,449
Non-cash Flows in Surplus:		
Depreciation and Amortisation	138,780	142,584
Gain on Sale of Assets	(4,545)	(25,682)
Changes in Assets and Liabilities:		
(Increase) /Decrease in Receivables	(26,144)	9,554
Increase/(Decrease) in Provisions	80,522	19,750
Increase/(Decrease) in Creditors	(34,191)	(56,697)
CASH FLOWS PROVIDED BY OPERATING ACTIVITIES	<u>260,977</u>	<u>290,958</u>
11. AUDITORS REMUNERATION		
Remuneration of the auditor of the Association, Wise Lord & Ferguson:		
Auditing the Financial Statements, Grant Acquittals and Raffles	<u>12,675</u>	<u>13,985</u>
Total Auditors Remuneration	<u>12,675</u>	<u>13,985</u>
12. OPERATING LEASE COMMITMENTS		
Rent for Premises:		
Not Later than Twelve Months	403,459	323,372
Between Twelve Months and Five Years	<u>993,523</u>	<u>282,295</u>
Total Operating Lease Liability	<u>1,396,982</u>	<u>605,667</u>

LIFELINE TASMANIA INC.
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2018

13. RELATED PARTY TRANSACTIONS

During the year the Association sublet first floor offices, of the leased property at 147 Argyle Street, to Oz Help Tasmania Foundation. Maria Bond, who is a board member of the Association, is also casually employed at Oz Help Tasmania Foundation. During the year \$15,600 was received from Oz Help Tasmania Foundation for the provided service.

During the year the Association obtained legal advice from Walsh Day James Mihal Barristers and Solicitors. Eleanor James, who is the First Vice President on the board of the association, is also a partner at Walsh Day James Mihal Barristers and Solicitors. During the year \$2,105 was paid to Walsh Day James Mihal Barristers and Solicitors for its services.

The above-mentioned related party transactions have been on conditions no more favourable than those which would have been adopted by parties at arm's length.

LIFELINE TASMANIA INC.
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2018

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

- (a) The accompanying Income and Expenditure Statement gives a true and fair view of the results of the Association for the financial year ended 30 June 2018;
- (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



Mike Sylvester

Dated this 18 day of September 2018.



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 2018, the income and expenditure statement 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 2018 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: 19 September 2018



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