



Lifeline

Tasmania



**Annual Report
2015-2016**

(Front Cover – A small representation of the Staff and Volunteers of Lifeline Tasmania)

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STRATEGIC FRAMEWORK

OUR VISION

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

OUR MISSION

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

OUR VALUES

RESPECT, CARE & SUPPORT

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

OPTIMISM

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

ACCOUNTABILITY

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

DIVERSITY

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

SOCIAL LEADERSHIP

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

OUR STRATEGY 2016-2019

GROW EQUITY

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

VALUING HUMAN CONTRIBUTION

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

BECOME THE PREEMINENT PROVIDER OF SUICIDE PREVENTION SERVICES IN TASMANIA

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

ACHIEVE EFFECTIVE OUTCOMES

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

Contact Details

Hobart Head Office

The Quay Building
Level 5, 31 Cambridge Road
Bellerive TAS 7018
Phone: (03) 6282 1500
Fax: (03) 6282 1501
Email:
admin.south@lifelinetasmania.org.au
Web: www.lifeline.org.au/tasmania
ABN: 63 961 004 547

Devonport Office

78A Oldaker Street
Devonport TAS 7310

Launceston Office (Chats)

Cancer Council Building
69 Howick Street
Launceston TAS 7250

Telephone Crisis Support

24 hours - 13 11 14

StandBy Response Service

Southern Tasmania
24 hours – 0400 183 490

Access to Allied Psychological Services (ATAPS)

Southern Tasmania
Business Hours: (03) 6282 1500

Chats

Business Hours: (03) 6282 1500
Email: adminsouth@lifelinetasmania.org.au

Community Visitors Scheme (CVS)

Business Hours: (03) 6282 1500
Email: cvs@lifelinetasmania.org.au

Community Education

Business Hours: (03) 6282 1500
Email:
admin.south@lifelinetasmania.org.au

Lifeline Shops

Burnie Shop

19b Ladbrooke Street, Burnie 7320
Phone: (03) 6431 8715

Devonport Shop

4 Kempling Street, Devonport 7310
Phone: (03) 6423 4280

Tip Shop

Bay Drive, Devonport 7310
Phone: (03) 6427 3424

East Devonport Shop

Shop 6/11-15 Murray Street,
East Devonport 7310
Phone: (03) 6427 0973

East Devonport Warehouse

Shop 9, 11-15 Murray Street,
East Devonport 7310
Phone: (03) 6427 0496

Hobart Shop

147 Argyle Street, Hobart 7000
Phone: (03) 6231 1882

Kingston Shop

Shop 9, 1a Beach Road, Kingston 7050
Phone: (03) 6229 1319

Latrobe Shop

116 Gilbert Street, Latrobe 7307
Phone: (03) 6426 1415

Ulverstone Shop

3 Reibey Street, Ulverstone 7315
Phone: (03) 6425 7439

Wynyard Shop

27 Goldie St, Wynyard 7325
Phone: (03) 6442 3075

President's Report



James Pirie, President

The past year has been one of significant planning, development and growth for Lifeline Tasmania. We have completed a comprehensive planning process to develop a new strategy for Lifeline Tasmania that will guide our decision-making over the next three years. Our planning process also involved consultation with staff and volunteers to develop our shared values and with external stakeholders to understand their valuable views and perspectives regarding the work that Lifeline Tasmania does.

The key themes for our strategy for the period ahead are to:

- Grow Equity – we will strive to grow equity by sound management of our finances, brand and risk identification,
- Valuing Human Contribution – we will achieve our mission and purpose through investing in our volunteers, staff and management,
- Become the Preeminent Provider of Suicide Prevention Services in Tasmania – we will strengthen our role as the go to organisation through advocacy, partnerships with like-minded organisations and increased media representation, and
- Achieve Effective Outcomes – we will continue to build on our excellence in service delivery through utilising contemporary research, optimising our opportunities in funding and innovation in program development.

At the same time as all of this planning work, our staff and volunteers have continued our focus on delivering our programs and running our retail business. The outcome of all this work and effort is clearly seen in our results, with lift in program KPI's, increase in revenue from our retail shops, lift in staff and volunteer engagement and excellent overall financial results. These results have been delivered through the leadership of Debbie Evans, now into her 2nd year as CEO. Debbie has provided our organisation the impetus to strive for better performance and it is pleasing to see everyone involved with Lifeline Tasmania “pulling together” in the same direction.

Our improved financial position, following three years of profitable operations, has led to the Board forming an Investment Working Group to frame-up how to best invest surplus funds in a manner that builds long-term equity and manages risk appropriately. I hope to outline our investment plans in more detail before the end of the current financial year.

During the year we have also participated in activities supporting the “Better Connected Lifeline” initiative of Lifeline Australia. Whilst these reforms are not directly applicable to Lifeline Tasmania, we will continue to monitor developments and work with other Lifeline Centres and Lifeline Australia to ensure that we are delivering contemporary programs and operating our retail centres as profitably as possible. I would like to personally thank Eleanor James (1st Vice President and Public Officer) for representing Lifeline Tasmania in these activities.

In closing, despite our gains as an organisation over the last year, we know that too many of our fellow Tasmanian's are continuing to take their own lives and, the statistics remain obstinately high, with annual deaths from suicide continuing to be a leading cause of death and approximately twice the loss of life on Tasmania's roads. So with this grim statistic in mind, whilst it is clear that we have much more work to do, we remain optimistic that Lifeline Tasmania can make a positive difference. I look forward to working with you over the year ahead.



James Pirie
President

Lifeline Tasmania Board of Directors



(Back Row from L) Christine Mucha, Rod Scott, James Pirie, Giovanni (John) Colpo
(Front Row from L) – Annette McLean-Aherne, Evelyn Williams, Carolyn Pillans
(Absent) Mike Sylvester



Eleanor James



Maria Bond

CEO's Report



Debbie Evans, CEO

Over the past 12 months I have become increasingly proud to be part of the Lifeline Tasmania team. Lifeline Tasmania is a fantastic organisation with significant potential still to be explored in becoming the preeminent provider of suicide prevention services in Tasmania.

2015/2016 saw the organisation improve its reach into the community, develop new partnerships, tailor its workforce and create a new Strategic Plan. This will position the organisation to meet the challenges and opportunities provided by significant sector reforms and lay a strong foundation for our future.

In order to do this we have also focussed on our business efficiencies, increased our financial position and renewed our confidence in delivering quality services. Excellent performance is based on a clear strategy and a strong team that drives its execution. To this end, we placed increased focus on strong leadership and the most important asset we have, our staff and our volunteers, without whom we would not be able to deliver the fabulous results that we have achieved.

A restructure of the organisation more effectively identifies the spectrum of services the organisation offers from early intervention and prevention, community resilience building through to postvention and crisis support. This allows us to more effectively deliver our suite of services across the state.

Early Intervention and Prevention

Community Education led by a skilled and experience team of trainers provided over 240 hours of vital education around mental health and suicide prevention across the state. The courses were delivered to a wide range of not for profit organisations, corporate services and community groups. The program plays a key role in supporting people to identify and support those at risk of mental health issues and suicide in our community.

Our Access to Allied Psychological Services (funded through the Primary Health Tasmania) provided 633 client support sessions to those identified at a significant risk of suicide. A partnership with Relationships Australia Tasmania will see us continuing to deliver this vital service over the next 2 years.

Postvention and Crisis Support

A focus on our flagship program 13 11 14 has seen a significant increase in our contribution of calls answered as part of the National grid. This has been due to the dedication and commitment of our volunteer pool of crisis supporters and supervisors. It was incredibly pleasing to see these supervisors receive a Judges' "Special Mention" at the Tasmanian Life Awards in June.

StandBY our Postvention service (Auspiced by United Synergies) continues to provide critical support for those families and communities affected by suicide. A close relationship with the Coroners Court has seen Lifeline Tasmania providing support at inquests into suicide for those affected.

Community Engagement and Resilience

CHATS (Department of Social Services and Department of Health and Human Services) continues to provide 24,599 hours of social support to people aged 65 and over. The service plays the important role of decreasing isolation and loneliness and connecting people to their community. We achieved this by volunteers who gave up to 5,700 hours of their time to support our activities.

For older people in residential care the Community Visitors Scheme provided support through volunteer visits to those who are isolated from family and friends.

Business Enterprise

Our retail stores, Tip shop and raffles continue to provide much needed income that allows us to build on our services and provide quality low priced essentials for the community. This is only possible by the support of the 180 volunteers who support our shops.

The Future:

Having strengthened our operations and our culture and created a vision for the future, I feel extremely confident that the next 12 months will be no less successful than the last and we will continue to provide much needed support to the Tasmanian community.

I wish to thank all of our staff and volunteers for working with me to create a stronger and more robust organisation and especially our much valued volunteer Board who provide endless support and guidance for the organisation.



Debbie Evans
CEO

Lifeline Tasmania Management Team



(L-R) Lorette Venables, Julie Homer Debbie Evans (CEO), Andrew Windle,
Andrea Cordwell, Dean Taylor and Phil Mann



Risa Magnusson

Our Services and Activities – 2015/2016

131114 Crisis Support

The 13 11 14 confidential telephone crisis support service is available twenty four hours a day, seven days a week. People across Australia experiencing a personal crisis or thinking about suicide contact Lifeline and receive professional, skilled and experienced support.

This year was a very busy and productive year with a significant increase in the number of callers assisted.

A significant change to the way Lifeline Australia manages the call trends was implemented this year. The changes were incrementally implemented from May 2016, with an aim to be fully functional by 1 July, 2016. The new Workforce Management System was implemented to better match Crisis Support Workers availability to the National Call Demand of our help-seekers. Using a range of data and assumptions, Lifeline Australia is able to determine with predictability how many calls are likely to be made and at what time of the week. Using this information Lifeline Australia is able to calculate how many Crisis Supporters are needed on the phone at particular times of the day, and days of the week, enabling us to assist callers more quickly and efficiently, ultimately reducing the time the caller may have to wait for their call to be answered.

During the year we trained many new Crisis Supporters with the assistance of our volunteer training team. Their excellent work was publicly recognised by a Judges “Special Mention Award” at the recent Life Awards ceremony in Launceston.



Senior Supervisor Benita Williams accepting the award on behalf of the Volunteers.

Lifeline Tasmania holds an annual BBQ and other activities throughout the year to celebrate the Crisis Support Volunteer’s contribution to the Tasmanian community. These events are a great outlet for the Volunteer’s to communicate with each other outside of the seriousness of their workplace.



131114 Volunteers, Brian, Ath and Monica enjoying a bushwalk on Mt Wellington

StandBy

The StandBy Response Service is now in its eighth year of operation in Southern Tasmania. StandBy offers support to families, friends and communities after the loss of someone to suicide. StandBy delivers free workshops across southern Tasmania to increase the capacity of communities to respond to and support those bereaved by suicide.

StandBy supports the key objectives of the Australian Government National Suicide Prevention Strategy (NSPS) and Taking Action to Tackle Suicide (TATS) which are:

- To provide support for people bereaved by suicide through an integrated comprehensive and responsive support system within identified community regions,
- Increase the sustainable capacity of communities to respond to and support those bereaved by suicide,
- Enhance the StandBy Response Service in partnership with key stakeholders and peak bodies across Australia.

The StandBy office is filled with Trauma Teddies kindly knitted and donated by the people of Southern Tasmania. Trauma Teddies are given to those who access StandBy suicide bereavement support.



StandBy Trauma Teddies

Access to Allied Psychological Services (ATAPS) Suicide Prevention Service

2015-2016 has seen the ATAPS program grow into a highly effective and well utilised service, with a total income of \$137,280. The service has continued to grow with an increase in referrals from General Practitioners, the Royal Hobart Hospital and community organisations for those at risk of suicide.

The program aims to support people who are suicidal or at risk of non-suicidal self-injury for a period of up to two months. During this period they will be assisted to develop skills, supports and resources that work to reduce their risk of suicide. The ATAPS clinician can assist in the facilitation of a Mental Health Care Plan (MHCP) to ensure continuity of service following discharge from the program. ATAPS provided 633 occasions of service for people at risk.

Lifeline Tasmania successfully submitted a tender for the ATAPS contract in partnership with Relationships Australia Tasmania. The success of this tender has allowed Lifeline Tasmania to continue to deliver the Suicide Prevention Service in southern Tasmania.



Lorette Venables,
Early Intervention & Prevention Manager

Chats Program

Chats South

Establishment of clubs

Chats South has been developing Chats 'clubs' special interest groups over the past year. These clubs are a great way for Chats participants to develop connections with others who share similar interests and passions and for Activity Host Volunteers to share their special knowledge and interests with participants. The Chats initial club, the Walkie Talkies, has been running since October 2015. Clubs that have been generating interest and great feedback from our participants are:

- **Walkie Talkies** – a walking group that go on 'gentle' hikes in the beautiful natural environment and requires a good level of fitness and mobility,
- **Wheelie Good Times** – a 'relaxed and easy' walking group for people with mobility issues and limited level of fitness. We have participants who use walkers and/or have vision impairment in this group,
- **Matinee Idles** - provides opportunities for our Chatsters to get together to watch and discuss movies,
- **Peanut Gallery** – a group interested in a higher appreciation of arts. This group visits art galleries and artist's studios around Hobart with our highly experienced Art Activity Host.

Art Group Exhibition

The Art Group was established in the South in 2010. This year we were delighted to have the opportunity to run the first Chats Art Group Inaugural Exhibition which was held over three days at **Mathers House** where a number of paintings were sold. We thank Hobart City Lord Mayor Sue Hickey for officially opening the Art Exhibition. The Chats Art group meets every Wednesday, where a diverse range of painting styles is supported and encouraged by Art Tutor Lisa Pockett.



Chats Art Exhibition – Lord Mayor - Sue Hickey, Chats staff – Alison Matthews, and two of our Chatsters

Chats North

Chats North has also introduced special interest groups this year. Some very popular ones are **Crafty Chatsters**, **Walkie Talkies** and more recently **Wheelie Walkers**. The popular fishing group has also increased in numbers, achieving double attendance.

In February this year, Chats North moved into new offices located within the **Cancer Council Building** in Launceston. The new office offers contemporary facilities and has multiple benefits for the Chats program. Chats participants have more opportunities to connect with the community through joined activities such as **craft, yoga & meditation** and the **Cancer Council's Biggest Morning Tea**. The new location also boasts a BBQ area which can be used for the Chats BBQ activities.

This year Chats North has celebrated Chat's participant Joe's 99th birthday at a lunch with fellow participants. Joe is very much looking forward to his 100th Birthday with Chats.



Joe's 99th Birthday

Chats North West

The TSO and Hans Vonk, classical concerts have increased in popularity over the last twelve months due in part to combining a dinner with the evening activities. Chats will increase resources (volunteers and vehicles) over the next twelve months to meet the demand from the growing number of participants. The introduction and establishment of a **“Chaps Day Out”** and a **“Walking Group”** has been positive and has taken our participants' resilience to the next level.

State-wide

Chats conducted a survey for volunteers this year with feedback being positive state-wide and indicated the definite impact the Chats program has on participants. Feedback included comments like:

“I see some participants faces light up when they meet up again with people they have previously met on the activities” and “They look forward to their outings - it’s the only contact with other people for some participants.”



North Volunteers at their luncheon celebrating Volunteers week.

CVS – Community Visitors Scheme (Home Care, Group & Residential)

In 2015/16 CVS had a total of 74 volunteers: 27 Home Care Volunteers, 12 Group Volunteers and 35 active Residential Volunteers and have achieved 2,260 volunteers hours. This year all three CVS programs have met the target set by the Commonwealth Department of Health.

CVS offers many benefits to both residents and CVS Volunteers. Close friendships are formed and can continue after Home Care clients move into residential aged care. Visits have a positive effect on aged care residents who readily become involved in activities provided. CVS volunteer, Lucy Crowley, provided her client with a stereo with his favourite music from the 1940’s which provided great joy.

Credit goes to Lib and Sally (CVS Coordinators) who have successfully increased the number of volunteers and matched them to the care recipients in the aged care homes.

Special Events and Highlights 2015/16

In October 2015 Lifeline Group Volunteer, Ken Tng, organized a University of Tasmania Kendo Club competition with the aim of raising awareness of volunteering with CVS. Thirty students took part in the Kendo Club competition with Lifeline Tasmania awarding the winners with medals. The presentation took place at the Sandown Village aged care home in Sandy Bay with students and residents enjoying afternoon tea together. The students demonstrated the martial art of Kendo to the delight of the residents.

National Volunteers Week was celebrated with Lifeline Tasmania's CVS volunteers being presented with Certificates of Appreciation as well as 1 year, 5 and 10 year certificates of service to Lifeline Tasmania. Two CVS volunteers represented Lifeline Tasmania by attending the Clarence City Council Volunteer Awards Reception at the Tasmanian Golf Club on 11th May 2016.

CVS promoted its program with editorials and photographs published in the four community newspapers highlighting the CVS expansion and the friendships made through the program. CVS participated in many community events including a networking Health & Wellbeing Expo at New Norfolk on 30th June, attendance at Volunteering Tasmania networking meetings including one Expo at UTAS, and a Dementia workshop for staff and volunteers in collaboration with Alzheimer's Tasmania.



Lib & Sally (CVS Coordinators) at the Health & Wellbeing EXPO

Community Education

Community Education has continued to grow over the past year, earning over \$107,000. The courses which have contributed to the success of this program are; Mental Health First Aid, ASIST and SafeTALK along with tailored corporate presentations. Lifeline Tasmania was successful in tendering for the Domestic Violence Alert (DV Alert) program in Tasmania and this has a yearly allocation of \$232,000 in the 2016-2017 financial year.

Due to the success and growing sustainability of the Community Education Program, Lifeline Tasmania has been able to provide low cost and funded training to small community organisations and the general public.



Retail

Retail - North West

Growth in sales

The North West has continued to grow and makes up over 50% of State-wide income.

The North West stores continue to be profitable due to their high number of Volunteers.

The North West Tip Shop has had a great deal of success and has contributed financially through participation in the Work for the Dole Program.



You never know what will turn up at our Tip Shop!

New Truck

In 2015, Lifeline Tasmania purchased a new Isuzu truck in the North West with a higher carrying capacity, greater reliability and a large hydraulic ramp to aid in the collection of donations.



Retail – South

Sales in the south have continued to grow, with our Kingston shop showing an increase in sales of 9%, while the Argyle Street shop showed an increase of 13% in sales. The increase in the Kingston Store has continued, despite the reduction of quality incoming stock. This is attributed to creative use of limited space and great displays. The vintage market has been a focus this year and some fabulous vintage/retro donations have helped to increase our sales in Argyle Street. Understanding the values of vintage items is important for staff, with one dress selling for \$300 which is well above the average price of our garments.

Approximately 190 tonnes of donations were processed at the warehouse this year.

Upgraded pricing tickets with the Lifeline Tasmania logo and text 'Saving Lives', were introduced into the Argyle Street Retail Shop about midyear along with modest price increases. Customers have also enjoyed the convenience of using EFTPOS facilities on site.



Retail had great displays in the lead up to Dark Mofo, with word of mouth bringing in lots of new customers. Mirrors of all kinds, shapes and sizes were in great demand for entry into the Willow Court exhibition. Lifeline Tasmania offered discounts and items free of charge for the many overseas performers attending the event.

The Kingston shop opened on the Australia Day public holiday, which coincides with the annual Kingston Beach Party. The sales more than doubled on that day, with extra foot traffic and customers buying hats, towels and assorted beachwear.

Fundraising & Marketing

Raffles

Raffle campaigns have been a great source of income for Lifeline Tasmania. The three raffles for the 2015/16 have netted \$54,000. This total is a combination of raffle ticket sales and donations. Around 36% of the returned profit comes directly from donations via the campaign.

Lifeline Tasmania awards cash prizes in the raffles, the 1st prize being gold bullion, which has increased the demand for tickets.



Black Dog Ride

Lifeline Tasmania is a strong supporter of the annual Black Dog Ride. The ride began in 2009 as one man's ride to raise awareness of depression, developing into a national suicide prevention charity involving thousands of Australian motorcycle riders who have raised over \$2,200,000 for mental health services, fostering mental health awareness around the country.

This year we witnessed the awesome thunder of hundreds of bikes as they set off from Campbell Town to Bicheno on their one day ride. Betty Parssey, the Tasmania ride co-ordinator, presented Lifeline Tasmania with an \$8,000 cheque from donations raised from participant entrance fees.



Lifeline Tasmania Staff - Risa Magnusson and Alison Matthews



Out of the Shadows Walk

2015/16 saw over 350 people meet at dawn and walk together for Lifeline's annual "Out of the Shadows Walk". This demonstration of the communities' commitment to raising awareness about suicide and remembering those lost to suicide was heartening. The walk was led by Victor Tilley, owner of a local store, and great supporter of Lifeline Tasmania and suicide prevention.

The many people who stepped out into the very brisk morning, made their way from the Hobart Cenotaph to Parliament House Lawns. They made a soulful display walking together at dawn lighting their way with candles.

The brief service was opened by Lifeline Tasmania CEO, Debbie Evans, and was followed by a number of community speakers including, Wendy Pitchford for the Welcome to Country, Louise Heaslip and Josh Gudsell who spoke of the impact that suicides in their community had on their lives.

This year, Lifeline had the support of the Kingborough Tigers Club who provided a cooked breakfast, and Waffles on Wheels who supplied us with hot chocolate and coffee.



Treasurers Report and Financial Summary

Treasurer's Report



Carolyn Pillans, Treasurer

Lifeline Tasmania's financial performance and closing position was further strengthened in the 2015/16 year, a highlight of which was an overall trading surplus of \$361K.

This year's operating income of \$3.49M far exceeded both the prior year result and the budget set for this year. This result was driven by Lifeline Tasmania's increasingly diverse income streams including continued strong retail sales around the state, successful raffles, funded programs all meeting service targets and fees earned from the expanded Community Education Program.

Although expenditure was greater than the previous year at \$3.13M, it was still \$85K below budget, primarily due to deferred timing of expenditure.

Lifeline Tasmania's Balance Sheet again closed strongly at 30 June, with increases in both cash and investments reflecting the year's operating surplus. Amongst other things, this will allow the continued renewal of Lifeline Tasmania's operational motor vehicle fleet in the coming year.

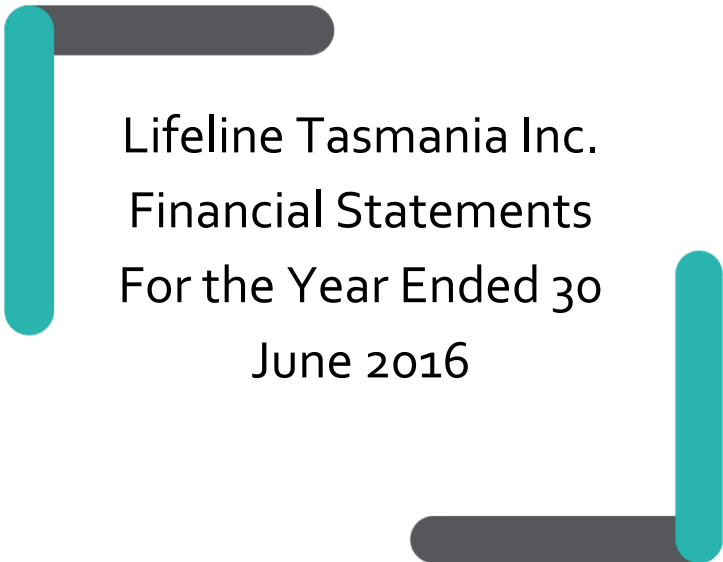
The Board approved a Business Development Framework and an Investment Policy in 2015-16 with the aim of prudently managing liquidity while aiming to capitalise on the strength of the Balance Sheet. To support this, the Board is developing an investment strategy to ensure Lifeline Tasmania's current financial strength is sustainable over the longer term.

The Board approved the operating budget for 2016/17 to support the newly established three year Strategic Plan. The budget aims to meet the forecast growth and service delivery objectives approved in the plan. Given the significant effect of the timing differences that occurred in 2015-16, the budgeted surplus for 2016-17 is forecast to be sufficient but not expected to achieve the same level as 2015-16.

I wish to extend my thanks to the Board and Audit and Risk Committee for its ongoing commitment to the objectives of Lifeline Tasmania, and to the Management Team, staff and volunteers, all of whom have delivered this year's outstanding result.

A handwritten signature in blue ink, which appears to read 'Carolyn Pillans'.

Carolyn Pillans
Treasurer



Lifeline Tasmania Inc.
Financial Statements
For the Year Ended 30
June 2016

LIFELINE TASMANIA INC.
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
INCOME		
Government and Other Grants	1,884,601	1,752,418
Fundraising	88,435	69,955
Trading Activities	1,280,862	1,218,776
Other Income	170,724	109,477
Recoupments	46,611	52,214
Gain on Motor Vehicle	6,856	(1,346)
Carried Forward Grant Funds Utilised/(Accrued)	13,440	38,431
	<u>3,491,529</u>	<u>3,239,925</u>
EXPENDITURE		
Accounting and Auditing Fees	16,900	12,920
Advertising and Promotion	10,368	7,597
Client Support	32,136	49,155
Computer Expenses	19,223	14,926
Consultancy Fees	37,900	50,581
Depreciation and Amortisation	147,184	195,180
Motor Vehicles – Running Costs	64,895	73,029
Printing and Stationery	36,778	37,067
Rent	311,210	310,747
Salaries and Wages	2,077,646	1,831,233
Telephone, Internet, Fax	46,657	50,078
Travel and Accommodation	26,585	26,996
Utilities	51,411	46,654
Volunteer Costs	52,467	43,686
Other Expenses	199,277	242,782
	<u>3,130,637</u>	<u>2,992,631</u>
OPERATING SURPLUS/(DEFICIT)	<u>360,892</u>	<u>247,294</u>
TOTAL SURPLUS FOR THE YEAR	<u><u>360,892</u></u>	<u><u>247,294</u></u>

LIFELINE TASMANIA INC.

BALANCE SHEET

AS AT 30 JUNE 2016

	Notes	2016 \$	2015 \$
CURRENT ASSETS			
Cash & Cash Equivalents	2	580,072	375,234
Investments	3	850,000	800,000
Receivables	4	146,857	37,764
TOTAL CURRENT ASSETS		1,576,929	1,212,998
NON-CURRENT ASSETS			
Plant & Equipment	5	183,095	123,689
Intangible Assets	6	137,584	210,319
TOTAL NON-CURRENT ASSETS		320,679	334,008
TOTAL ASSETS		1,897,608	1,547,006
CURRENT LIABILITIES			
Creditors	7	178,284	182,046
Borrowings	8	-	1,873
Provisions	9	164,531	161,296
Unexpended Grants	10	-	13,440
TOTAL CURRENT LIABILITIES		342,815	358,655
NON-CURRENT LIABILITIES			
Provisions	11	27,472	21,922
TOTAL NON-CURRENT LIABILITIES		27,472	21,922
TOTAL LIABILITIES		370,287	380,577
NET ASSETS		1,527,321	1,166,429
EQUITY			
Reserves			
Retained Earning		1,166,429	919,135
Surplus for the year		360,892	247,294
TOTAL EQUITY		1,527,321	1,166,429

The accompanying notes form part of these accounts

LIFELINE TASMANIA INC.
STATEMENT OF CASH FLOWS
FOR YEAR ENDED 30 JUNE 2016

	Notes	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Operations		1,592,451	1,497,264
Operating Grants Received		1,866,017	1,667,840
Interest Received		31,649	31,380
Payments to Suppliers		(3,106,366)	(2,772,829)
Interest Paid		(40)	(464)
NET CASH FLOWS FROM OPERATING ACTIVITIES	12	<u>383,711</u>	<u>423,191</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for Plant and Equipment		(134,273)	(38,598)
Proceeds from Sale of Plant and Equipment		7,273	-
Purchase of Investments		(50,000)	(800,000)
NET CASH FLOWS FROM INVESTING ACTIVITIES		<u>(177,000)</u>	<u>(838,598)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of Finance Lease		(1,873)	(5,273)
NET CASH FLOW FROM FINANCING ACTIVITIES		<u>(1,873)</u>	<u>(5,273)</u>
Net (Decrease)/Increase in Cash and Cash Equivalents		204,838	(420,680)
Cash and Cash Equivalent at the Beginning of the Financial Year		375,234	795,914
CASH AND CASH EQUIVALENTS AT THE END OF YEAR	2	<u>580,072</u>	<u>375,234</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 2016

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act (Tas)*. The Board of Lifeline Tasmania Inc. has determined that the Association is not a reporting entity.

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

In accordance with the reporting requirements of the Australian Charities and Not-for-Profit Commission the Association has complied with the following accounting standards of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors, AASB 1031 Materiality, AASB 1048 Interpretation of Standards and AASB 1054 Australian Additional Disclosures.

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

(a) Income Tax

Lifeline Tasmania Inc. is exempt from income tax.

(b) Plant and Equipment

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

(c) Intangible Assets

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

(d) Impairment of Assets

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

LIFELINE TASMANIA INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2016

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 the Lifeline Tasmania EEA.

(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 2016

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 2016

	2016 \$	2015 \$
2. CASH & CASH EQUIVALENTS		
Cash on Hand	5,050	5,050
Investment Account	416,122	267,281
Cash at Bank	158,900	102,903
Total Cash & Cash Equivalents	<u>580,072</u>	<u>375,234</u>
3. INVESTMENTS		
Term Deposits	850,000	800,000
Total Investments	<u>850,000</u>	<u>800,000</u>
4. RECEIVABLES		
Trade Debtors	49,970	24,383
Sundry Debtors	28,930	4,522
Prepayments	65,310	16,671
GST Receivable	2,647	(7,812)
Total Receivables	<u>146,857</u>	<u>37,764</u>
5. PLANT & EQUIPMENT		
Plant & Equipment at cost	219,274	202,274
Accumulated Depreciation on Plant & Equipment	(172,931)	(158,308)
	<u>46,343</u>	<u>43,966</u>
Leasehold Improvements	47,198	47,198
Amortisation of Leasehold Improvements	(47,198)	(32,162)
	<u>-</u>	<u>15,036</u>
Motor Vehicles at cost	423,878	379,485
Accumulated Depreciation on Motor Vehicles	(287,126)	(314,798)
	<u>136,752</u>	<u>64,687</u>
Total Plant & Equipment	<u>183,095</u>	<u>123,689</u>

LIFELINE TASMANIA INC.
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
6. INTANGIBLE ASSETS		
Sale and Leaseback Asset	42,817	42,817
Accumulated Amortisation on Sale and Leaseback Asset	<u>(26,404)</u>	<u>(17,841)</u>
	<u>16,413</u>	<u>24,976</u>
Office Relocation Costs	13,673	13,673
Accumulated Amortisation on Relocation Costs	<u>(10,255)</u>	<u>(7,520)</u>
	<u>3,418</u>	<u>6,153</u>
Rent Free Period Asset	307,183	307,183
Accumulated Amortisation on Rent Free Period Asset	<u>(189,430)</u>	<u>(127,993)</u>
	<u>117,753</u>	<u>179,190</u>
Total Intangible Assets	<u>137,584</u>	<u>210,319</u>
7. CREDITORS		
Trade Creditors and Accruals	95,111	84,204
PAYG Liabilities	26,221	21,575
Superannuation Payable	16,884	17,614
Revenue in Advance	<u>40,068</u>	<u>58,653</u>
Total Creditors	<u>178,284</u>	<u>182,046</u>
8. BORROWINGS (CURRENT)		
Lease Liability	<u>-</u>	<u>1,873</u>
Total Borrowings (Current)	<u>-</u>	<u>1,873</u>
9. PROVISIONS (CURRENT)		
Provisions for Holiday Pay	135,197	116,174
Provisions for Long Service Leave	23,934	31,734
Accrued TOIL	<u>5,400</u>	<u>13,388</u>
Total Provisions (Current)	<u>164,531</u>	<u>161,296</u>
10. UNEXPENDED GRANTS		
SafeTALK	<u>-</u>	<u>13,440</u>
Total Unexpended Grants	<u>-</u>	<u>13,440</u>

LIFELINE TASMANIA INC.
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
11. PROVISIONS (NON-CURRENT)		
Provisions for Long Service Leave	27,472	21,922
Total Provisions (Non-Current)	27,472	21,922

12. CASH FLOW INFORMATION

Reconciliation of cash flow from operations with surplus from operations:

Net Surplus for the year	360,892	247,294
Non-cash Flows in Surplus:		
Depreciation and Amortisation	147,184	195,179
Gain on Sale of Motor Vehicle	(6,856)	1,346
(Decrease)/Increase in Provision for Doubtful Debt	-	(4,167)
Changes in Assets and Liabilities:		
Decrease/(Increase) in Receivables	(109,092)	68,393
(Decrease)/Increase in Provisions	8,785	18,766
(Decrease)/Increase in Creditors	(3,762)	16,593
(Decrease)/Increase in Unexpended Grants	(13,440)	(120,213)
CASH FLOWS PROVIDED BY OPERATING ACTIVITIES	383,711	423,191

13. AUDITORS REMUNERATION

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

Auditing the Financial Statements, Grant Acquittals and Raffles

	13,300	11,020
Total Auditors Remuneration	13,300	11,020

LIFELINE TASMANIA INC.
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
14. OPERATING LEASE COMMITMENTS		
Rent for Premises:		
Not Later than Twelve Months	282,597	249,303
Between Twelve Months and Five Years	<u>106,463</u>	<u>267,667</u>
Total Operating Lease Liability	<u>389,061</u>	<u>516,970</u>

LIFELINE TASMANIA INC.
DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2016

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

- (a) The accompanying Income & Expenditure Statement gives a true and fair view of the results of the Association for the financial year ended 30 June 2016;
- (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



Carolyn Pillans

Dated this 20th day of September 2016.

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Independent auditor's report to the members of Lifeline Tasmania Inc.

We have audited the accompanying special purpose financial report of Lifeline Tasmania Inc. (the Association), which comprises the balance sheet as at 30 June 2016, and the income and expenditure statement and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the Directors' declaration.

The Board's Responsibility for the Financial Report

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

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, we consider internal controls relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal controls. An audit also includes evaluating the

appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies.

Audit Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of Lifeline Tasmania Inc. as of 30 June 2016 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared to assist Lifeline Tasmania Inc. to meet the requirements of the *Associations Incorporation Act [Tas]* and the Association's constitution. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for Lifeline Tasmania Inc. and its members and should not be distributed to parties other than Lifeline Tasmania Inc. and its members.



JOANNE DOYLE
PARTNER
WISE LORD & FERGUSON

Dated: 20 September 2016

Recipients of Lifeline Australia Awards 2015/2016

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

Constance Alomes (Aug 15)

Colleen Bender (Oct 15)

Bev Brook (Oct 15)

Bev Fry (Oct 15)

Carlene Richardson (Oct 15)

Peg Turnbull (Jan 16)

Audrey Mathews (Apr 16)

Golden Wattle (15 years of Service)

Jan Conners (Apr 16)

Brenda Coy (Apr 16)

Judy Peck (Apr 16)

Margaret Nankervis (Apr 16)

Angela Bull (May 16)

Acknowledgements

Tasmanian Department of Health and Human Services (funding 13 11 14 Crisis Support and Chats)

Primary Health Network Tasmania (funding ATAPS)

United Synergies (funding StandBy)

Australian Government Department of Health (funding Chats and CVS – Community Visitors Scheme)

