

Lifeline
TASMANIA

Annual Report
2024 - 2025



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

We recognise their continuing
connection to land, sea,
waterways and sky. We pay our
respect to all Tasmanian
Aboriginal Communities.

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Acknowledgements

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

- Tasmanian Department of Health (funding Chats, OzHelp Tasmania and A Tasmanian Lifeline)
- Department of Premier and Cabinet (funding 13 11 14 Crisis Support)
- YouTurn Limited (funding StandBy - Support After Suicide)
- Australian Government Department of Health, Disability and Ageing (funding Aged Care Volunteer Visitor Scheme and Chats)
- Lifeline Australia (funding DV-Alert)
- Primary Health Tasmania (funding OzHelp Tasmania)

Strategic Plan

Our Vision

A resilient Tasmania free of suicide.

Our Purpose

To provide Tasmanians a lifeline for life through services and partnerships that strengthen our community.



Respect, Care and Support

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



Inclusion

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



Optimism

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



Social Leadership

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

Pictured: The Lifeline Tasmania team at the All Staff day in June 2025.



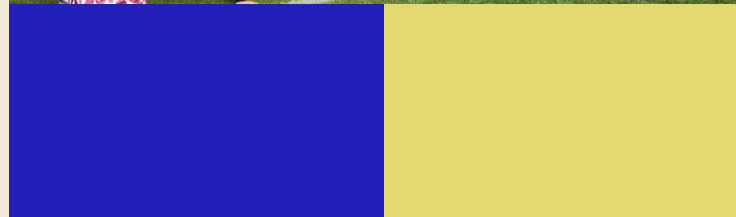
Thank You

Thank you to our donors and fundraisers in the 2024/2025 year, your contributions have enabled Lifeline Tasmania to continue to provide vital services to the Tasmanian Community.

We would like to thank the Royal Hobart Golf Club for their ongoing support through their annual Charity Golf Day, which in February 2025 raised \$8,500 for our programs. We are grateful for the generous support of the Hutchins School, who continue to support our work through their annual Out of the Shadows walk and the Thorold House Trivia Night which raised \$5,000 for Lifeline Tasmania. A special mention to the Tasmanian University Football Club who in June hosted their annual Lifeline Tasmania Shield game, helping to raise funds and awareness within their club community.

A special thanks should also be extended to those who participated in The Push Up Challenge this year. We had a record-breaking 110 legends who chose to push for better mental health and take on the challenge. Additionally, thanks must go to all those who choose to support Lifeline Tasmania through community led peer-to-peer events like the 2024 Point to Pinnacle and the 2025 Hobart Marathon Festival.

A final thanks to our individual and regular givers who choose to donate to Lifeline Tasmania and by doing so, ensure we're able to continue to build connection within the Tasmanian community and support those doing it tough.





President Report

It is with great pride that I present my first report as President of Lifeline Tasmania. Since stepping into this role in October last year, I have had the privilege of witnessing first-hand the strength, commitment, and compassion that defines our organisation and the people who make it what it is.

This year has been one of both change and opportunity. A key highlight has been the recruitment of our new Chief Executive Officer, Liz Brown, and Chief Operating Officer, Bill Callaway. We also acknowledge the retirement of Debbie Evans in January, whose decade of commitment and leadership as CEO built a strong foundation for the future. With this legacy, and the combined expertise and vision of our new leaders, we are confident that Lifeline Tasmania will continue to grow its impact while staying true to our core purpose: to provide Tasmanians with a Lifeline for life.

The environment in which we operate remains complex. The demand for crisis support services continues to grow, reflecting the ongoing pressures many Tasmanians face. Despite these challenges, our staff and volunteers have demonstrated unwavering dedication, ensuring that every person who reaches out to us is met with care, compassion, and hope. Their commitment is the foundation upon which all of our achievements rest, and I extend my heartfelt thanks to each of them.

I would also like to acknowledge the Board, whose guidance and stewardship have been invaluable during this period of transition. This work is essential to ensuring that we can both sustain and expand our services, while continuing to innovate in response to the evolving needs of our community.

Looking forward, our priorities will remain clear: to provide support to Tasmanians through programs that provide connection, to work in partnership with government and community organisations, and to advocate for greater awareness and action on suicide prevention and mental health. With a strong leadership team now in place, a dedicated Board, and an extraordinary network of staff and volunteers, I am confident that Lifeline Tasmania is well-equipped to continue making a difference in the lives of those who need us most. It is an honour to serve as President, and I thank you for your ongoing support of Lifeline Tasmania.

Kate McKenzie

President
Lifeline Tasmania Inc

CEO Report

I am pleased to share with you the achievements of Lifeline Tasmania over a year that has continued to be challenging for our community and where the need for our services has never been greater. Joining the organisation in January this year I am privileged to lead a committed team dedicated to making a difference in the Tasmanian community.



Never has demand for our services been so strong with 73% of Tasmanians feeling emotionally distressed as a result of cost-of-living pressures, family and relationship breakdown or social isolation and loneliness. Across our programs Lifeline Tasmania is about connection, whether at the toughest times reaching out to 13 11 14 or StandBy for support after suicide, when you just need someone to talk to through A Tasmanian Lifeline, or friendship and companionship through Chats and ACVVS. It is connection with others that builds resilience and mental wellbeing, and the prevention of suicide. At the heart of everything we do are the people we support – the Tasmanian community.

This year Lifeline Tasmania has continued to invest in our organisational health and strength, to ensure we are fit for the future.

I would like to thank the team of Lifeline Tasmania, our staff and volunteers, for their commitment, passion and dedication to make a very real difference every day, to deliver on our purpose, to provide Tasmanians a lifeline for life. I am also privileged to work with the wonderful members of the Senior Management Team, Emily Balmer, Jeremy Brown, Bill Callaway and Leigh Horne, from whom I continue to learn each every day.

I would also like to thank the Board of Directors for the expertise and commitment they contribute to Lifeline Tasmania as volunteers, and the support they provide to me in my role.

I look forward to what we can achieve together in the year ahead.

Liz Brown

Chief Executive Officer
Lifeline Tasmania Inc

Our Impact in FY2024/2025



ACVVS

72

Volunteers

2,259

Individual visits

A Tasmanian Lifeline

5,100

Inbound Calls

2,500

Outbound Calls

106

Older Tasmanians

13 11 14

6,179

Calls answered

86

Volunteer Crisis
Support Workers



Facebook Insights

4,591

Total Followers
(16% increase)

79.2%

Increase in
Page Visits

51.9%

Increase in
Content Reach



Training & Support

341

Training courses
delivered

3,962

Attendees

80

Organisations



Chats

97

New participants

27,125

Hours of group social
support

4,717

Hours of individual
support

StandBy

58

People supported
with individual
sessions

345

People
supported with
group sessions

Our Staff



Throughout the year, our focus remained firmly on strengthening our people, culture, and connection across the organisation. We prioritised psychological safety, recognising it as a critical foundation for building trust, encouraging open dialogue, and supporting staff to speak up, contribute ideas, and raise concerns without fear.

Improving organisational culture remained a key priority. We implemented targeted strategies to support team cohesion, enhance leadership capability, and embed values-based behaviours across the organisation. We also strengthened internal communications, ensuring staff remained informed, engaged, and connected to our strategic direction.

A significant milestone during the year was the implementation of our Child and Youth Framework. This framework supports a shared understanding of how we work with children and young people, and what they can expect from us. Through workshops, practical tools, and team-based reflection, the framework has been meaningfully embedded into everyday thinking and service delivery.

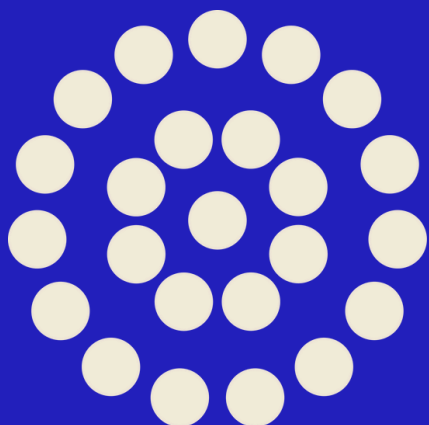


Pictured: The Staff at Longford for the December 2024 All Staff Day, where the dress code was Op-Shop chic

We continued to support staff wellbeing through flexible work arrangements, access to wellbeing leave, and opportunities for professional development. These efforts reflect our ongoing commitment to supporting a resilient, engaged, and high-performing workforce who feel valued and motivated to deliver their best for the individuals and communities we support.

We came together in person for two All Staff Days, held in December 2024 and June 2025. These events were key moments to reflect on our achievements, celebrate our collective impact, and look ahead to the future. A highlight of these days was the presentation of our Staff Service Awards, recognising the dedication and long-standing contributions of team members across the organisation.

Looking ahead, we remain focused on building a culture that is inclusive, purpose-driven and values-aligned, one where staff feel safe, heard, and empowered to make a lasting impact.



Staff Service Awards

We are pleased to celebrate and acknowledge the following staff who all achieved 5 years of service during the year:

Annie Steane

Ben Fisher

Deon Tuxworth

Janine Ryan

Kelly Jurgens

Saswath Kedar Nath

Our Volunteers

People volunteer with Lifeline Tasmania for a variety of reasons - because they or a family member have received support from us in the past, because they believe in the vision and mission of the organisation, to gain new skills or experience to increase employability, to give back to their community or to make new friends. Whatever brings volunteers to our organisation, we would like to thank them for their gift of time and for the incredible support they provide to communities across Tasmania.



Pictured: Liz Brown with Shirley Woodcock, recipient of the Lifeline Lifetime Achievement Award for 25 years of volunteer service.

What keeps people volunteering with Lifeline Tasmania?
This is what our volunteers tell us:



"The opportunity to give back to others in the community and to make a positive difference in someone's life... The training, structure and network of Lifeline also provides its own great community with support and self-care for volunteers."

"I love being a small part of someone else's life experiences and learning from their life. The enjoyment of giving to the greater community. And it gives me a sense of purpose in life. I have previously never volunteered and wish I had done so many years ago."



Pictured: Peter Stolp presenting his retirement speech after 16 years of volunteering for 13 11 14.

The past 12 months has seen the development and implementation of a Volunteer Advisory Group, a forum for volunteers to provide feedback and advice on their experience of volunteering with Lifeline Tasmania. The group consists of members from a range of program areas from across the state.

Our continual endeavours to attract and recruit new volunteers has taken us to a number of forums across the state, including events during Carers Week and Mental Health week. We also celebrated the theme of 'Everyone Belongs' during Harmony Week with a morning tea attended by volunteers and staff at the Argyle Street retail store.

This year, the theme of National Volunteer Week was 'Connecting Communities' and during May we celebrated volunteers across the state, with many volunteers receiving Milestone Awards from Lifeline Tasmania and Lifeline Australia.

We continue to strengthen our partnership with Volunteering Tasmania, the peak body for volunteering in the state. This year, Lifeline Tasmania was proud to again be the sponsor of the Inclusive Volunteering Award, a recognition of individuals, teams, or organisations that have demonstrated a strong commitment to inclusive practices, breaking down barriers to participation and driving meaningful community impact.



Recipients of Lifeline Australia Milestone Awards

Eucalypt – 5 years

Bronwyn Rubock
Colleen McDonald
Betty Mather
Cathy Legge
Amanda Maude

Opal of Honour – 15 years

Sandra Millard
Maria Gavalas
Alfred Wescombe
Michelle Bourke
Jillian Bassett

Golden Wattle – 10 years

Matilda Leary
Carol Wheeler
Sandra Millard
Sharon Morris
Lynda Wright
Rita York
Noelene Hedditch
Mauryeen O'Connor
Tim O'Loughlin.

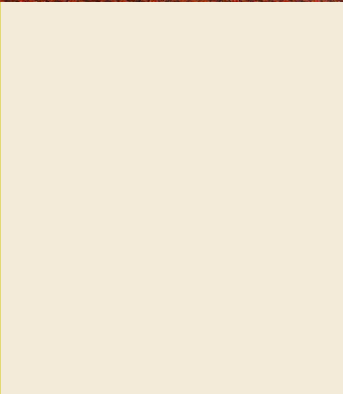
Lifeline Lifetime Achievement Award – 25 years

Shirley Woodcock

Retiring

Peter Stolp
John Simon





Our Programs

13 11 14

"Please pass along my sincere gratitude to the woman who saved my life. I want her to know that I am safe and healthy again, and I wouldn't be here today without her intervention and kindness. My family, husband and I are so grateful that I am here and healthy today. She gave me another chance to have a future. Thank you so much. I hope to one day pay this kindness forward. Finally, allow me to say a heartfelt thank you to this organisation and every staff member and volunteer who keep it running, for providing such an essential and life-saving service. You are all heroes." - 13 11 14 caller



The 13 11 14 crisis line continues to provide life-saving support across Australia, 24 hours a day, 7 days a week. Our highly trained, nationally accredited volunteer Crisis Supporters provide a safe, confidential, and non-judgmental space, offering compassion, connection, and hope to people in their toughest moments.

Thanks to the extraordinary commitment of our volunteers, our Tasmanian phone room answered 27% more calls compared to the previous year. Volunteer engagement also grew strongly, with hours contributed on the phones rising by 30%. Importantly, the number of active Tasmanian Crisis Supporters reached the highest on record, representing a 25% increase and reflecting the deep commitment of Tasmanians to supporting their community through challenging times.

A key milestone was the launch of our partnership with the University of Tasmania's School of Social Work. Nine honours and masters students completed placements within the program, developing advanced suicide intervention skills and experiencing firsthand the realities of crisis support. As these students graduate this year into professional social work roles across the state, they carry these skills into the wider Tasmanian community, extending the reach of Lifeline Tasmania's impact.

We were also proud to celebrate one of our own being recognised nationally as Lifeline Australia's Mary Parsissons Outstanding Volunteer of the Year (Tasmania), a fitting acknowledgment of the dedication, compassion, and professionalism Tasmanian Crisis Supporters bring to every call.

Thank you to all our volunteers, staff, and student partners for contributing so much to our shared vision of a resilient Tasmania free of suicide.

Aged Care Volunteer Visitor Scheme (ACVVS)

In a year that has continued to bring challenges for many in our community, our volunteers have stood as a testament to the power of compassion and connection. ACVVS plays a vital role in addressing loneliness and social isolation among older Australians, particularly those in residential aged care homes or receiving home care packages. Through the dedication of our volunteers and the support of staff, we have continued to build bridges of friendship that make a lasting difference in the lives of our older Tasmanian community members.



Pictured: ACVVS Participant Anne with Alfie the dog.

These visits provide meaningful companionship to people who are often otherwise isolated from family and community. The presence of a regular, trusted visitor offers not only emotional support but also a sense of continuity, dignity, and value in the lives of those we serve.

"Volunteering with Lifeline Tasmania has been an incredibly enriching experience for me, especially as a psychology student. What I enjoy most is the opportunity to connect with individuals on a personal level. Engaging in conversations and listening to their life stories not only allows me to provide companionship but also helps me understand the diverse experiences and challenges faced by older adults." - ACVVS Volunteer

One volunteer demonstrated incredible dedication by committing to stay connected with her recipient via Zoom while spending six months of the year in Rome. Her commitment highlights the selfless spirit and unwavering compassion of the amazing volunteers we are fortunate to have. Our ACVVS team remain committed to walking alongside our volunteers through both the joys and challenges of their roles.



We recognize that these relationships are deep and meaningful, and we honour the heartache that can come when changes occur in the lives of the older friends our volunteers visit.

As we move into the next year, ACVVS remains steadfast in its work in reducing loneliness and isolation among older people. We look forward to building on this year's success and continuing to support our older community with care, compassion, and respect.

A Tasmanian Lifeline (ATL)

The heart of ATL remains the voices of those who call. Their feedback reminds us daily of the power of being heard:

"Can't put into words how much I'm glad this service exists, for me and the rest of Tasmania. You don't try to fix me but instead sit with me."

"I love and value these phone calls and you're 10 times better than other services. Thanks for the consistent support, it means so much to me."

"I sometimes forget you're calling, but I really love that you offer a call back. That someone is calling me."

"Thanks for your wonderful support over the last 12 months. Your consistent support has continued to get me through while my GP is still looking for a new psychiatrist."



Pictured: Ben Fisher at the Ron Barwick Prison with Superintendent Shaun Wheeler (left) and Brendan Sullivan from Men's Resource Centre (right).

A Tasmanian Lifeline proudly celebrates its fifth year of service, continuing to provide compassionate psychosocial and emotional support to Tasmanians in need. Since launching in 2020, ATL has now supported the community through more than 34,000 inbound and outbound calls, a milestone that reflects both the growing demand for, and the trust in, our service.

In early March, ATL was honoured with Suicide Prevention Australia's Tasmanian LiFE Award for Innovative Practice and Research, recognising our commitment to evolving and impactful approaches to suicide prevention. Later that month, ATL reached another milestone by going live within the Ron Barwick Prison and Remand Centres, extending our service to some of the most vulnerable members of our community and strengthening pathways for connection after release.

As ATL reflects on five years of growth, resilience, and community trust, we remain committed in our work to ensure every Tasmanian has access to a listening ear and a caring voice when it's needed most.

Chats



This year the Chats Program has continued to strengthen its service delivery across the state, building the capacity of the program. Key to this, Chats have welcomed several new volunteers to the team, all of whom are thoroughly enjoying their contribution to the participants involved. We have also built strong relationships with external stakeholders, allowing good referral pathways and strengthening our reputation in the Aged Care service industry.

"Joining Chats was the best decision I ever made" – a true reflection in the words of a recently joined participant reflecting the impact the Chats Program has on individuals who are looking for long-lasting community connection incorporating common interests and the socialisation they have been seeking.

Regionally within Chats, we have experienced some great development and improvement. Chats South has hosted community services students for their placement. During this time, they have learnt valuable skills in the industry and provided great support to the participants in the region. Chats Northwest increased the number of volunteers providing more group social support opportunities than ever before. Chats North has consistently delivered an exceptional number of Individual Social Support hours with the allocated resources. All the staff members across the regions are commended for their dedication and hard work for the program and its participants.



Pictured: Joy and Len from Chats North. Len is our eldest Chats participant at the fit age of 100, still out and about with the program.

Op-Shops

The last 12 months has seen a challenging Retail environment with cost-of-living pressures impacting most retailers, including Op-shops. Our network of Op-shops around the state has continued to work hard to raise money for our suicide prevention and postvention programs.

The true value of Op-shops was highlighted by a recently completed national survey (completed by Charitable Reuse Australia) showing that Australians saved \$2 billion last year through second-hand shopping, helping to ease the cost-of-living whilst at the same time raising important funds for a broad range of social programs supporting Australians in need.



A key milestone for the year was the opening of our new store in Shearwater. Our Shearwater team worked incredibly hard getting this new shop set up and the store was open for business in March 2025. The new store has a modern feel to it and looks great. Another change we have made to our network of Op-shops this year is our exit from the Devonport Tip Shop at Spreyton after operating the site on behalf of the Devonport City Council (DCC) for the last 14 years.



The heart and soul of our Op-shops is our Volunteers, with some of our shops being run entirely by hard working and dedicated volunteers. We wouldn't be able to do what we do without these selfless individuals who generously give up their time. A number of our older volunteers have retired this year, and we would like to especially thank them for their contributions over many years.



StandBy



During the 2024–2025 financial year, the StandBy Support After Suicide program continued its vital work across all regions of Tasmania. One significant example of support provided involved a woman in her 50's who experienced the loss of her son to suicide. She was connected with StandBy following a warm handover from her support worker. A face-to-face session was arranged at her home, providing a quiet, safe space for her to express grief, fatigue, and emotional isolation.

Personalised support continues to be at the heart of the program's state-wide delivery. Providing an in-home option for support continues to prove valuable for clients facing health or accessibility barriers. The program continues to strengthen community engagement, maintain referral pathways, and raise awareness through a collaborative framework.

This year, the program worked collaboratively with a wide range of stakeholders including: LGBTQI+ Community, Suicide Prevention Tasmania, Social Workers Hospital Network, Palliative Care, Huon Council, Alcohol and Drug Directorate, Bereavement Group Tasmania, BeYou Headspace, Migrant Resource Centre, Better Health Wellbeing Hubs, RAW, and Pit-stop Tasmania Health Service to name just a few.

Ongoing consultation meetings were held to maintain partnerships and strengthen cross-sector referral pathways. As a result, StandBy has improved information sharing, timely support access, and service integration across rural and urban communities.



"I wanted to reach out personally to thank you for providing support to a friend of a friend... A close friend mentioned to me yesterday that she had met with you and was most appreciative of your support. Thank you again for all you do and the incredible support you provide."

- Tanya Page, Health and Wellbeing Advisor, Huon Valley Council

Suicide Bereavement Groups



Lifeline Tasmania, in partnership with Albie House, have been offering free Suicide Bereavement Groups in Hobart for the past 8 years and in Ulverstone for 3 years. We provide a vital space for individuals affected by the loss of someone to suicide. These groups continue to be a safe haven where participants can express emotions without judgment, find understanding, and form connections with others who truly “get it”.



We are incredibly proud that this year the program has had the biggest growth in participants and facilitators since its commencement.

We continue to engage and have a presence in communities and with service providers across Tasmania. In the Northwest, in addition to our groups, participants were able to attend an Activity Day and a Training Day designed especially for them.

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

“I write to express my thanks and support both personally and professionally and I wanted to highlight the assistance that your Suicide Bereavement Group has offered to several of my patients who are grieving a loved one who has suicided. They told me that seeking additional support from the group has had a significant impact on them and provided them with the type of support they needed in the most isolating times in the lives. Thank you for providing a much-needed support service. We as a community are indebted to you and your organisation”

As we reflect on this past year, we are grateful for the strength of those we have walked alongside on their journey. We would like to extend our heartfelt thanks to our volunteers for their unwavering commitment and continued support.



Training & Support



This year, we saw significant growth in demand for in-house training from government agencies, community organisations, and businesses. This demand reflects a continued commitment across sectors to professional development in areas such as psychological safety, trauma-informed practices, suicide prevention, leadership skills and managing challenging workplace conversations.

We proudly continue to deliver DV-alert, Lifeline Australia's nationally accredited training program. In the past year, we facilitated 24 DV-alert sessions across Tasmania for frontline workers. Funded by the Australian Government Department of Social Services, DV-alert is a key initiative under the National Plan to End Violence against Women and Children 2022–2032. The program is offered at no cost to eligible frontline workers, ensuring vital skills are accessible to those supporting our communities.

We also maintained strong partnerships with TAFE Tasmania and apprenticeship organisations to support apprentices and trainees. This includes specialised training on how to talk to friends and family members about suicide and mental health. As part of this commitment, the Tasmanian Government has funded Lifeline Tasmania to provide a dedicated counselling service for apprentices and trainees in the construction and allied trades industries. This service guarantees access to counselling within 48 hours and supported more than 100 individuals in the last 12 months. In a climate where traditional counselling services are often at capacity, this initiative continues to fill a vital gap.



"Accessible, safe and collaborative" - Suicide Conversation Skills 2024 participant.

"Really impressed, pointed out a lot of things I had stopped doing over the last year, things to get me back on track." - Management Training employee 2025.

"Having the tools and information shared today for me personally is a valuable string to the bow." - Mental Health Training participant 2025.



Our Supporters

Lifeline Tasmania extends our heartfelt gratitude to each and every business and individual who supported our vision of a Tasmania free of suicide throughout 2024-25.

Your dedication and generosity supports us to meet the growing need for crucial services and connection for Tasmanians when they need it most.



Pictured: Aimee Rowland, owner of the Blue Tree Gallery who raised money for Lifeline Tasmania during Mental Health Week 2024

Albie House

Banjo's Sandy Bay

Best Western Hobart

Blue Tree Gallery

Bunnings Warehouse Glenorchy

Cadbury

Clarence City Council

Clennetts Mitre 10

DJ Pressed

Fairbrother

Federal Group

Hazel Brothers

Hobart Hurricanes

Huon Valley Council

Jane Dysktra

Little Missy Patisserie

McConnell Dowell

Mental Health Council Tasmania

Mercure Launceston

Monique Brumby

Reliance Forest Fibre

Rotary Club of Salamanca Sunrise

Rotary Club of Sandy Bay

Southern Waste Solutions

St Lukes

State Cinema

Sweet Envy Bakery

Tasmania Football Club

Tasmania JackJumpers

Tasmania University Football Club

Tasmanian Hospitality Association

The Hutchins School

The Royal Hobart Golf Club

The Tasmanian University Footy Club

The Wind Telephone

University of Tasmania



Pictured: Dixie Maspaitella receiving a donation from Banjos Sandy Bay.



Pictured: The 2024 Lifeline Tasmania Book & Vinyl Fair venue donated by UTAS.



Pictured: Lifeline Staff Team at the Royal Hobart Charity Golf Day, Feb 2025.



Treasurers Report

I am pleased to present the Treasurer's Report and 2024-25 Financial Statements for Lifeline Tasmania. As reported previously, the Board commenced a strong investment plan four years ago into strategic initiatives spanning several years to assist in providing a firm foundation for the future and strengthening the ongoing financial sustainability of the organisation.

In this final year of the strategic investment plan, the focus was on implementing the redesign and renewal of several core programs and revenue-generating activities, as well as strengthening our cybersecurity. Major IT upgrades included new hardware, the introduction of multi-factor authentication and enhanced staff training, significantly improving our cyber resilience. Like the last three financial years, the financial performance in 2024-25 reflects a planned deficit from a reinvestment of surpluses earned in prior years into these strategic initiatives. However, the overall deficit outcome for 2024-25 finished higher than initial expectations, mainly due to the impact of a challenging trading environment for Lifeline Tasmania's network of op shops which experienced a significant fall in sales revenue.

The overall operating result for this financial year is a net deficit of \$655K (2023-24: \$341K deficit). Total Revenue fell from \$6.53M to \$6.39M, impacted by the weaker op shop sales and modest declines in grant, donations and training income. Total Expenditure increased from \$6.87M to \$6.99M, reflecting the investment in the renewal and cyber security initiatives. These non-recurring items of expenditure were partially offset by operational efficiencies that are beginning to be realized as a result of the strategic investments from prior years. Despite four years of planned deficits, Lifeline Tasmania's Balance Sheet remains strong with liquid assets 1.90 times current liabilities and a low Debt-to-Assets ratio (also known as the "Solvency ratio") of 0.7 to 1.

Looking ahead, Lifeline Tasmania will move into a period of consolidation, with a focus on embedding newly implemented systems and processes to further realise the benefits of these investments. Accordingly, a gradual return to operating surpluses is an important and ongoing priority.

In closing, I acknowledge and thank the CEO, Senior Management Team, and all staff for their dedication and valuable contributions throughout the year and the Audit and Risk Committee for its diligence and commitment to its important role on behalf of the Board.

Tricia Minck

Treasurer
Lifeline Tasmania Inc

FY2024/2025 Financial Summary

Profit & Loss Statement

INCOME	2025 \$	2024 \$
Government and Other Grants	4,182,675	4,196,649
Fundraising	107,591	123,272
Trading Activities	1,353,121	1,503,028
Other Income	664,224	711,155
Gain of Sale of Assets	31,558	-
	6,339,169	6,534,104
EXPENDITURE		
Account and Audit Fees	14,950	18,486
Advertising and Promotion	19,641	27,199
Bad and Doubtful Debt Expense	4,996	2,308
Client Support	40,470	37,361
Computer Expenses	127,223	92,034
Consultancy Fee	224,519	326,838
Depreciation and Amortisation	550,224	543,535
Motor Vehicle - Running Costs	100,256	116,349
Printing and Stationary	36,584	54,942
Salaries and Wages	5,224,408	5,078,975
Lease Interest	132,426	100,538
Telephone, Internet, Fax	64,575	65,485
Travel and Accomodation	49,618	27,975
Utilities	57,480	42,743
Volunteer Costs	40,757	38,537
Other Expenses	306,514	301,632
	6,994,641	6,874,937
OPERATING SURPLUS/(DEFICIT)	(655,472)	(340,833)

Balance Sheet

	2025	2024
	\$	\$
CURRENT ASSETS		
Cash and Cash Equivalents	962,464	515,431
Financial Assets	1,122,683	2,101,067
Receivables	210,857	341,589
TOTAL CURRENT ASSETS	2,296,004	2,958,087
NON-CURRENT ASSETS		
Plant and Equipment	231,963	149,651
Right-of-Use Assets	2,024,567	1,974,580
TOTAL NON-CURRENT ASSETS	2,256,530	2,124,231
TOTAL ASSETS	4,552,534	5,082,318
CURRENT LIABILITIES		
Trade and Other Payables	488,467	456,936
Provisions	404,116	443,777
Lease Liability	319,634	256,671
TOTAL CURRENT LIABILITIES	1,212,217	1,157,384
NON-CURRENT LIABILITIES		
Provisions	135,660	131,622
Lease Liabilities	1,861,851	1,795,034
TOTAL NON-CURRENT LIABILITIES	1,997,511	1,926,656
TOTAL LIABILITIES	3,209,728	3,084,040
NET ASSETS	1,342,806	1,998,278
EQUITY		
Retained Earnings	1,071,993	1,727,465
OzHelp Reserve	270,813	270,813
TOTAL EQUITY	1,342,806	1,998,278

Scan the QR code to view a full copy of the full
FY2024/2025 Financial Statements or visit our website.





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