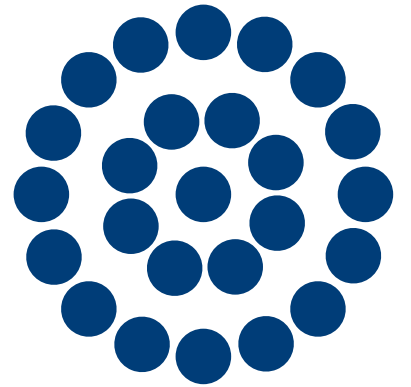




CONNECTING WITH OUR COMMUNITY





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Lifeline Harbour to Hawkesbury's Guiding Principles

- ☀️ We value integrity and open communication
- ☀️ We believe in empathy and respect
- ☀️ We listen to others without judgement
- ☀️ We share Lifeline Australia's Vision and Purpose
- ☀️ We promote effective and responsive crisis support and suicide prevention services

Lifeline Harbour to Hawkesbury's Vision and Purpose

Our Vision
An Australia free of suicide

Our Purpose
To support Australians in times of crisis and equip individuals and communities to be resilient and suicide safe

Our Pathways

- Be a high performing Centre by ensuring strong governance, innovative leadership and measurable impacts for individuals in the community
- Provide a suite of Crisis Support and Suicide Prevention services by experienced, accredited professionals
- Connect and be relevant to our Community, by ensuring that we support, advocate and contribute

Our Strategic Priorities

- To ensure our future by maintaining a financially viable, sustainable Centre
- Meet the identified needs/demand within our Community
- Ensure our volunteer workforce is skilled, committed, recognised and rewarded
- Increase our profile in the community to raise awareness of services available
- Develop our Information and Technology capacity to ensure we maximise our efficiencies and effectiveness

Services Provided by Lifeline Harbour to Hawkesbury

Telephone Crisis Support Services

Telephone Crisis Support	13 11 14 telephone crisis support provided by volunteers
Paid Overnight Service	Paid staff providing overnight telephone crisis support to 13 11 14
SupportLine	Regular care calls for lonely and isolated people
Lifeline Suicide Crisis Support Program	One-on-one telephone support for those at risk of suicide or who have survived a suicide attempt
Cannabis Information Helpline	A national free-call service providing confidential evidence-based information on cannabis for the general community
Training	Telephone Crisis Support Training, Suicide Awareness, Applied Suicide Intervention Skills Training (ASIST), Customised Community & Workplace Training, safeTALK and Domestic Violence Alert (DV-Alert)

Clinical Services

Personal Counselling	Face-to-face counselling without judgement or religious or cultural bias in a safe and respectful environment, by appointment, for couples and individuals
Psychological Services	A bulk-billed psychological service under Medicare's Better Access to Mental Health Scheme
Gambling Help Service	The service offers both individual and group gambling help counselling for individuals and family members by appointment
Suicide Bereavement Support Group	A safe and confidential environment for people to share their experience and support each other
Men's Anger Management Group	An 8-week program for men (over 18 years) experiencing difficulties controlling their anger
REACH Depression Group	A free 9-week educational support program developed by the Black Dog Institute for people with a mood disorder
Hoarding Group	A 15-week group program with individual sessions for people with a compulsive hoarding disorder where clutter interferes with the proper use of room and causes significant distress

Community Services

Financial Counselling	Face-to-face financial counselling, by appointment
Emergency Relief	Short term emergency assistance including food, utility vouchers and rent assistance (service ceased in March 2015)
Community Aid	Transporting, shopping, visiting for the frail, aged and people with disabilities

Retail

Shops	Sale of used clothing, homewares and books provides funds for Lifeline Harbour to Hawkesbury services
Book Fairs	We hold 4 annual book fairs and 3 discount sales per year which all raise funds for Lifeline Harbour to Hawkesbury's Services

A Message From Our Board President



“The national increase in crisis line calls is a huge challenge and our Centre has increased its call answering to help meet the demand.”

Lifeline Harbour to Hawkesbury continues to face and meet the many challenges which confront it each year.

The national increase in crisis line calls is a huge test for Lifeline. Our Centre is helping to meet the demand by committing to answer an extra 8,000 calls per year. This is being achieved by increasing our volunteer numbers, increasing the number of telephone crisis supporters on shifts and paying for two additional shifts from our own funds.

Structural reform by Lifeline Australia is challenging all Centres to meet new standards in financial management, governance, quality, membership and services. We are confident of meeting these new requirements through the commitment and expertise of our board, staff and volunteers.

Financial stability is always a priority and, for the fifth year running, Lifeline Harbour to Hawkesbury has achieved a surplus ensuring our viability as a strong productive centre. This excellent result was due to outstanding fundraising efforts in events like the Gala Ball and the Bobbin Head Cycle Classic, book fairs, improved retail results and careful monitoring of expenditure.

The board is constantly aware of the need to manage internal and external risks which may impact on Lifeline Harbour to Hawkesbury. This year the strategic planning process focussed on risk management to ensure that appropriate measures would be in place to minimise risks.

We congratulate Tessa Marshall who resigned from our board to join the board of Lifeline Australia. She will be a great asset there with her background in counselling and human resources. In line with our policy of maintaining a skills based board, Roger Hogan was selected to join us. Roger is skilled in media and marketing and now chairs our Funding Marketing and Media Committee.

The strength of Lifeline Harbour to Hawkesbury is a direct result of our CEO Wendy Carver's tireless energy, commitment and passion and the loyal, ongoing support of our staff, volunteers and donors.

All the efforts of our Centre are directed towards preventing suicide and helping Australians in times of crisis. The focus is always on Lifeline's vision of 'An Australia Free of Suicide'.

Pam Pritchard
Board President

A Message From Our Chief Executive Officer



Lifeline is and always has been a volunteer organisation. Lifeline H2H volunteers now number around 500 and they work in every area of our Centre

Lifeline Harbour to Hawkesbury is serious about reducing deaths by suicide. We are passionate about maintaining a range of services that provide support, both at an intervention and prevention level, when people are in crisis and/or at risk of suicide. Over the last twelve months we have worked diligently to meet growing and diverse crisis needs, nationally and locally, to ensure crisis support is available 24 hours a day, seven days a week, through phone and face-to-face services.

Lifeline Australia undertook a national structural review during the last financial year which resulted in Lifeline members across Australia voting in favour of a Tighter Licensing Model. The tighter licensing model allows for tighter assurance, licensing requirements, controls, protection of the Lifeline brand, and quality and consistency of services nationwide. Much of the year has therefore been spent with all Lifeline Centres working together with the National Office to implement the model.

Once again, Lifeline nationally and Lifeline H2H answered more calls on Lifeline's national service, 13 11 14, than ever before. Across Australia Lifeline answered over 800,000 calls and locally we answered over 100,000 calls with both our volunteers and paid overnight staff.

Our local clinical and community crisis support services faced new opportunities and challenges throughout the year. Disappointingly, changes to Government funding models saw Lifeline H2H lose

Department of Social Services (DSS) Emergency Relief funding. However, we were successful in gaining DSS Financial Counselling funding for the first time. This funding enabled us to establish a new outreach at Chatswood, so that we now provide financial and gambling help counselling from three locations. We are grateful to Centrelink at Hornsby and Willoughby Council for providing premises for the outreaches at Hornsby and Chatswood.

Our Management Team, in particular Graeme Daley and Simone Isemann, kept us informed of the Government reforms in the competitive and challenging services environment. The continuing generalist nature of our core services enabled us to maintain support to a large number of people facing diverse issues that often lead to crisis and risk of suicide. Issues included relationship breakdown, employment issues, mental health issues, domestic violence, financial pressures, loss and grief, suicide bereavement, gambling and addictions. Evaluations and evidence-based assessments of the effectiveness of our services is of ongoing importance and was a continuous focus for our teams.

Building relationships and partnerships has remained of great importance. Relationships enable us to help support people in crisis and equip individuals and communities to be resilient and suicide safe. Relationships, with our volunteers and staff, Lifeline Australia, Government bodies, funding bodies, Rotary Clubs, sector partners and the community, help

us save lives and for that reason alone we will always hold them in the highest regard. I would like to acknowledge the very special relationship that we have with Rotary Clubs in our area and in particular, Ku-ring-gai, Turramurra, St Ives, Wahroonga, Chatswood and North Sydney.

Financial sustainability and viability have yet again had a strong focus and the end of the financial year saw us with a pleasing financial surplus, which is essential to ensure a safety net for all of our crisis support and suicide prevention services. We were grateful for Government financial support, particularly from the NSW Ministry of Health which renewed funding for 13 11 14 across NSW, and from Ku-ring-gai Council for their ongoing provision of our Centre's premises at Gordon and our Book Depot at Lindfield.

Lifeline is and always has been a volunteer organisation. Lifeline H2H volunteers now number around 500 and they work in every area of our Centre and across all of our support and business streams. This year we had over 200 volunteers in our telephone crisis support services, over 80 volunteers in our other crisis support and suicide prevention services, over 100 volunteers in our book depots and book fairs, over 40 volunteers in our Retail shops, over 20 in Lifeline's office and over 50 volunteers working in events such as our Gala Ball and the Bobbin Head Cycle Classic.

Volunteers are our very own lifeline, and a huge debt of gratitude goes to them all. Adrienne Bennett co-ordinated a volunteer review

and survey during the year to explore Lifeline H2H's volunteer experiences. The results helped inform and develop new policies and procedures for all volunteers' participation.

Our retail division saw strong sales throughout the year. This strong performance was also seen at our new shop, which opened in September 2014, and is located at Pennant Hills. We are the grateful recipients of a brand new Hi-Ace Toyota van donated by the Rotary Club of North Sydney. The new van played a strong role in supporting our growing retail division during this financial year. All our retail staff, led by Bob Williamson and Ross Mulcahy, have achieved great results, with individual shop managers finding unique opportunities for improved sales.

Our book fair committees and volunteer teams continued to play a vital role in our financial sustainability. Our book fairs' annual calendar took another leap forward with a new book fair being held at the Chatswood Concourse in January. This event was a huge success and our thanks go to Willoughby Council and community for supporting the event.

I believe our staff are our life support and with our wonderful volunteers, the dedicated staff at Lifeline H2H help us achieve our mission of preventing deaths by suicide. My job would be impossible without them all. I would like to give special mention to our Executive and Management team for their great leadership and support.

I would also like to acknowledge and pay tribute to the work of our volunteer board members, who all give willingly of their time and expertise. A special vote of thanks to Pam Pritchard, Board President, for her unwavering support and Merlyne Thompson, Board Secretary, who works tirelessly in the office every week.

To conclude I would like to thank everyone for being a part of Lifeline Harbour to Hawkesbury and for enabling our many achievements this year. With your continued support we are optimistic about an equally successful year to follow.



Wendy Carver
Chief Executive Officer

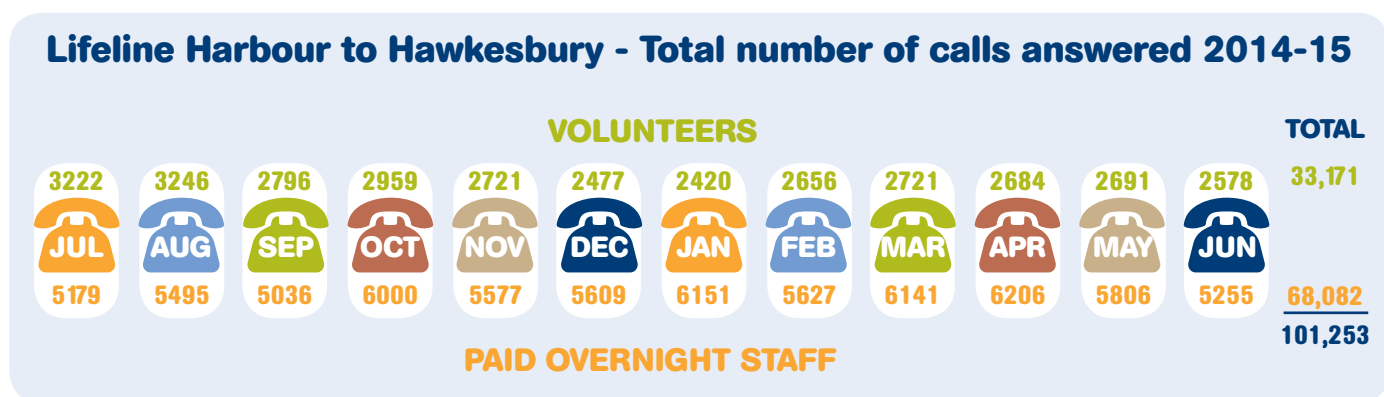
Telephone Crisis Support Services

This has been a year of consolidation for Lifeline H2H's Telephone Crisis Support (TCS) Service with an emphasis on improvements in the quality of the service alongside increases in the quantity of calls answered. Consolidating our current service, both paid and volunteer, will position us to extend the services in the coming year and answer a higher proportion of calls.

Lifeline H2H's combined volunteer and paid service answered more calls during this financial year than in any other year, a total of 101,253 calls were answered, offering support and a listening ear to people in crisis.

Centre Supervisor Nicola Probert and TCS Supervisors Nikki Harding, Caroline McGrory and Kirsty Reid have used group and individual supervision sessions to work with TCSs on ways to ask callers about their suicidality.

As always, we give thanks to our entire volunteer and paid TCS workforce, and to our In-Shift Supporters and Training Facilitators for their dedication and continued commitment to delivering the high quality service we provide to our callers.



Supervision Pilot

Also with a view to improving our quality of service, in April our Centre volunteered to take part in Lifeline Australia's Call Quality and Supervision Pilot. With three other Lifeline Centres, we have been trialing a new approach to both group and individual supervision of TCSs and taking part in evaluations and discussions with Lifeline Australia.

Caller Research

We also agreed to help researchers from the University of Melbourne in their study, Experiences of and Outcomes for Callers to Lifeline 13 11 14. Over six months, volunteer and paid TCSs on designated shifts assessed callers and, where appropriate, offered them an opportunity to take part in the survey. Thanks are due to Marinela Mendes, one of our Paid Overnight

TCSs, who administered many of the initial interviews. The results from the research will contribute to our understanding of the impact our service has on help seekers.

Telephone Crisis Support Training

Lifeline H2H delivered total of three National Telephone Crisis Support Training Courses in the past financial year. The delivery of this training is led by Training Manager Rosanne Petters, assisted by a very committed and skilled team of Facilitators who volunteer their hours over and above their telephone crisis support shifts. This volunteer work ensures that a high standard is maintained for our students throughout the training. 68 students were trained and 62 students successfully completed the training to probationary TCS status.

Domestic Violence Alert (DV-Alert) and Domestic Violence Awareness (DV- Aware Training)

In the past financial year Lifeline H2H has delivered four DV-Alert workshops. DV-Alert is an accredited two day workshop, funded by the Department of Social Services, designed to build the capacities of health, allied health and frontline workers who come in contact with people experiencing, or at risk of domestic and family violence. Two workshops were delivered at Lifeline H2H, one on the Central Coast and one at Port Macquarie.

DV-Aware is a two-hour interactive presentation where individuals and groups can talk about the issue of domestic violence and what they can do to help make a difference. Lifeline H2H delivered three workshops in total, one at Lifeline H2H and two at Royal North Shore Community Health Centre.

Telephone Crisis Support Services

Applied Suicide Intervention Skills

All Lifeline TCSs are required to have completed the two-day ASIST 11 training by the end of 2015 in order to remain accredited. Getting around 200 TCSs booked into courses and trained is a huge enterprise but one which is going well.

Ceiny Maybury has continued to deliver the two day ASIST training workshops for both the TCS students as well as the existing Crisis Supporters. Five courses were delivered over the past financial year.

safeTALK

Denny Woodburn and Di Fletcher continued to offer safeTALK Training in the forum of Suicide Awareness and First Response training to the community.

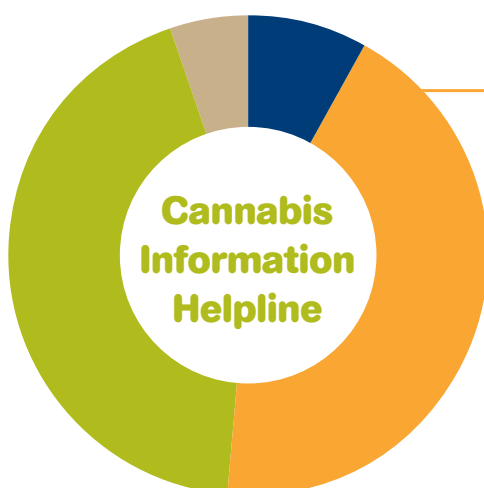
Mental Health First Aid Training

This training course is now a requirement for all TCSs in their probationary year and Mental Health First Aid trainers Jan Blenkinsop and Ceiny Maybury have delivered five, two-day workshops this year.

National Cannabis Information and Helpline

The Cannabis Information and Helpline (CIH) is a nationally available free-call service providing confidential evidence-based information on cannabis for the general community. In addition CIH provides information and targeted counselling on communication and engagement strategies for cannabis users, their families and concerned others. The service provides information and referrals nationwide, linking into support services, resources and available literature. The Helpline is staffed by professionally trained counsellors and operates from 11am to 7pm Monday to Friday including public holidays, professionally managed by Peta Jesse. Lifeline Australia, as a consortium member of the National Cannabis Prevention and Information Centre (NCPIC), was contracted to develop and operate the Helpline, which began in January 2008. On 1st October 2010, Lifeline H2H took over management of the National Cannabis Information Helpline. During this time there have been several funding cuts; however, Lifeline H2H has been able to continue to provide this valuable service. The current contract to provide this national service ends on 30th June 2016. In the period July 2014 to June 2015, CIH took 1545 calls from cannabis users and concerned others.

Kirstie D'Souza
Telephone Crisis Support Manager



REASON FOR CALL

User Information	8%
Family & Others	43%
Counselling Intervention	43%
Other Issues	6%

Clinical Stream

Face to Face Clinical Services

Clinical Services offers the local community a suite of services that reduce emotional distress, promote resilience and improve coping skills in clients who may be at risk of suicide. These services can be offered individually or as group programs and support our community by increasing access to professional, cost effective counselling options.

Personal Counselling Service:

This generalist counselling service sees clients with a wide range of presenting issues including anxiety, depression, relationship and adjustment issues. The team of volunteer counsellors, which includes two provisional psychologists, saw a total of 228 clients who attended 1571 sessions in 2014/2015.

Highlights

- ☀ **Recruitment of new Personal Counsellor Volunteers:** Four new volunteers joined the personal counselling team in 2014/2015. In addition, we also recruited a provisional psychologist. The new volunteers have significantly increased capacity in the service.
- ☀ **Growing the service:** In 2014/2015 there was a 18% increase in clients attending the service.
- ☀ **Restructuring of Clinical Co-ordinator Role:** This role was restructured into a part-time role, five days a week. This has allowed a stronger emphasis on providing intake and administrative support across the week.

Bulk Billed Psychological Service:

This service sees clients who have a mental health care plan referral or an Access to Allied Psychological Services referral from their General Practitioner. The service allows clients to access session-limited psychological treatment without incurring any out-of-pocket expenses. Client's accessing this service have a range of clinically diagnosable mental health issues that significantly interfere with their current functioning. In 2014/2015, 163 clients attended 831 bulk-billed sessions.

Highlights

- ☀ **Growing the Service:** In 2014/2015 there was a 21% growth in clients accessing this service.
- ☀ **Increasing Referrals from GPs:** Marketing initiatives continue to increase GP referrals to the service.

Presenting Issues for the Personal Counselling and Bulk Billing Service

Gambling	640
Relationship Problem	307
Other	191
Anxiety	140
Grief	137
Depression	96
General	58
Self Esteem/Personal Growth	47
Drug & Alcohol	7
Trauma	6
Hoarding	4

Clinical Stream

Gambling Help Service

The Gambling Help service, funded by the Responsible Gambling Fund (RGF), continued to provide a therapeutic counselling service and a financial counselling service for problem gamblers, their families and friends. The team of eleven Gambling Help financial counsellors and seven Gambling Help therapeutic counsellors saw a total of 106 clients who attended 880 sessions in 2014/2015. Again, there was a significant increase in new Gambling Help clients accessing the service.

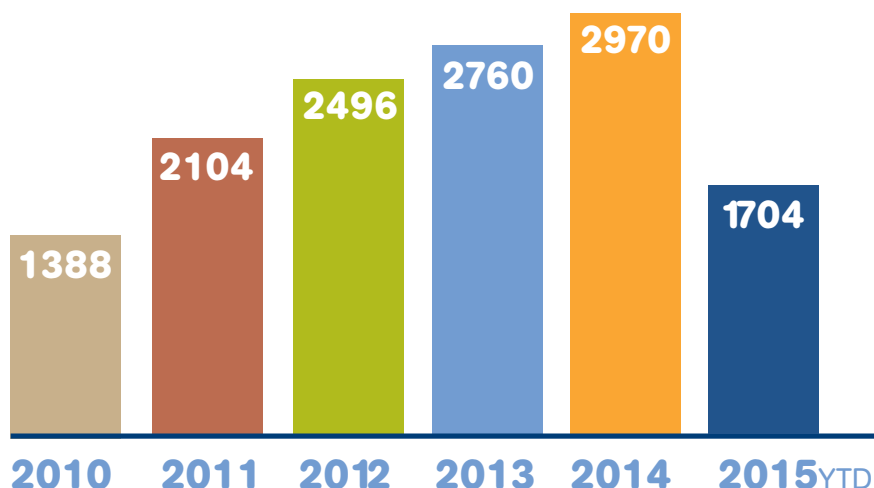
Highlights of 2014/2015

- 🌀 **Funding and Performance Agreement 2013–2017:** RGF introduced a new problem gambling database in January 2015, facilitating the collection of data from all services. The Annual Report, generated from the database, demonstrated that the Lifeline H2H Gambling Help service is high quality and cost effective.
- 🌀 **Gambling Help Support Group:** A total of three Gambling Help support groups were organised and facilitated by David Hollier.
- 🌀 **Growth of the service:** Due to a significant increase in Gambling Help clients, a 0.2 FTE increase in funding was sought from RGF for managerial responsibilities. The increase in funding was approved, effective from 1 July 2015.
- 🌀 **Participation in Responsible Gambling Awareness Week, May 2015:** This year the focus was promotion of responsible gambling to youth services.



Personal Counselling Service Growth

Total Face to Face Client hours



Clinical Stream

Group Programs:

Hoarding Treatment Program:

This program provides individual and group treatment for individuals with Hoarding Disorder. It is the only group treatment program available in the Northern Sydney region. In 2014/2015 Lifeline H2H ran two 17 Week treatment groups and one 13 week support group. Lifeline H2H currently does not have funding to run any further treatment groups; we are, however, exploring potential funding pathways.

REACH Depression/Bipolar Group

This 9-week group program was developed by the Black Dog Institute. It focuses on strategies to better manage symptoms of depression and bipolar. This group was piloted in 2011 and continues to be well attended. In 2014/2015 Lifeline H2H ran two REACH groups, with an average of seven participants.

Men's Anger Management Group (MAMG)

The MAMG is an eight-week group that helps men identify their anger triggers and explore strategies to manage their anger more effectively. This group was run twice in 2014/2015 with participants on the group numbering between six to eight.

Suicide Bereavement Support Group (SBSG)

For a number of years Lifeline H2H has run an open, monthly SBSG. However, in 2014/2015 there was a reduction in attendance numbers. As a result, the decision was made to end this group and run an eight-week closed group. Lifeline H2H is currently marketing this group through the Coroner's Court and a closed group will commence as soon as we recruit a minimum of six participants. Until this time, we will continue to offer individual support through our face-to-face services.

Highlights in 2014/2015 for Group Programs

- Obtaining a grant for the MAMG from Turramurra and Lindfield Community Bank Branches Bendigo Bank Community
- Hoarding Treatment Program winning a Mental Health Matters Award from the NSW Mental Health Association for Excellence in Service or Program Delivery
- Two volunteer counsellors qualified as REACH group facilitators
- Obtaining a Northern Sydney Partners in Recovery Innovation Grant to establish a peer run Hoarding Support Forum
- Using expertise developed in the Hoarding Treatment Program to train mental health professionals in other regions in one-day workshops.

Simone Isemann
Clinical Services Manager



Community Service Stream

The focus of Community Services is to provide immediate and practical support to people in the local community who are facing a range of challenges. Financial Counselling helps relieve the stresses and anxieties experienced by people confronted with financial problems and debt burdens. Community Aid enables frail aged people in the local area to remain connected with their local community while remaining independent in their own homes. Emergency Relief continued to provide services for the first nine months of the 2014/15 year. The Commonwealth government's changed funding arrangements meant that our Emergency Relief service ceased at the end of March 2015.

Financial Counselling

In March 2015 our financial counselling service won Commonwealth government funding to provide services to the Northern Sydney area. The funding enabled us to employ four of our volunteer financial counsellors on a part-time basis. To provide a more accessible financial counselling service a new outreach centre was set up in Chatswood. Therefore, Lifeline H2H can now offer financial counselling in Gordon, Hornsby and Chatswood.

During the year the financial counselling service provided services to 197 new clients which is a 38% increase on the number of new clients in the previous year. A total of 1,093 hours of face-to-face individual financial counselling sessions were provided throughout the year, which is an increase of 24%. A further 1,359 hours of support and advocacy service were provided by our team of financial counsellors – an increase of 46%.

The financial counselling team comprises eleven financial counsellors. The Commonwealth government's funding provides one day per week funding for four financial counsellors. An additional two days per week are funded by the NSW Responsible Gambling Fund. All our financial counsellors give many additional volunteer hours beyond any paid hours. This enables us to provide a much larger and wide reaching service than the funded hours alone could provide.

The major challenge for the financial counselling service this year has been the roll out of the funding body's reporting requirements. The focus of the reporting has shifted from reporting 'service outputs' to reporting 'service outcomes'. The new reporting requirements have imposed significant changes in how our financial counsellors report the services they provide.

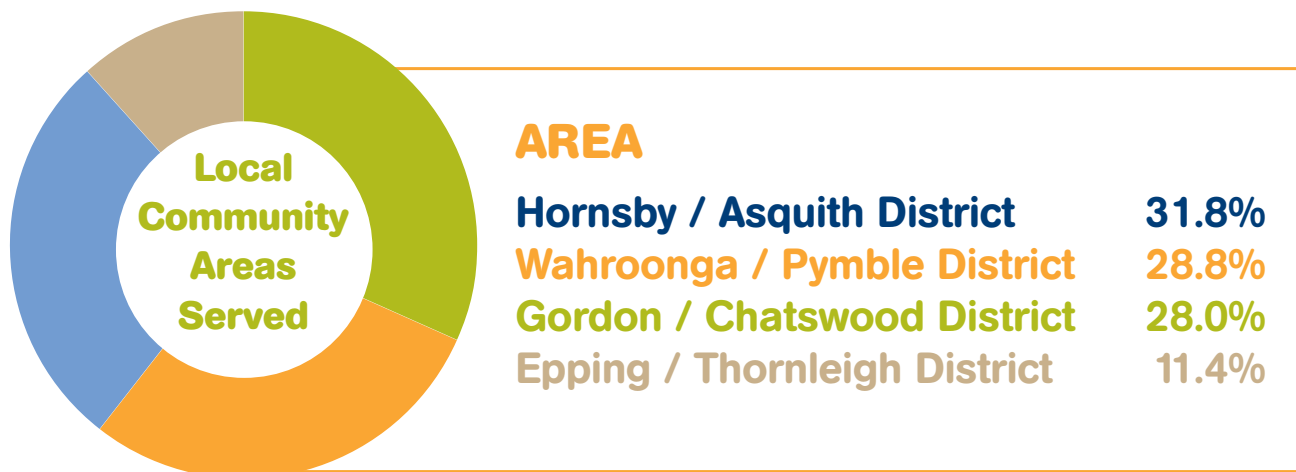
Financial Counselling Presenting Issues

Credit/Debt Related	46
Budgeting/Inadequate Income	64
Loss of Employment	14
Personal Issues/Illness	16
Business Debts/Issues	12
Housing	4
Bankruptcy	4
Other	9

Community Service Stream

Community Aid

The 2014/2015 year has been a year of preparing for the Commonwealth government initiated changes, which came into effect on 1st July 2015. The changes have been described as the most significant changes seen in the aged-care sector for many years. The changes involve the introduction of the My Aged Care call centre, which will act as the single gateway to all aged-care services. In addition, there has been an amalgamation of a number of Commonwealth aged-care services into one service called the Commonwealth Homes Support Program (CHSP). The Commonwealth government has announced continued funding out to June 2018 for services that fall within the CHSP, such as our Community Aid service.



During the 2014-2015 year, a team of 41 volunteers provided the Community Aid services. In total the team provided 3,670 hours of service. The service most in demand is transport (1,825 trips). Medical appointments and social events are the most common reasons for the requested transport. This transport enables 124 of our local frail aged clients to remain independent and actively participating in their local community.

Emergency Relief

During the first nine months of 2014-2015 our two Emergency Relief volunteers provided assistance to 269 people from the Hornsby and Ku-ring-gai districts. The value of the Emergency Relief services for the nine months was \$87,404. This total included \$33,764 for electricity vouchers and payments, \$28,260 for Woolworths food vouchers, and \$9,886 in rent assistance. The remaining \$15,494 was assistance for a variety of needs including phone bills, medical/chemist expenses and water/rates charges.

The funding for Emergency Relief service in the Hornsby Ku-ring-gai area has been given to The Salvation Army, St Vincent de Paul and Catholic Care. However, we continue to provide some basic food items to assist with immediate support to any person who presents in need. For any other needs, the person is referred to local Emergency Relief service providers.

Graeme Daley
Community Services Manager

“One of my Lifeline clients, a 78 year old lady, greeted me at the door and announced with great excitement: “I have just had two more babies.” Knowing that they were not grandchildren, I was uncharacteristically lost for words, and thought she must have succumbed to dementia. To my great relief she then presented a bird cage with two newly hatched budgerigars!”

(Jennifer – Community Aid Volunteer)

Fundraising

In the past financial year we have continued to build on our existing events and relationships with great success. Our strategy of focusing on several major events with the aim of creating a sustainable fundraising platform that also raises Lifeline H2H's profile within the community has been very successful. As always, the wonderful results are a testament to our Centre's amazing network of volunteers, staff and friends who continued to throw their energy and support behind our events.

In September 2014 we once again held the Sapphire Gala Ball at Sydney's Luna Park. We were able to build on the previous year's experiences and the financial results exceeded our expectations. The event was well supported by corporate sponsors, including Gala Ball Committee Chair, Phil McCarroll, and his company, McCarroll's Automotive Group. Special guests included John Brogden, Chair of Lifeline Australia, Minister for Transport Gladys Berejiklian, singer Damien Leith and Master of Ceremonies Paul Murray, as well as our wonderful guest speaker Amanda Maltabarow.

Our relationship with our local Rotary Clubs continues to be a vital tool in our fundraising efforts. In October 2014, the Rotary Club of Chatswood once again partnered with Lifeline H2H to make us the major beneficiary of their Annual Charity Golf Day. The new format was very well received, and special thanks go to Michael MacQuillan for his tireless efforts on our behalf.

Further extending our relationship with Rotary, in March 2015 we were once again the charity partner of the 2015 Bobbin Head Cycle Classic (BHCC). Organised by the Rotary Clubs of Turramurra, Ku-ring-gai, St Ives and Wahroonga, the event attracted over 2,700 riders and 400 volunteers. An enormous vote of thanks goes to

the four Clubs, the Executive Committee of the BHCC, the incredible volunteers, and all involved in organising such a highly successful event.

In 2014 we took part in the ASX Thomson Reuters Charity raffle for the first time. Despite some hiccups with the ticketing system the raffle was a wonderful success and we look forward to taking part again in 2015.

Our Loose Change for Lifeline program again received fantastic support from students at Ravenswood School for Girls. Thanks to everyone who popped their coins in the cans and in particular to Mr Hugh Turnbull for his dedication and commitment to supporting Lifeline.

Our Lifeline Centre is also fortunate to receive generous support in the form of financial donations from individuals and corporations throughout the year, which form a vital part of our strategy for achieving financial sustainability.

Finally, my sincere thanks to Lifeline H2H's office staff for their never ending support behind the scenes.

Emma Bagley
Fundraising and Events Manager



Retail

Our Retail Stream showed a strong performance this year. The success with retail has been due to strong sales, loyal customers, a skilled workforce and of course our generous donors. Donations of clothes are made through our clothing bins located throughout our geographical area. Donations of homewares, small items of furniture and bric-a-brac are made directly to our shops. Our thanks go to all our retail staff and volunteers for their talent, commitment and passion; it is these attributes that make our retail outlets vibrant, relevant and successful resources to our community.

Last financial year, Lifeline H2H participated in a Retail Pilot project conducted by the Retail Doctor for Lifeline Australia. The aim of the project was to increase sales and revenue in Lifeline shops through training in areas such as merchandising, operations and marketing. This trial led to significant learnings that we implemented in the set up and operation of our new shop at Pennant Hills.

Asquith Shop

Asquith sales have been increasing steadily over the past 12 months. We now have an increased community profile and presence in the Hornsby and Mt Ku-ring-gai area and have become a regular shopping spot for some local mother's groups. With a talented team of shop staff and volunteers, among other things, our presence online through web and social media forums has built an increasing awareness of the quality purchases that can be made. Plans are currently underway to increase our storage capacity and warehouse working space for next year, which will lead to greater efficiencies for our retail business.

Epping Shop

Our Epping Shop continues to thrive, with increased sales and donations over the past year. Our Epping Shop Manager is engaged and connected with the local community and has worked hard to establish the business which is respected by local residents and businesses alike.

Pennant Hills Shop

Our Pennant Hills Shop opened on September 10th 2014.

The shop has exceeded all our expectations and projections and we have seen a steady growth in sales with a strong and loyal customer base continuing to build. Our Shop Manager has excelled in shop presentation, and her ability to obtain quality donated stock. Our thanks go to the Pennant Hills and surrounding community for their overwhelming support.



Book Fairs

The 2014-15 year was an exciting period for the extraordinary team of volunteers at our book depots at Lindfield and Hornsby. The period was full of record achievements and the excitement of venturing out into new territory with our inaugural Chatswood Book Fair.

We have continued to review and refresh our promotional activities, with a growing emphasis on social media and internet postings, alongside our trusty banners and, of course, word-of-mouth support from the many satisfied and enthusiastic customers that attend the book fairs. Our sincere thanks go to members of our community for their ongoing support and supply of quality donated books, without which our book fairs would not be possible.

Highlights from our year:

- ☀ The Wahroonga book fair in July was a fantastic success with revenue up 30% on last year. We continue to benefit from and deeply appreciate the support given by Knox Grammar School.
- ☀ Revenue from the August Clearance Sale at West Lindfield increased by a staggering 55% on last year. Following on from this success, we started looking for a new, high-exposure venue in Chatswood for next year's August Clearance Sale. We are delighted to report that Willoughby Council were particularly helpful and agreed to provide the Dougherty Community Centre as our new venue under a very favorable arrangement.
- ☀ The Hunters Hill book fair in November resulted in another record in sales. The Hunters Hill Town Hall is a great venue and we have established ourselves within this area for presenting a high class event.
- ☀ Our \$1 Fiction Sale at our West Lindfield Book Depot continues to be a popular event with the local community.
- ☀ The Inaugural Chatswood book fair in January resulted in excellent sales and attendance. This event was held at the Civic Pavilion, The Concourse in Chatswood and as a first up event exceeded all expectations for sales. Our sincere thanks go to Willoughby Council and the Civic Pavilion for their generous support.
- ☀ The Thornleigh book fair in April continued to grow, setting a new record in sales. The venue at the Thornleigh Community Centre, being particularly bright and cheery, was very conducive to offering an enjoyable experience for the whole family.
- ☀ The Hornsby \$1 Clearance sale in May continued its ever increasing sales at the popular Hornsby War Memorial Hall venue.

Other activities during the year included:

- ☀ **A book stall at the Pennant Hills Baptist Church in January**
- ☀ **A book stall at the Hornsby Girls High School Multi-Cultural Day, organised through the Hornsby Rotary Club**
- ☀ **Supplying books for Lifeline H2H's Retail Shops.**

With the increased number of book fairs and discount sales there was a need to seek additional outside support to assist in the labour intensive work of loading books from our depots and unloading them at our venues, then reloading all the return boxes to our depots. We owe a huge amount of gratitude to the wonderful ongoing support from management and workforces of a number of organisations including Wrigley, the Commonwealth Bank, National Australia Bank, the Mizuho Bank, students of Saint Ignatius College Riverview and of course our highly valued friends at Rotary.

All our book fairs and discount sales would simply not happen without our volunteers. Our depots and events continued to be organised and run solely with volunteers. A heartfelt thank you goes to all of our volunteers and supporters who work so tirelessly to help support Lifeline H2H provide crisis support and suicide prevention services.

Our Board



Pam Pritchard – President

Pam has been the Board President since 2009. She brought to the Board senior executive and governance experience in many community based 'not for profit' organisations.

She started her working life as a classroom teacher and was Principal of Elanora Heights Primary School from 1988–1995. A change in career followed with a successful 10 years in Real Estate as Marketing and Sales Consultant based in Lindfield.

In 1993, she joined the Rotary Club of Turramurra, was President of the club in 1997-98, District Governor in 2006-07 and has had many roles in leadership, training, mentoring, administration, event management and working at an international level.

Keeping her link with children, Pam was a Director on the Board of the children's charity, Stewart House, Curl Curl, from 1985 to 2010, acting as Treasurer for 20 of those years, and chaired the Audit, Risk and Compliance Committee.

Pam has also been a Director on the Council of International House, Sydney University, since 2008.



Carel Bothma - Vice President

Carel joined the Board of Lifeline H2H in April 2012. He was appointed as Chair of the Human Resources Committee in August 2012. Carel has an Honours degree in Commerce and a Masters in Human Resources Management with a post-graduate diploma in Leadership from the IMD in Switzerland.

His experience is gained from working in South Africa, Thailand, Malaysia and New Zealand for multinational organisations including Sara Lee and Tupperware. At Nutrimecs, Carel founded E3, a charity movement focusing on the education, empowerment and enlightenment of woman and children supporting "Look Good Feel Better" and "Brave Hearts". He is a board member of FACE, nationally accredited mediator and volunteer at a local surf lifesaving club. Carel is Executive Manager Human Resources at Aged Care Plus, a division of the Salvation Army.



Lee-Anne Purbrick - Treasurer

Lee-Anne joined Lifeline H2H as a member of the Finance, Audit and Risk Committee in April 2012. She was appointed to the Board in February 2013 and chairs the Finance, Audit and Risk Committee.

Lee-Anne is a Chartered Accountant. She qualified in the United Kingdom and was first placed in her region in her professional stage qualification exams. She also holds a diploma in charity accounting.

Lee-Anne worked in the UK for eight years advising in the not-for-profit sector before moving to South Africa in 2009. During her 18 months in South Africa she was the Africa Finance Manager for International Air Transport Association (IATA) and was successful in migrating the IATA Africa finance department to the Middle East. In 2011 she moved to Australia and she currently works at St Vincent's Health Australia as the Group's Financial Accountant.

Our Board



Merlyne Thompson - Board Secretary

Merlyne has been a member of Lifeline H2H for 17 years, including the last six as a Board Member. She is Secretary to the Board, chairs the Membership Committee and serves on the Retail and Property Committee. In addition, Merlyne continues to work as a Telephone Crisis Supporter on 13 11 14 and contributes to various projects such as accreditations and reviews of policies and procedures. She is also actively involved with risk management and workplace health and safety activities for the centre.

As well as working for Lifeline, Merlyne is a volunteer at the University of Sydney and at the Cancer Council NSW. She holds a Bachelor of Science degree and a Graduate Diploma in Administration (Financial Administration).



Tessa Marshall - Board Member (until 31/1/15)

Tessa joined Lifeline H2H 15 years ago as a Telephone Crisis Supporter. She has been a member of the Board for 10 years and chaired the Human Resources Committee. Since joining Lifeline H2H, Tessa has fulfilled a variety of supervisory roles as well as assisting in many of the fundraising ventures. She is currently a volunteer face-to-face counsellor and co-facilitates the Suicide Bereavement Support Groups.

Tessa has a Bachelor of Economics, a Graduate Diploma in Marketing and a Graduate Diploma in Counselling and Psychotherapy. She is a clinical member of the Australian Human Resources Institute, Counsellors and Psychotherapists Association of NSW, and the Psychotherapy and Counselling Federation of Australia. Tessa is also an accredited facilitator for Myers-Briggs Type Indicator, MLQ360 and Certificate IV Training and Assessment.

Tessa runs her own business, Marshall Coaching Group, which has been operating for 15 years, specialising in leadership development, coaching and training for corporate clients and career and personal counselling for private clinical clients. She is responsible for personally delivering many of the services, for driving overall business growth and for the senior account management of key clients.

Tessa has now taken up a position on Lifeline Australia's National Board.



Chris Kinsella - Board Member

Chris joined the Board of Lifeline H2H in August 2013. He is also a member of the Finance, Audit and Risk Committee for Lifeline H2H and is a lawyer and chartered accountant. Chris has over 30 years professional experience and has practised in Sydney, London and Singapore.

Chris has a Masters of Law from Cambridge University, a Masters of Economics from Macquarie University and undergraduate law and economics degrees from Sydney University. He also holds a Diploma in Applied Finance and Investment from the Securities Institute (now known as Finsia).

Chris is a partner of the law firm Minter Ellison. He has a focus on controversial tax matters and has acted in some of Australia's leading tax cases. Chris is also an accredited specialist in dispute resolution with the NSW Law Society. Chris advises clients on their tax risk profile and how to manage their ATO relationship.

Our Board



David Scott – Board member

David joined the Board of Lifeline Harbour to Hawkesbury in September 2013. He is also Chair of the Retail and Property Committee. David has degrees in science, business and policy and is presently undertaking a PhD in social policy at UNSW.

Most recently David was a senior executive at Commonwealth Bank where he had responsibility for group mergers and acquisitions in the group strategy division. He is also a Fellow of the Australian Institute of Company Directors.



Paulus Briels – Board Member

Paulus joined the Board of Lifeline H2H in July 2013. Paulus has a diverse and extensive background with senior management roles in HR, Training, Operations, Sales & Marketing and Project Management in the Hotel Industry and IT.

He is now focused on developing new HR Technology focused initiatives. He also consults and runs workshops for emerging organisations and start-ups to grow their potential and find pragmatic and innovative solutions for complex problems.

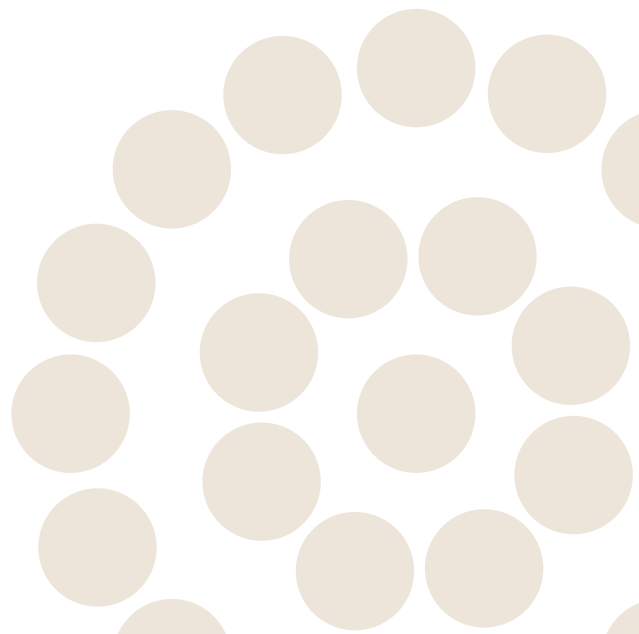
Paulus was born in the Netherlands and now lives with his family in Sydney near Manly. He has a passion for sailing, bush walking, mountain biking, classical music and theatre and is actively involved in the community.



Roger Hogan – Board Member

Roger Hogan became a Board Member in October 2014 and has recently been appointed Chair of the Fundraising, Media and Marketing Committees. He is involved in developing Lifeline Harbour to Hawkesbury's relations with the media and the donor community.

Originally from the UK, he relocated to Australia in 1991. He has more than 35 years' experience as a financial journalist, marketing and media relations executive and business owner, and is currently Director of Marketing Communications for the Australian subsidiary of a global investment company.



Financial Highlights

The past year has continued to see an increase in support for Lifeline H2H. We are incredibly thankful to our loyal donors and for those supporters who have chosen our charity as every dollar makes a massive difference to the work that we do – saving lives.

Lifeline H2H is not-for-profit and strives to make a surplus to keep our service sustainable.

Revenue and other income grew by 23% during the year. This reflects strong performance in our retail and book fairs and continued success in our fundraising initiatives. Our income is raised through a variety of sources with our main funding sources as follows:

Contracted services

During the year, Lifeline H2H serviced the National crisis line (13 11 14) and the Cannabis Information Helpline on behalf of Lifeline Australia. The funding received for these services covers the employment costs of our specialised counsellors, as well as an allocation of management and administrative overheads.

Sale of goods

Lifeline H2H operates a small retail business with three retail op shops. 2015 was an exciting year for our retail arm with the opening of our Pennant Hills store. Our stores raised \$744,149 in vital funds for our crisis support and suicide prevention services.

Lifeline H2H held four book fairs and two discount events during the year. Our book fairs are run professionally by our dedicated team of volunteers. Our book fairs raised \$406,724 to support our suite of life saving services.

Fundraising

Lifeline H2H's fundraising initiatives continue to grow with increased patronage of our fundraising events such as our annual Sapphire Gala Ball and the Bobbin Head Cycle Classic. We continue to build strong relationships with our supporters; Rotary Clubs, corporates, foundations and individuals. Lifeline H2H greatly appreciates the invaluable contribution from our supporters.

Grants

Lifeline H2H secured grant funding in 2015 of \$465,916. Lifeline H2H received funding from NSW Ministry of Health to support Lifeline's 13 11 14 crisis support service, Responsible Gambling Fund to support our Problem Gambling Counselling service and Department of Social Services Home and Community Grant Program to fund our Community Aid services. We also secured new funding from Department of Social Services Financial Counselling Grant Program. A detailed list of grant funding is included in the notes to the financial statements.

The graph below shows a snapshot of Lifeline H2H's use of funds in 2015 (expressed as a percentage of total income).



Financial Highlights

Our expenses increased by 22% on the prior year. Fundraising costs amount to 6% of Lifeline H2H's income and represents our continued investment in this area to broaden our range of fundraising initiatives. Our charitable activities include our telephone crisis support service, clinical services and community services. We invested 73% of our income on our charitable services; our suite of life saving services.

At the end of June LLH2H's balance sheet reflects a robust financial position with reserves of \$924,258. These enable us to ensure our long term financial viability – protecting our work against adverse financial events.

Lifeline H2H's financial results do not reflect the value of the time donated by our volunteers. Our volunteers may be ordinary people, but they do an extraordinary thing. Lifeline H2H's numerous achievements during the year are a reflection of the significant work and dedication of our volunteers and staff and the generous support of our donors and funding partners.

Lee-Anne Purbrick
Treasurer

Five Year Gross Revenue Comparison

	2015	2014	2013	2012	2011
Contracted Services	1,448,434	1,391,072	1,090,108	541,749	244,437
Sale of Goods	1,150,873	761,863	656,767	621,079	520,563
Fundraising Events	253,416	187,469	48,560	33,834	121,515
Donations	257,881	218,410	114,416	134,218	128,958
Grants	465,916	346,583	465,028	433,134	296,142
Course & Service Fees	125,054	92,798	74,869	64,267	75,643
Other Income	83,769	67,670	91,582	90,981	67,977

Statement of Financial Performance

For year ended 30 June 2015

	Notes	2015 \$	2014 \$
Contracted services	3	1,448,434	1,391,072
Sale of goods	2	1,150,873	761,863
Fundraising			
Donations	5	257,881	218,410
Events		253,416	187,469
Grants	4	465,916	346,583
Course and service fees		125,054	92,798
Other income		83,769	67,670
Revenue and other income		3,785,343	3,065,864
Costs of generating funds			
Fundraising		199,546	153,271
Retail and book fairs		717,748	469,120
Charitable services			
Telephone crisis support services		1,891,301	1,724,733
Clinical services		513,528	320,323
Community services		204,108	230,755
Other		42,152	22,400
Expenditure	6	3,568,383	2,920,602
Net surplus for the year		216,960	145,262

Statement of Financial Position

Balance Sheet as at 30 June 2015

	Notes	2015 \$	2014 \$
Assets			
Current Assets			
Cash on hand and at bank		98,786	30,624
Short term deposits	7	1,165,835	909,747
Trade and other receivables	8	126,955	145,962
Total Current Assets		1,391,576	1,086,333
Non-Current Assets			
Plant & Equipment	9	160,365	131,016
Total Non Current Assets		160,365	131,016
Total Assets		1,551,941	1,217,349
Current Liabilities			
Trade and other payables	10	284,410	233,220
Other liabilities	11	95,530	78,010
Provisions	12	247,743	198,821
Total Current Liabilities		627,683	510,051
Total liabilities		627,683	510,051
Net Assets		924,258	707,298
Equity			
Reserves		0	0
Retained surplus	13	924,258	707,298
		924,258	707,298

Notes to the financial statements

For Year ended 30 June 2015

2015	2014
\$	\$

Note 1: Accounting Policies

The financial statements have been prepared using the accrual accounting method. The financial report is a special purpose financial report prepared to satisfy the financial reporting requirements of the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). The Board has determined that Lifeline H2H Inc. is not a reporting entity. The financial report has been prepared in accordance with the requirements of the above Acts and the following standards:

- AAS 5 Materiality
- AAS 8 Events Occurring after reporting date.

The accounting policies applied are consistent with those applied in the previous year. No other applicable Accounting Standards, Urgent Issues, Consensus views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

Principal accounting policies are:

Provisions are made for employee entitlements such as long service leave and annual leave in accordance with the relevant legislation.

Depreciation, according to which fixed assets costing \$1,001 or more per item purchased on and after 1 July 2006 are depreciated over their estimated useful lives. Items costing \$1,000 or less are fully depreciated at the time of purchase.

Accrued and prepaid expenses and income are calculated and brought to account.

Note 2: Revenue from the sale of goods

Retail	744,149	480,430
Book fairs	406,724	281,433
	1,150,873	761,863

Note 3: Revenue from Contracted Services

During the year Lifeline H2H provided services such as the Cannabis Information Helpline, and the Paid Overnight Service on behalf of Lifeline Australia.

The revenue received covered employment costs of the specialised counsellors, as well as the costs of management and administrative overheads.

Notes to the financial statements

For Year ended 30 June 2015 continued

2015 **2014**
\$ \$

Note 4: Grants

During the year Lifeline H2H received the following grants:

Department of Social Services Home and Community Care Program		
- to fund our Community Aid services	83,515	79,995
Department of Social Services Financial Counselling Grant		
- to support the costs of Financial Counselling Service	31,791	0
Responsible Gambling Fund		
- to support the costs of Problem Gambling Counselling Service	80,236	78,165
NSW Ministry of Health		
- to support Lifeline's 13 11 14 Crisis Support Telephone Service in NSW	177,836	172,998
NSW Department of Human Services		
- Charitable Goods Transport Funding	0	6,825
Hornsby Community Development Support Expenditure Program	2,440	3,000
Ku-ring-gai Council Community Grant	1,863	4,500
Willoughby Council Community Grant	3,000	0
Northern Sydney Medicare Local	16,675	0
Northern Sydney Medicare Local: Northern Sydney PIR		
- Innovation Grant	49,835	0
Community Care Northern Beaches:		
Sydney North Shore & Beaches PIR	17,525	0
Aftercare: PIR Hunter	1,200	0
Australia Chinese Charitable Fund	0	1,100
	465,916	346,583

Notes to the financial statements

For Year ended 30 June 2015 continued

	2015	2014
	\$	\$

Note 5: Donations

During the year Lifeline H2H received donations generated by fund-raising initiatives, such as events conducted jointly with Rotary Clubs, as well as general unsolicited donations and bequests.

Note 6: Expenses

Net operating surplus includes the following specific expenses:

Depreciation:

- Furniture & fixtures	11,426	11,661
- Office equipment	8,105	6,262
- Shop fixtures & fittings	17,913	4,302
- Motor vehicles	4,634	390
	42,078	22,615

Accounting advice - Rhodes Docherty & Co	740	0
Audit and review of financial statements - Rhodes Docherty & Co	8,860	6,355

Note 7: Investments

Deposits at Call	366,583	467,280
Term deposits	754,194	442,467
Shares in listed companies at cost	45,058	0
	1,165,835	909,747

The shares held for the Helping Hand Fund are classified as current as technically they can be realised in the next 12 months, however, it is the intention of Lifeline H2H to hold these as long term investments.

Note 8: Trade and other receivables

Trade receivables	47,780	101,469
Other receivables	0	0
Deposits paid	34,949	19,950
Prepayments	44,226	24,543
	126,955	145,962

Notes to the financial statements

For Year ended 30 June 2015 continued

	2015	2014
	\$	\$
Note 9: Plant & Equipment		
Motor Vehicles	82,214	82,214
Furniture and Fittings	131,231	131,231
Office Equipment	79,944	70,431
Shop Fixtures and Fittings	76,327	14,414
Warehouse Fixtures and Fittings	2,518	2,518
	372,234	300,808
Less Provision for Depreciation	-211,869	169,791
	160,365	131,016
Note 10: Trade and other payables		
Trade payables	32,243	29,195
Accruals	82,822	34,073
Helping Hand Funds	49,366	49,638
Other payables	119,979	120,314
	284,410	233,220
Note 11: Other liabilities		
Deferred income	95,530	78,010
	95,530	78,010
Note 12: Provisions		
Provision for Long Service Leave	61,207	53,301
Provision for Annual Leave	186,536	145,520
	247,743	198,821
Note 13: Retained surplus		
Retained Profits at beginning of financial Year	707,298	562,036
Current year surplus	216,960	145,262
Retained Profits at end of financial Year	924,258	707,298

Notes to the financial statements

Note 14: Additional information and declarations to be furnished under the NSW Charitable Funding Act

Lifeline H2H is an authority holder in accordance with the NSW Charitable Fundraising Act, 1991. The following statements are provided in accordance with authority condition No. 7.

The accounting principles adopted are as stated above.

Details of Lifeline H2H activities are set out in Managers' reports appearing elsewhere in the Annual report. There are no other material matters or occurrences to report.

During the year, Lifeline H2H obtained a surplus of \$126,819 (2014 \$109,758) from the collection and subsequent sale, through our shops, of donated second-hand clothing, books and other items. No indirect costs or any allocation of Gordon office expenses were charged to the shops. Our Book fairs contributed a net surplus of \$306,305 (2014 \$200,220).

Donations were received amounting to \$257,881 (2014 \$218,410).

These amounts, together with income from other sources, were applied to the cost of providing our counselling and other services and administration costs. A surplus of \$216,960 was transferred to accumulated funds.

Lifeline H2H did not conduct any appeals jointly with traders during the period.

Note 15: Accumulated Funds

Accumulated Funds, including specific reserves

2015	2014	2013	2012	2011
924,258	707,298	567,036	452,007	206,107



STATEMENT OF THE BOARD

We state that:

In the opinion of the Board of Lifeline Harbour to Hawkesbury Incorporated:

- (a) The financial statements and notes are in accordance with the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-For-Profits Commission Act 2012 (Cth), including:
 - i complying with Accounting Standards and;
 - ii giving a true and fair view of Lifeline Harbour to Hawkesbury Incorporated's financial position at 30 June 2015 and of its performance for the financial year ended on that date and;
- (b) At the date of this statement there are reasonable grounds to believe the association will be able to pay its debts as and when they fall due and payable.

On behalf of the Board.

Chairperson

A handwritten signature in blue ink, appearing to read "P Pritchard".

Pamela Pritchard

24th September 2015

Treasurer

A handwritten signature in blue ink, appearing to read "Lee-Anne Purbrick".

Lee-Anne Purbrick

24th September 2015



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LIFELINE HARBOUR TO HAWKESBURY INC

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Harbour to Hawkesbury Inc, which comprises the statement of financial position as at 30th June 2015, and the statement of financial performance, a summary of significant accounting policies, other explanatory notes and statement by the Board.

Committee's Responsibility for the Financial Report

The committee of the entity 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 consistent with the financial reporting requirements of the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 the auditor's 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, the auditor considers internal control 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 control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LIFELINE HARBOUR TO HAWKESBURY INC

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 complied with the independence requirements of Australian professional ethical pronouncements.

Qualification

It is not always practicable for Lifeline Harbour to Hawkesbury Inc to establish internal control over all sources of fundraising appeal activities and revenue from sale of goods prior to receipt of these funds and accordingly, it is not possible for our examination to include procedures which extend beyond the amounts of such income recorded in the accounting records of Lifeline Harbour to Hawkesbury Inc.

Qualified Audit Opinion

In our opinion, subject to the above qualification, the financial report of Lifeline Harbour to Hawkesbury Inc is properly drawn up:

- The special purpose financial report presents fairly the financial position of Lifeline Harbour to Hawkesbury Inc at 30th June 2015 and the results of its operations for the year then ended in accordance with the accounting policies described in Note 1 to the financial report, the Association's Incorporation Act 2009, the Charitable Fundraising Act 1991 and the Australian Charities and Not-for-profits Commission Act 2012 (Cth);
- The accounts and associated records of Lifeline Harbour to Hawkesbury Inc have been properly kept during the year in accordance with the Charitable Fundraising Act 1991; and
- Money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991;
- There are reasonable grounds to believe that Lifeline Harbour to Hawkesbury Inc will be able to pay its debts as and when they fall due.

Yours sincerely,

Rhodes Docherty & Co Audit Services Pty Limited
(authorised audit company registration no. 413053)



Maria Krnjulac

Dated this 24th day of September 2015

Our heartfelt thanks to...

As always, Lifeline Harbour to Hawkesbury extends our heartfelt thanks to our army of volunteers. We have almost 500 volunteers who give generously of their time and expertise and all contribute to providing crisis support and assist in preventing suicides within our community, as well as across the Nation. We continue to grow and achieve outstanding results in our community. Our volunteers enable us in our mission to Save Lives. We thank you.

A special thank you to everyone who supported our fundraising events throughout the year. Events such as The Sapphire Gala Ball, The Bobbin Head Cycle Classic, Rotary Golf Day, our many book fairs and our Christmas Hamper Project. The financial success of our fundraising endeavours would not be possible without your ongoing support.

Our Government Funding Bodies & Supporters

Aftercare: Hunter Partners in Recovery

Centrelink Hornsby

Community Care Northern Beaches

Department of Family & Community Services

Department of Health and Ageing

Department of Human Services

Department of Social Services

Dougherty Community Centre

Ku-ring-gai Council

National Cannabis Prevention and Information Centre

Lifeline Australia

NSW Department of Trade & Investment

NSW Ministry for Health

Northern Sydney Medicare Local

Northern Sydney Partners in Recovery

North Sydney and Beaches Partners in Recovery

Responsible Gambling Fund

Willoughby City Council

Our Rotary Club Partners

Rotary Club of Chatswood Inc

Rotary Club of Hornsby

Rotary Club of Ku-ring-gai

Rotary Club of Lindfield

Rotary Club of North Sydney

Rotary Club of Roseville Chase

Rotary Club of St Ives

Rotary Club of Turramurra

Rotary Club of Wahroonga

Rotary Club of West Pennant Hills & Cherrybrook

Our Corporate Partners

AAA Tyre Factory

Anticlockwise

Clayton Utz

Commonwealth Bank of Australia

Community Enterprise Foundation: Turramurra and Lindfield

Clubs NSW

Cummulus Wines

Local Direct Network

McCarroll's Automotive Group

National Australia Bank

Petra Capital Pty Ltd

Production Technology

Quorra Pty Ltd

SNAP Printing, Eastwood

Stephan Auto Body Pty Ltd

St Patricks Day Classic

St Vincents Health

The Star

Unique Window Tinting Pty Ltd

Wrigley

Our heartfelt thanks to...

Trusts and Foundations

ASX Thomson Reuters Charity Foundation
Erica Foundation
Nielson Foundation
TISM Foundation
Young Australian Chinese Charity Foundation

Our Individual Supporters

Alan Bardwell
Alister Henskens, SC, MP
Anna-Louise Bouvier (Happy Body at Work)
Andy & Libby King
Blue Illusion
Cameron Robinson
Cherri Carol
Christine Leaming
Connie Therkildsen
Cyril Melman
Daniel Sife
Debra Reid
Diane Drinkwater
Diane Merryfull
Graeme Matthews
Helen Douglas
Helena Gawlinska
Ian Salmon
Jacqueline Every-Burns
Jane Stone
Janice Irwin
James Rae & Co
Jenny Williams
Jess McCosker
J & A Gardener
John Alexander MP (Zipit Campaign)
John Brogden
John Rawson

Judith Broadfoot
Julie Wokes
June Major
Kathleen Hamilton
Kevin James
Lisa Clark
Madeleine Gower
Malcolm Braid
Matt Kean, MP
Matthew and Julie Quinn
Misofa Pty Ltd
Monarch Investments
Morry Waked
Paul Murray
Phil McCarroll
Peter Bates
Sonika Andrade
Susan Bardwell
T & M Lawson
Timothy Howe
Tom Day
Tony Fitzgerald
Wendy Wallin

Thank You!

Our heartfelt thanks to...

Our Community Partners

Castle Hill Christadelphian Ecclesia
Century 21 Cordeux Marshall, Gordon
Gordon Uniting Church
Saint Ignatius' College Riverview
Knox Grammar School
Hornsby RSL Club
Kur-ing-gai Art Society
Lions Club of St Ives Inc
Monkey Bar Chatswood
North Shore Temple Emanuel
Peter Canisius House
Pennant Hills Baptist Church
Pymble Ladies College
Ravenswood Girls High
St Ives Shopping Village
The Catenian Association Ku-ring-gai
Turramurra Uniting Church Women's Day Fellowship

Our Workplace Giving Partners

Ausgrid
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Bequests

Woodend Pty Ltd

Thank You!

the best way
to find yourself
is to lose
yourself in the
service of others

Mahatma Gandhi

We celebrate and give thanks to the following people for their commitment and dedication to Lifeline Harbour to Hawkesbury.

25 Celebrating 25 years of Service

Gail Hinchcliffe

20 Celebrating 20 years of Service

Sally Andrews

15 Celebrating 15 years of Service

Deirdre Haywood

Jean O'Hara

Jennifer Crago

Kirstie D'Souza

Raphael Byron

Tessa Marshall

Wendy Wallin

10 Celebrating 10 years of Service

Andrew Peterson

Angela Baxter

Beverley Dawson

Deborah Maizels

Frederick Thompson

Gordon Leung

Helen Logie

Joy Williams

Judy Cameron-Smith

Kay Woodward

Margaret Rowland

Patricia Barnett

Soniya Gune

Tess McCallum

Toby Donnan

5 Celebrating 5 years of Service

Antonina Strupitis-Haddrick

Cameron Meehan

Clarissa High

David Barnett

Elizabeth Packer

Gretta Howard

Hannah Beard

Harold King

Helen Pilgrim

Helen Welch

Hillary Larcombe

Jessica Ford

Joanna Davidson

Josie La Rocca

Kate Barry

Katherine Gambell

Kathleen Cheng

Keith Richardson

Krishan Gupta

Kyoko Hodgkinson

Lee Zanoni

Lin Nyul

Mary O'Keeffe

Melanie Nall

Patricia Kaye

Rebecca Tupper

Rob Hall

Roger Dampney

Salome Kruger

Sandra Stuart

Simone Isemann

Susan Rudnick

Suzanne Hartley

Veronica Ogle







An
Australia
FREE of
suicide

**How can
you be
involved?**

**To be a part of
something bigger
or for further
information on
how you can help
or be involved,
contact us via
the details below.**

**4 Park Avenue
Gordon NSW 2072
Call: 02 9498 8805
Fax: 02 9498 2338
www.lifelineh2h.org.au**

Lifeline Harbour to Hawkesbury has 14 services and programs that provide crisis support within our local community. We are a not-for-profit organisation and rely on support from within our community to continue the lifesaving work that we provide locally and nationally.

-  Make a donation
-  Become a Telephone Crisis Supporter
-  Assist with our book fairs and other fundraising events
-  Offer your guests to donate in lieu of gifts for your personal events
-  Volunteer at one of our Retail Shops
-  Help us raise awareness of the issues surrounding Suicide and Crisis help

**Lifeline H2H
is and always has
been a volunteer
organisation**



www.facebook.com/LifelineH2H



[@lifelineH2H](https://twitter.com/lifelineH2H)

INCORPORATION

Lifeline Harbour to Hawkesbury is incorporated under the Associations Incorporations Act 2009 - ABN 56 766 506 533

CHARITABLE STATUS, TAX CONSESSIONS AND FUNDRAISING

Lifeline Harbour to Hawkesbury Incorporated holds a charitable fundraising authority and is endorsed as an Income Tax Exempt Charity. Lifeline Harbour to Hawkesbury Incorporated has been endorsed by the Australian Taxation Office as a Deductible Gift recipient (DGR).