



# Leadership. Collaboration. Impact.

LIFELINE HARBOUR TO HAWKESBURY SYDNEY  
ANNUAL REPORT 2023



**Lifeline Harbour to Hawkesbury Sydney**  
Office at 4 Park Avenue, Gordon

**Cherri & Christine**  
Crisis Supporters

Lifeline works every single day to actively hold people safe in their darkest moments.



'Land and Sky' by Holly Stowers

## Acknowledgement of Country

Lifeline Harbour to Hawkesbury Sydney acknowledges the traditional Custodians of the land where we work and deliver our services. We recognise their continuing connection to land, water and community, and we pay our respects to Elders past, present and emerging.

## Acknowledgement of lived and living experience of suicide

We acknowledge all the lives lost to suicide and recognise those struggling today, or in the past, with thoughts of suicide, mental health issues or crisis situations. We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

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# 1 Our Organisation

# Who We Are

Lifeline Harbour to Hawkesbury Sydney (Lifeline H2HS) is an independent Lifeline Centre within Lifeline Australia's network. We provide a suite of crisis support and suicide prevention services, including Lifeline's national 24/7 telephone crisis line **13 11 14**, counselling services and community support programs.

We are a not-for-profit organisation, and rely on our own fundraising efforts as well as the generosity of the community, through partnerships, grants and donations, to fund our operations.

## Our Geographical Area

Local services and programs are available to those who live, work or are educated in the Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove and Willoughby LGAs (local government areas) as well as parts of Ryde and North Sydney.



## Four-Stage Framework

The crisis support and suicide prevention services offered by Lifeline H2HS align with our four-stage framework of engagement, prevention, intervention and recovery.



### Engagement

Increasing awareness and access to crisis support services



### Prevention

Reducing distress and emotional turmoil to prevent suicide



### Intervention

Supporting someone in crisis and at risk of suicide



### Recovery

Supporting people bereaved by, or who have attempted, suicide

# Our Strategy



## Our Vision

An Australia free of suicide



## Our Mission

To support people in times of crisis and to reach out to and equip individuals and communities to be resilient and suicide-safe.



## Our Approach

We are guided by clinical research that shows the best way to prevent suicide is to build resilience and wellbeing. We do this by working across the whole life experience of people and the community around them, through engagement, prevention, intervention and recovery.

## 2023–2026 Strategic Plan



## Our Aspirations & Focus Areas

Significantly contribute to a suicide-free Australia

A more suicide-resilient H2HS community

A sustainable, healthy, capable and growing Centre



## How We Work

Integrity & open communication

Empathy & respect

Listen without judgement

# What We Do



## National Reach

- Telephone Crisis Support
- Digital Crisis Support
- Crisis Supporter Training

## Local Reach

### Clinical Services

- Counselling
- Psychology
- Clinical Support Groups
- Psycho-educational Support Groups
- Professional development
- Referral partners

### Community Services

- Community Aid
- Community Visitors Scheme
- Financial Counselling
- Emergency Relief
- Support Line
- Referral partners

### Community Engagement & Education

- Partners and Community Events
- Lifeline Connect
- Lifeline Crew
- Education and Training

### Suicide Prevention & Recovery

- Prevention initiatives
- Critical Incident Response
- Lived Experience Advisory Group
- Collaborative partners

## Powering Our Services

### Commercial Operations

- Retail Shops
- Book Shops
- Book Fairs
- Online book sales

### Fundraising

- Fundraising events
- Grants, donations and non-event fundraising
- Philanthropic and corporate partnerships



Ku-ring-gai Wildflower Garden, St Ives

Richard  
Crisis Supporter



## Our People



### Our Workforce

**137\***

Total  
\*(FTE 59.7)  
as at 30 June 2023

**10**

Full time

**83**

Casual &  
part time

**44**

Contract

**916**

Volunteers



### Our Volunteers

**916**

Total  
(Some volunteers  
have multiple roles)

**250**

Crisis  
Supporters

**357**

Books

**180**

Retail

**84**

Community  
support

**43**

Community Aid

**25**

Personal  
counsellors

**8**

Support Line

**13**

Administration

**15**

Fundraising



# Message from the Board President

Dr David Scott

**Our mission is to support people in times of crisis and to reach out and equip individuals and communities to be resilient and suicide-safe. Each year we answer over 10% of the national 13 11 14 crisis calls and make a local difference through our extensive clinical and community efforts. We have also launched new community engagement and education initiatives during the year that strengthen our local presence.**

This contribution and impact have been possible because of solid income growth across multiple business segments. Our retail operations have exceeded expectations, with six high-performing stores. The ongoing success of our Book Fairs stands as a testament to the dedication and expertise of our volunteer book teams. Our fundraising efforts, led by our committed team, have yielded exceptional results. We also benefit significantly from government grants, corporate support and generous donors. These sources of income ensure our financial stability and enable us to further our mission.

This financial year we have updated our Strategic Plan, with a renewed focus on national services, a more suicide-resilient community, and a sustainable, healthy, capable and growing Centre. This strategy refresh was informed by broad consultation across our paid and volunteer workforce. New initiatives, including the current rollout of SMS and online chat from our Centre, are being developed for implementation in the year ahead.

Lifeline H2HS has benefited from the commitment and strategic leadership of our CEO, Elizabeth Lovell, and her outstanding team. Their leadership has significantly contributed to growing our organisational capacity and impact in all we do.

In acknowledging our achievements, we bid farewell to two respected Board members, Chris Kinsella and Doreen Kirby. Their dedication and insights have played an influential role in shaping Lifeline H2HS's journey. I welcome our new Directors, Marie Soghomonian and Nathan Deveson. Their diverse expertise and fresh perspectives will undoubtedly enrich our discussions and contribute to the ongoing dynamic contribution of Lifeline H2HS.

For the last 55 years, Lifeline H2HS has made a significant difference to individuals in crisis and those considering suicide in our community. This has only been made possible by the generous contribution of all the people in our organisation.

I sincerely appreciate the commitment and unwavering efforts of our staff, volunteers and Board over the last year. It has been a collaborative team effort. As we embark on another year, I am confident that our collective efforts will continue to yield exceptional outcomes, positively impacting the communities we serve and helping to reduce suicide.

**Lifeline H2HS remains a robust, independent centre ... one that continues to contribute substantially to our community.**



# Message from the CEO

Elizabeth Lovell

**What an absolute pleasure it is to lead this robust, dynamic organisation and to be part of such a dedicated community of people, supported by an outstanding Board.**

In the last 12 months, with your help:

- We answered the telephone crisis line for over 37,000 hours
- We provided 14,450 hours of high-quality, affordable clinical and community support
- We reached almost 800,000 people with our social media posts and website
- Over 5,000 people attended our training, fundraising and community events
- Almost 18,000 people came to our Book Fairs
- Over 145,000 people purchased treasure from our shops.

We directly applied growth in donations and fundraising to maintain staff for hard-to-fill shifts on 13 11 14, expanded community events and public education, confirmed plans for bilingual counselling, and established new support groups for relatives caring for those with suicide ideation.

We partnered with Local Councils and major shopping centres to increase the safety of at-risk locations, and with women's shelters to reduce the insidious existence and devastating impacts of domestic violence on families. We innovated local crisis support through Lifeline Connect, an in-person Lifeline presence within our community due to launch in September 2023.

We collaborated with Northern Sydney Health, Local Councils and other local service providers, strengthening referral pathways for people in need, and embedding a response protocol with NSW Police to minimise the community impact of suicides.

We prepared to host Lifeline's national digital (text and online chat) crisis service from August 2023, to meet ever-increasing demand from new groups of help-seekers.

Powering all these efforts are our outstanding people, partners, donors and the public. To our volunteers and staff on the phones; those serving the vulnerable in our community via our local services; those pushing boundaries with their fundraising and community engagement efforts; and our proud and active volunteer communities in our Retail Shops, Book Depots, Book Shops and Book Fairs – thank you.

Thank you also to key support functions – our Finance, Workforce Management, Marketing and Information Technology teams, and the powerhouse team at Reception.

This year we also recognise with deep gratitude the service and dedication of our Board President Dr David Scott. David joined the Board 10 years ago and became President in October 2021 and will be stepping down in the new year. David's leadership has been characterised by wisdom, grace and a future-focused purpose for our collective success.

To each and every one of you, thank you for being part of the Lifeline H2HS family and helping us make a real and positive difference in our community, both nationally and locally.

**Through the power of leadership and collaboration, along with our partners, donors and incredible volunteers, our aim is to reach even more people in new ways.**



# Year in Review

## Our National Impact



**93,730** calls answered (10.8% of the nation's load)

**37,167**  
hours dedicated to answering 13 11 14 (24/7, 365 days)

**16.25**  
minutes average call length

**5,420**  
safety plans created

**54**  
new Crisis Supporters trained

## Our Local Impact



**14,450** hours of high-quality, affordable support provided in the local community

**4,232**  
hours of affordable Counselling and bulk-billed Psychology sessions

**96%**  
of clients rated a 'good', 'very good' or 'excellent' impact upon their wellbeing

**1,815** — **86.8%**  
hours of Psychological Support Group therapy of Psychological Support Group clients rated a 'good', 'very good' or 'excellent' impact upon their wellbeing

**1,972**  
hours of Financial Counselling provided

**96.5%**  
of clients stated they felt 'listened to, understood and were satisfied with the service'

**3,030** — **86.3%**  
hours of Community Aid provided of clients felt 'more satisfied and in control of their life'

**1,754**  
hours of community visits

**94%**  
of clients felt 'more socially connected'

**398**  
sessions of Emergency Relief provided

## Reaching People, Partners & Donors



Over **965,000** people interacted with Lifeline H2HS



**17,980**  
Book Fair enthusiasts



**145,049**  
Retail and Book Shop customers



**72,142**  
unique website visitors



**726,660**  
people were reached on social media with **1,462,187** impressions



**715**  
Community Education participants



**4,300**  
Fundraising event guests



**173**  
corporate volunteers



**387**  
members of the public attended 7 community forums





**Lifeline Harbour to Hawkesbury Sydney**  
Office at 4 Park Avenue, Gordon

**Ruben**  
Crisis Supporter

# 2

## Our National Impact

# Our National Impact

*'I've been on the phones as a Lifeline Crisis Supporter for just 18 months. I have so much to thank Lifeline for, not the least for their superb, thorough and professional training which has helped me in every corner of my life ... I truly believe I get more from this work than I give.'*

## Crisis Support Services

The 13 11 14 service at Lifeline Harbour to Hawkesbury Sydney has weathered the last year in reasonably good shape despite the general reduction in volunteering nationwide. The Centre continues to make an impact both on the national call answer rate, answering more than 10% of all calls made to Lifeline, and on the lives of help-seekers who ring for support.

Volunteers on 13 11 14 make a big commitment to supporting help-seekers, which requires regular hours on the phones, as well as ongoing training and supervision. We are enormously grateful to those Crisis Supporters (CSs) and In-Shift Supports (ISSs) who give so much of their time and energy to being there for people reaching out to Lifeline.

Paid shifts, funded by the Centre, have been able to expand again after dropping off at the start of the financial year through re-establishment of available funding. These shifts, staffed by paid CSs and ISSs, ensure the phones are answered at some of the most difficult-to-fill times of the week for volunteers. Meanwhile, the Paid Overnight service continues to provide care during the most inhospitable hours when very little support is available elsewhere.

The introduction of Lifeline Australia's new national workforce management system in May was challenging, but teething issues did not affect our ability to keep shifts filled and phones answered. We owe its relatively painless introduction to months of hard work and leadership by our Workforce Management team, who continue to provide patient support to any staff or volunteers adjusting to the new system.

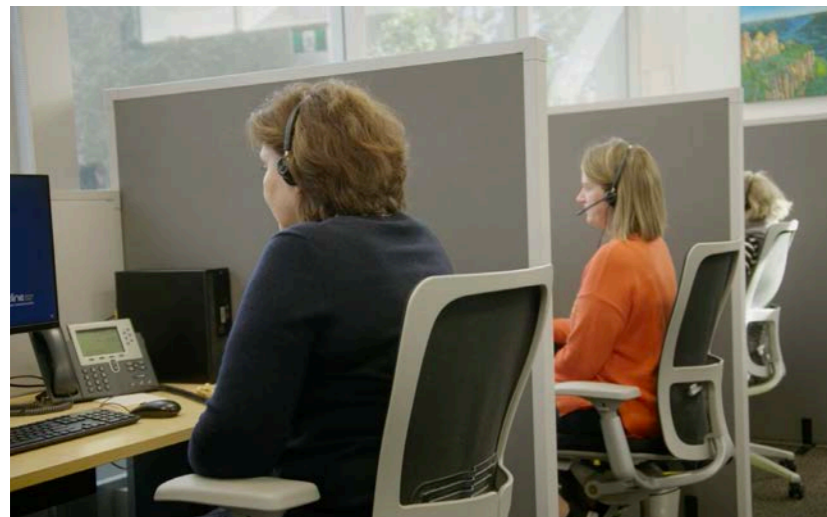
## Crisis Support Training

As is often said 'every cloud has a silver lining' and this was never more apparent than through the extreme difficulties of COVID. This period of adversity taught us many new skills. Our team were tested and they shined, working as one on a multitude of problems.

Going forward, we are applying those learnings and new skills to continue improving the Crisis Supporter Workplace Training (CSWT) course and its successful delivery. Our future students will benefit from a hybrid model of both face-to-face and remote training sessions, utilising the best of both for maximum effectiveness in their learning. At the same time, as they learn, we welcome the friendships formed through the engagement and collaboration fostered during the face-to-face sessions, being held once again in our Gordon training rooms.

Our dedicated team of volunteer Mentors utilised their many years of experience and expertise to guide and support their allocation of students through the journey to becoming Crisis Supporters (CSs). This focus on quality and support is fundamental to the ongoing success of our Centre's 13 11 14 service.

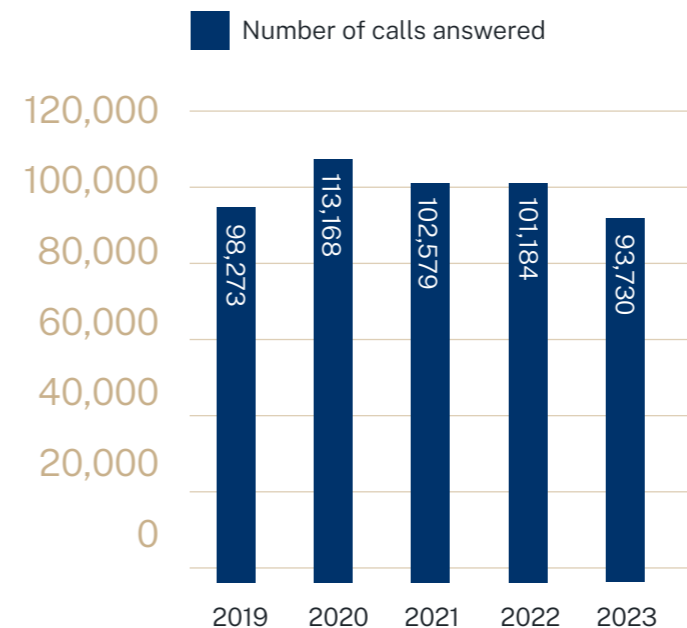
In the last financial year, we delivered two CSWT courses to a total of 54 students, of which 45 moved on to the 13 11 14 phone service.



**93,730**  
calls answered

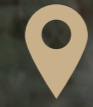
by a total of 250 Crisis Supporters working at Lifeline H2HS from 1 July 2022 to 30 June 2023.

## Call Volumes



## Lifeline H2HS call duration

Average duration of calls between 1 July 22 and 30 June 23 was 16.25 minutes.



Ku-ring-gai Wildflower Garden, St Ives

Kate & Stef  
Fundraising & Events

# 3

## Our Local Impact

# Our Local Impact



*'The most wonderful part of group was having a safe space to learn techniques and meeting people who understand what I'm going through.'*

*'The best thing about counselling was the therapist's commitment to my long-term needs ... The quality of listening, understanding, responding and referral to other helpful services was spot on!'*

## Clinical Services

Lifeline H2HS's Clinical Services team strives to deliver evidence-based, best-practice interventions and to collaborate with clients to reduce emotional distress, promote resilience and improve coping skills in individuals who may be at risk of suicide. Interventions include both individual and group counselling services, all of which support clients with a wide range of presenting issues. The Clinical team is proficient in delivering services through both telehealth and in-person modes.

## Psychological & Counselling Service

**The Psychological and Counselling service provides low-cost and no-cost counselling to clients 18 years and older. Volunteer counsellors saw 143 clients over 1,074 counselling sessions during FY22/23. The bulk-billed Psychological service is available to clients referred by their GP under a Mental Health Treatment Plan. In FY22/23 this team supported 321 clients over 3,158 sessions.**

The most frequent mental-health concerns experienced by clients presenting to Clinical Services were: Anxiety 24%, Depression 19%, Relationship Issues 17%, and Depression with Suicidal Ideation 14%. 96% of clients who completed the *Your Experience Survey* rated the impact of client service on wellbeing as 'good', 'very good' or 'excellent'.

Throughout the year, the team undertook extensive professional development in Trauma, Complex PTSD and Depression with Suicidal Ideation.

Two additional volunteer counsellors increased the scale of appointments available, and referral partners included the Way Back Support Service (CCNB), Mission Australia, KYDS, Lifeline Northern Beaches (LLNB), Uniting Youth Enhancement Support Services (YESS), and GP practices across Northern Sydney and Northern Beaches.

## Group Services

**In FY22/23 a range of support groups were delivered: 14 groups funded by Sydney North Health Network (SNHN) and 7 Lifeline H2HS-funded closed groups together with 3 open (ongoing) groups that ran on a monthly basis. Group programs included psychological skills development and specific support for vulnerable groups, such as those bereaved by suicide, survivors of suicide attempts, and participants diagnosed with Depression, Bipolar Disorder or Hoarding Disorder.**

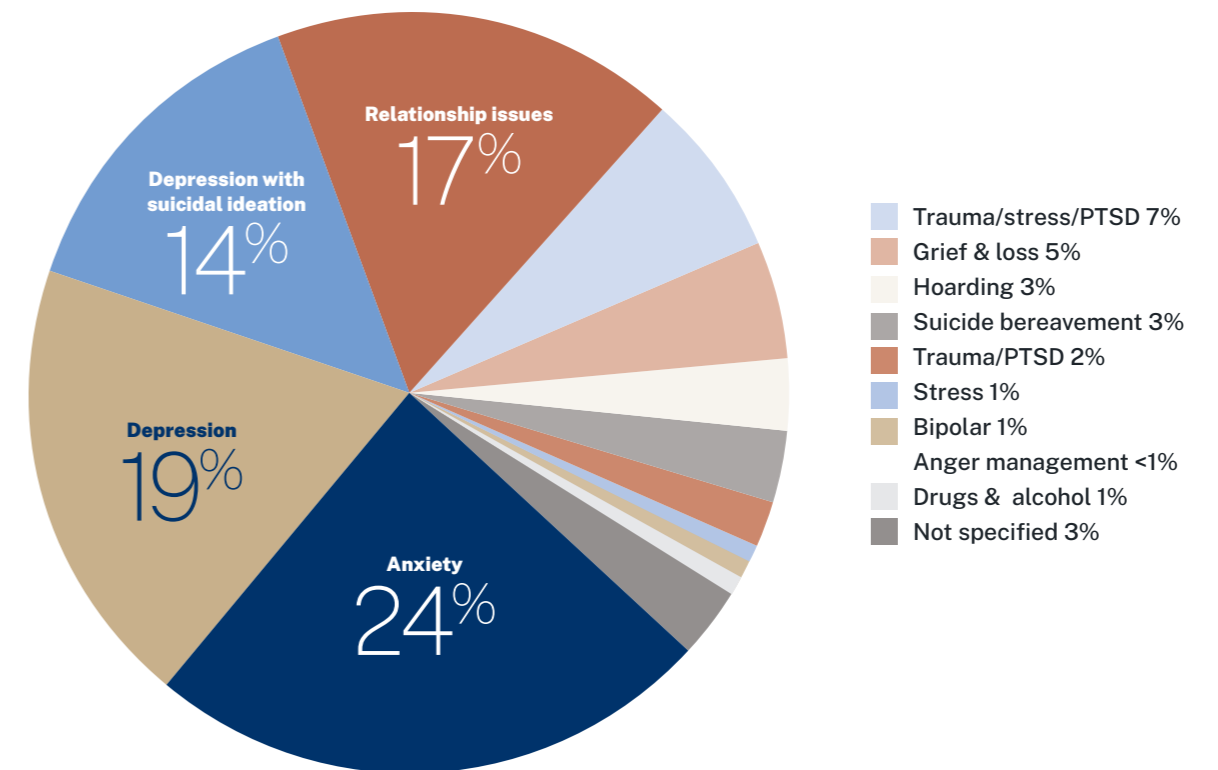
Activities included ongoing collaboration with several external services to jointly deliver SNHN-funded groups programs, including Uniting YESS, Uniting Adult Service, KYDS, Headspace Brookvale and Gidget.

These joint initiatives expanded referral pathways and increased access to group programs. A further innovation was the implementation of a waiting-list management system with standardised information provided to all participants.

Key achievements included retaining Sydney North Health Service group funding for an additional two years at an increased level and expanding the support offered to survivors of a suicide attempt by creating a monthly open Eclipse group, in addition to the closed 8-week Eclipse group.

Within the Lifeline H2HS suite of 7 closed groups and 3 monthly open groups, 121 clients attended group sessions for a total of 445 attendances.

## Primary Presenting Issues – Clinical Services FY22/23



# Our Local Impact

In the past year, we have provided 3,030 hours of service to 135 clients, thanks to the dedication of our 43 volunteers.



*'I love the intelligent conversation and Rudi's visit is like my happy hour, the highlight of my week. He is a wonderful person.'*

*'I wouldn't be here if it wasn't for your support.'*

## CVS RECIPIENTS

## Community Services

### Community Aid

**The Commonwealth Home Support Program (Community Aid) is federally funded by the Department of Health & Aged Care, and is specifically designed to provide essential services to older individuals within the community. The primary goal is to enable our clients to thrive and remain active members of their communities. By embracing their strengths and working alongside them rather than for them, we empower our clients to live their best lives for as long as possible.**

Community Aid services are delivered by a team of dedicated volunteers who offer generous and warm support to our clients. The range of services offered includes accompanied shopping, transportation to medical appointments, outings such as exercise classes or leisurely walks, and regular social phone calls.

The success of our service relies heavily on the outstanding support from our Community Aid Admin team and volunteer workforce, who collaborate seamlessly to ensure optimal outcomes for our clients.

In May, Community Aid underwent a comprehensive audit by the Australian Quality and Safety Commission, which evaluated our operations against the new and improved Aged Care Quality Standards. We were thrilled to receive outstanding results, passing the audit with no recommended or required improvements. This achievement is a testament to our commitment to delivering high-quality care and services to our clients.

### Community Visitors Scheme

**Our Community Visitors Scheme (CVS) program, funded by the Department of Health & Aged Care, continued to provide friendship and connections for many recipients living in their own home or within a residential aged-care facility. With COVID lockdowns becoming less frequent and the necessity for virtual visits minimised, the number of face-to-face visits grew to 83% of total connections.**

Many of our wonderful volunteers spoke of the joy they and their recipients felt when they were able to see one another face to face. The phenomenal reputation of how caring and dedicated our CVS volunteers were fostered additional referrals amongst providers and facilities wanting to be a part of the program. Our CVS volunteers continued to go above and beyond to ensure their recipients felt connected and cared for.

Our CVS program grew substantially from its inception in 2019 and continued to exceed the funding KPIs each financial period. Everyone worked together to ensure the best outcome for the relationships



formed between the volunteers and their recipients. Unfortunately, however, in spite of the program's enormous success, our funding for CVS ceased at the end of this financial year.

It has been a true privilege and honour to work with such an extraordinarily committed, innovative, caring and resilient group of people, and we extend our sincere thanks to all our CVS volunteers. It is a great testament to the generosity and kindness of these volunteers that, despite the program's termination, the majority of our recipients are continuing to be supported by their visitor and friend.

### Emergency Relief

**Lifeline's Emergency Relief (ER) aims to reduce the mental health impact of clients struggling to meet housing and utility payments combined with the physical health impact of food poverty. ER provides immediate support for people in financial crisis through funding from the Department of Social Services and generous community food donations.**

Examples of material support over the year included vouchers for groceries and petrol, as well as payment assistance for phone bills, rent, medicines and education expenses. We collaborated with utility providers and referred to other support services (internal and external) to seek the best outcome when clients and their families were struggling to make ends meet.

This challenging, albeit rewarding, work was provided by a team of highly experienced crisis supporters (one staff member, two volunteers), with food distribution support provided by the Reception/Admin team.

Clients were spread throughout the Lifeline H2HS area, including Artarmon, Killara, West Pymble, Wahroonga, Hornsby and Mt Colah.

### Support Line

**Support Line is staffed by a team of eight dedicated volunteers who make a regular friendly phone call to people who identify as lonely or isolated. Calls can be made weekly, fortnightly or as required. In recent feedback from clients:**

*'You have helped me survive the worst time in my life. My deepest gratitude to you and your organisation.'*

*'My heartiest gratitude for the ongoing fortnightly support phone calls that have been literally my lifeline recently. It is something that I look forward to in my bleak hours, and the gentle, empathetic and positive words buoy my spirits so I can face the coming days with renewed reassurance and hope.'*

This past year, our wonderful volunteers made 493 calls to 18 clients.

### Emergency Relief

398  
ER appointments were held

25%  
of ER clients were homeless and/or of suicide concern during appointment

120  
people 'dropped in' requesting immediate help with food

369  
bags of food were provided

628  
household members benefitted from food and material aid provided by ER

Christmas hampers were again packaged and distributed by a team of devoted volunteers, bringing much-welcome relief and joy during the festive season.

# Our Local Impact



*'You have done a great job. If there is a community award or award in Lifeline, I will nominate you for the award. You deserve it.'*

*'A heartfelt thank you for improving my life with your generosity and hard work.'*

## Financial Counselling

**Financial Counsellors work with their clients to alleviate stress and assist people to regain control. The ways they do this includes advocating with creditors and obtaining positive outcomes for clients, such as having debts waived, interest rates re-negotiated, moratoriums granted and affordable repayment plans established.**

This year, the team expanded to 11 Financial Counsellors, 2 of whom are bilingual (Mandarin/Cantonese and Indonesian). Participation in Bank round-tables and peak-body conferences ensured the team remained at the forefront of industry insights and trends. This year, our expert team helped 331 clients over 2,200 appointments.

Over the past financial year, we saw people struggle with increased interest rates, utility bills and groceries, leading to mortgage/rent stress, debt-recovery action, and being unable to pay bills. Alongside financial stress, our clients were impacted by mental health issues (41%), domestic violence (12%) and other factors, including loss of employment and relationship breakdowns.

As well as direct help to individuals, our team deployed their expertise to provide financial education to individuals and groups within the broader community, including Homes for Heroes and Council-run community events.

The team is dedicated to raising public awareness and contributed to multiple news articles and radio interviews about the impact of rising interest rates and financial hardship upon mental health, and the extent and nature of poverty in Australia. Media interviews and articles contributed to included Mamamia; 2GB; ABC National; Nova Adelaide; Courier Mail, Brisbane; The Australian; SMH; and The Age.

Through partnerships with external organisations, including Concord Hospital, veteran associations, women's refuges and outreach services, referral pathways were enhanced to ensure Financial Counselling was accessed as early as possible before a crisis, and clients were empowered to connect with the wraparound care we offer at Lifeline H2HS.

### A track record of improved outcomes for clients

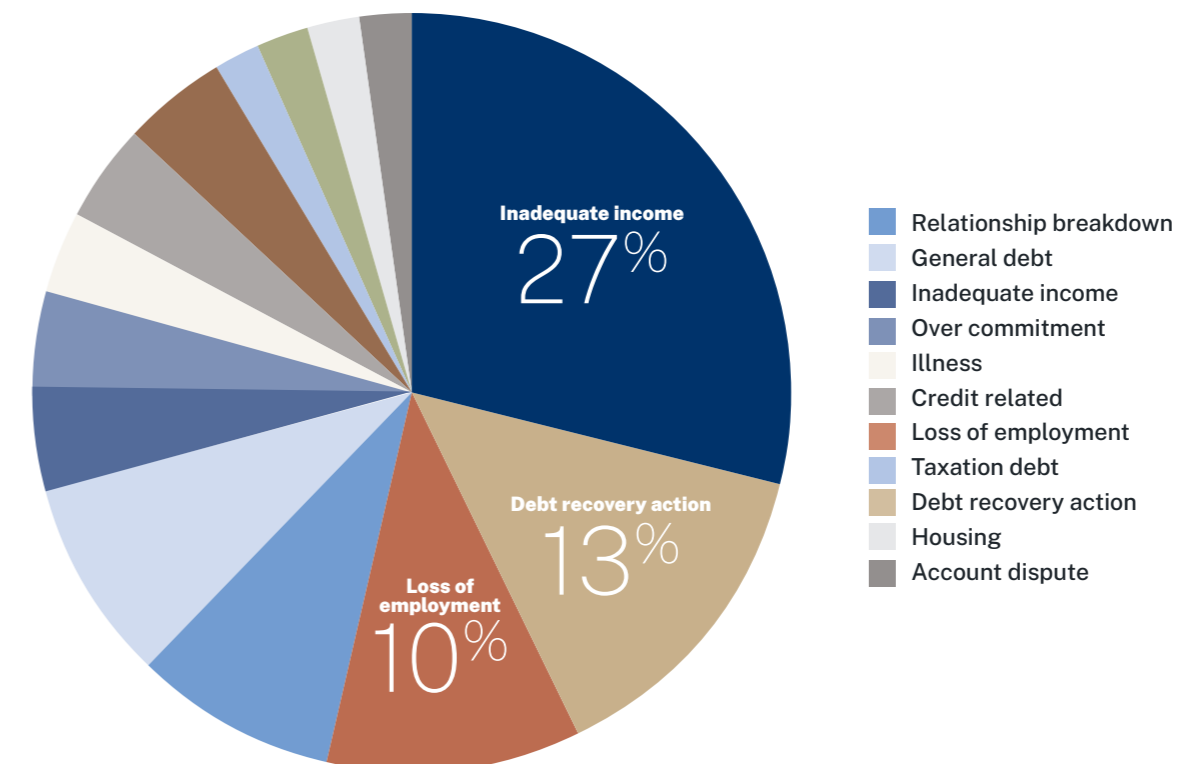
**96.5%** of clients agree that 'My financial counsellor listened to me and understood my issues'

**96.5%** of clients agree that 'I am satisfied with the service I have received'

**93.1%** believe that 'I am better able to deal with the issues that I sought help with'



## Primary Presenting Issues – Financial Counselling



# Our Local Impact



To effect substantive change, we must address prevention as well as catching people at the time of crisis.

## Suicide Prevention & Recovery

**Promoting and protecting mental health is critical to a well-functioning community, which is why there is still so much more we as a society must and can do.**

The COVID years saw suicide rates flatten, possibly as a result of lockdowns and reduced access to means. Tragically, however, those rates are now rising steadily. With a growing population of over 600,000, Sydney's north is home to several factors that may contribute to feelings of isolation, pressure and poor mental health. Affluence, socio-economic standing and cultural barriers can also stigmatise open discussions about mental health.

Lifeline H2HS remained heavily involved in the Northern Sydney Critical Incident (NSCI) Collaborative and actively collaborated with key stakeholders, including the police, to ensure a coordinated, timely and effective response within the community to deaths by suicide, critical incidents and suicide attempts that may have impacted the broader population.

Lifeline H2HS team members achieved significant success, being instrumental in the transition to a refreshed Northern Sydney Suicide Response Coordination Protocol, including a restructure of the Suicide Prevention Working Group into the Suicide Prevention Collaborative, marking a significant milestone and shift in thinking.

In March Lifeline H2HS hosted a successful cross-agency community forum on suicide prevention, which included speakers from other state regions, along with guests and speakers from local police, hospitals and Local Councils, as well as several Lifeline H2HS staff and volunteers.

We applaud the introduction of PACER Mental Health units in the local Police Area Commands and express our gratitude to the multicultural liaison police officers in Chatswood and Ku-ring-gai for their active collaboration with our team.

We activated new social media campaigns directed at encouraging the local community to reach out for help in times of distress at key times of the year, after critical incidents or when a suspected suicide occurred. Over just a 3-month period, more than 432,000 people were reached with these important messages, with over 1,600 actions taken by people to access help from Lifeline.

Our Community Suicide Response service provided psychological support when a suspected suicide or death by misadventure may have risked a wider community impact. Counsellors also attended memorial services to support affected communities, and support was confidentially offered in response to a number of local critical incidents.

To ensure that our services and support genuinely meet the community's needs, we completed preparation for an Lifeline H2HS Lived Experience Advisory Group which will commence in the coming year.



## Community Engagement

**The Community Engagement team collaborated and connected across Sydney's north, driving an increased awareness of Lifeline H2HS's services and building strong partnerships across all seven Local Council areas. We have seen these connections flourish as we collectively work together to build resilience and increase suicide safety in our community.**

Activities included interagency network meetings, events and forums, stalls at expos and shopping centres. We kicked off free community events that enabled us to generate community participation, celebrate diversity and inclusion, and bring awareness around topics that can have a direct impact on one's mental health. In March, Lifeline H2HS hosted its very own living experience event with Dementia Australia, which had strong public attendance.

We partnered with TAFE in multicultural events, St George Community housing with financial counselling and emergency relief, Homes for Heroes, NSW Library Managers, ParkRun Sydney and Turramurra and Lindfield Community Bank.

We raised our profile in Culturally and Linguistically Diverse (CALD) communities, expanding communications in Mandarin and Cantonese, partnered on events with the Indian community, and hosted multilingual placement students at our Centre.

All Local Councils, along with major shopping centres, opened their arms to us, inviting us to feature at events and in newsletters, and offering resources and physical rooms, which meant we could take more services to where our clients live and access a whole new enthusiastic volunteer population.

We established new relationships with a variety of organisations in our aim to 'join the dots' to assist the public to better navigate the complexity of accessing help. These included peer service providers such as: Odyssey House, which offers drug and alcohol rehabilitation services; Dom's Place, an inclusive support hub for individuals and families experiencing homelessness; and Hornsby Ku-ring-gai Women's Shelter for women experiencing domestic violence. These connections have strengthened referral pathways for mental health support.

Further Community Engagement initiatives being developed for the coming year are Lifeline Crew and Lifeline Connect.

Over just a 3-month period, more than 432,000 people were reached via targeted social media posts, with 1,600 people taking action to access help as a result of these posts.



# Our Local Impact



## Community Education

**Community Education at Lifeline H2HS plays a crucial role in empowering people within our community to feel confident in offering appropriate, respectful support to those facing challenging times and suicidal crisis.**

Throughout the year, our Accidental Counsellor (AC) workshops have continued to empower individuals and workplaces across our communities to confront crisis with the skills of 'Recognise, Respond and Refer'. Available through online and face-to-face sessions each month, we have delivered over 30 AC workshops to 394 participants across various community, and non-profit and corporate organisations within our region.

DV-Alert Training is a nationally recognised workshop that enables participants to confidently recognise signs of domestic and family violence, respond with appropriate care and refer people to suitable support services. The workshops are a key initiative under the 'National Plan to End Violence against Women and Children 2022-2032' and are funded by the Australian Government Department of Social Services. Lifeline H2HS ran four 2-day DV-Alert workshops for 67 participants, as well as two 1-day workshops within the training pathway on the topic of 'men who use violence' for 29 participants.

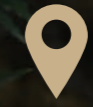
Additionally, the Community Education team has conducted workshops in workplace mental health and wellbeing programs. One notable example was our partnership with Hornsby Council for whom we provided 'Start the Conversation' skills to 225 staff members across diverse job roles, including sessions delivered 'in the field'. Some Local Council groups also attended AC and Mental Health First Aid training.

Hornsby Council and Lifeline H2HS also launched a new program 'Mind Mates', where mentors within the Council were trained and supported to act as mental health champions and confidants within the organisation. The sessions focused on recognising and responding to others in distress, how to effectively maintain a mentoring role, self-care strategies, and ongoing reflective practice and debriefing sessions.

By delivering high-quality education, we are dedicated to supporting our local communities and workplaces in the resilience and engagement of their people. Together we can build a more compassionate and supportive community, one where everyone feels equipped to support someone experiencing a difficult time.



*'We engaged Lifeline H2HS to present many training sessions for our staff in 2022. I found the team to be extremely compassionate in their training delivery, with great expertise in this field ... It has been a pleasure to work with Lifeline, and I look forward to continuing our working relationship in the future.'*



Forest Park, Epping

John, Humiko & Philip  
Hornsby Book Depot

# 4

## Powering Our Organisation

# Powering Our Organisation



## Commercial Operations

### Books

**This year, our community leapt into books and generated our most successful year ever. The crowds and sales at every Book Fair exceeded our expectations, delivering essential funding for Lifeline H2HS's crisis support and suicide prevention services.**

The Book Fair at Knox Grammar moved to a much larger hall, comfortably accommodating our enormous stock as well as a large number of visitors. The 2-day Chatswood Book Fair was another great success and will move to 3 days in 2024. The Oakhill Book Fair drew new families into our midst, and the Barker Book Fair was again an outstanding experience.

Likewise our two Book Shops, now a permanent fixture in our fundraising ventures, remained immensely popular and also contributed significantly to the financial bedrock of our Centre's diverse activities.

The vast array of high-quality pre-loved reading material at our Book Shops and Book Fairs continued to attract individuals, families, retirees, serious book collectors, ardent book lovers and occasional readers from far and wide.

With the exceptional dedication of hard-working volunteers, both our Lindfield and Hornsby Book teams processed a constant and ever-increasing stream of donations into saleable, appealing items for our Book Fairs, Book Shops and Retail Shops.

Thanks to Rotary, Bunnings and Lindfield volunteers, the Lindfield Depot was able to add a permanent shelter for volunteers who work out doors.

The Turrumurra and Lindfield Community Bank invited us to take part in their Community Pitch in September. The funds received provided dozens of new tables for Book Fairs at the Hornsby Depot and shelving at the Lindfield Depot.

The Hornsby Book Depot took possession of additional warehouse space at Asquith. It is constantly full and we could not manage without it.

Of course, these efforts also rely upon loyal and generous donors, whose ongoing contributions of good-condition books, CDs, DVDs, vinyl records, games and puzzles keep the public coming back again and again.

Furthermore, we attracted book and vinyl enthusiasts through our online presence, 'lifelinebooks4good', on eBay where we offer a selection of rare, special and valuable books for purchase. Run by a small team out of the Lindfield Book Depot, this additional avenue has proved to be very successful, and will expand further as an adjunct to our Book Shop and Book Fair offerings.



## Retail Shops

**Retail goes from strength to strength and Lifeline H2HS's six shops consistently performed above budget and surpassed external benchmarks in value per sale and revenue.**

Our Retail Shops are spread over a wide area in Sydney, located in Asquith, Waitara, Pennant Hills, Gladesville, Lane Cove and Naremburn, allowing us to maximise Lifeline's exposure and brand awareness.

Lifeline's staff and volunteers work hard to keep our shops stocked with interesting, high-quality and rare items, as well as popular everyday stock.

In September we opened our latest shop in Pennant Hills and already it has exceeded expectations. It has become a favourite shopping destination with a loyal following from all surrounding areas.

Now with six shops over a wide metro area, we raised even more funds to keep Lifeline H2HS financially sustainable. The revenue raised by our Retail Shops is essential to the running of all the services our Centre provides, and we look forward to adding an additional shop to our Retail portfolio in the coming year.

Our Retail teams and customers take great pride in knowing Lifeline Shops support the services Lifeline offers whilst ensuring an enjoyable shopping experience for all who visit.

We are grateful for the unfailing support of our Lifeline H2HS Retail volunteers who generously give up their time to help out and support our vital services and work saving lives.



**Each Lifeline shop is staffed mostly by volunteers. All items in our shops are donated by our very generous community.**

# Powering Our Organisation



## Fundraising

**Collective efforts through partners, sponsors and treasured donors are amongst the most important mechanisms with which Lifeline H2HS strengthens wellbeing and resilience, and reduces suicides in the community. The more we grow, the more people we can help.**

### Donors & Partners

Lifeline H2HS is grateful to receive financial support in the form of generous donations from philanthropic individuals, businesses and foundations. Our special thanks to major donors the Neilson Foundation, Darling Carol Foundation, the Rodwell Foundation and TISM Foundation for their wonderful ongoing support.

This year, Turrumurra and Lindfield Community Bank stepped in as a key partner, co-hosting a number of Lifeline H2HS events, including our Living with Dementia evening, Community Forum and 55-year celebrations at the Greengate Hotel.

For a third year running, Denistone Bowling Club held a Lifeline Charity Day to raise funds for our Centre, attracting 70 participants, including bowlers from other sporting clubs.

## Events Fundraising

This year Lifeline H2HS's Fundraising team welcomed the return of in-person events with a full calendar of offerings, including the Sapphire Gala Ball (SGB), springtime Bobbin Head Cycle Classic (Bobbo) and Go for Broke (GFB) charity rides, and our third annual Golf Day.

This year's strong results are due to the significant support we received from organisations and individuals, the volunteer event committees, and Lifeline H2HS's amazing network of staff and volunteers, who embraced our fundraising efforts with such energy and zeal.

### Highlights

The 2022 Sapphire Gala Ball was held on World Suicide Prevention Day and hosted by Jessica Rowe, well-known journalist, television presenter, author and mental health advocate. Amongst the evening's many memorable moments were John Brogden's showstopping key-note address; auctioneer Vic Lorusso's record results from the live auction, including a surprise announcement that the Australian Traffic Network would match guest pledges; and the screening of a moving video highlighting Lifeline's vital support in the community.

Rotary delivered two Bobbo events within a 6-month period, following a weather-postponed March 2022 event moved to September of that year and another Bobbo in March 2023. We acknowledge the huge efforts from the four Rotary Clubs who organise this event and the many volunteers and supporters who make the Bobbo possible each year.

GFB, led by Ed Kirk and the dynamic GFB Committee, held another very successful Berowra to Broke boutique cycling event in October 2022. This event achieves a high rider-to-fundraising ratio and promotes positive outcomes from physical exercise, mental-health awareness and cycling with others.

The FY22/23 event calendar drew to a close with a successful Golf Day hosted by sporting legend Nick Farr-Jones in May 2023. This event was well supported by generous sponsors, golfers and prize donors.

**Lifeline H2HS is grateful to receive financial support in the form of generous donations from philanthropic individuals, businesses and foundations.**





Hunters Hill Town Hall, Hunters Hill

**Cameron**  
Training Coordinator and Crisis Supporter

**Lu**  
Media, Education, Communications  
Specialist and Crisis Supporter

# 5 Our Team

# Our Board



## David Scott

**PRESIDENT**

Dr David Scott joined the Board of Lifeline H2HS in September 2013 and has been President since October 2021. Previously he was Chair of the Retail & Property Committee from 2013 to 2022. David has degrees in Science, Business and Policy and recently completed a PhD in Social Policy at UNSW. With over 20 years of banking experience, David was an Executive General Manager at Commonwealth Bank in its Group Strategic Development department for nine years, heading the team responsible for group mergers and acquisitions. He is also a Fellow of the Australian Institute of Company Directors.



## Chris Kinsella

**OUTGOING VICE PRESIDENT**

Chris joined the Board in 2013 and is a member of the Finance & Audit Committee. He is a partner in the law firm Holding Redlich and has over 35 years' experience practising as both a lawyer and a chartered accountant, including as a partner in leading Big Four advisory firms. Chris holds a Master of Laws degree, a Master of Economics and is a Graduate of the Australian Institute of Company Directors. He is also an Ambassador for the Vinnies CEO Sleepout. Chris stepped down from the Board in May 2023 after ten years.



## Mark Hedges

**INCOMING VICE PRESIDENT & TREASURER**

Mark has been a member of our Finance & Audit Committee since he joined the Lifeline H2HS Board in 2016 and became its Chair and Treasurer in March 2017. He was appointed Vice President in May 2023. His career spans more than 40 years in commercial and financial roles in listed corporates. He is a member of Turramurra Rotary and was President from 2016 to 2017. Mark has a Bachelor's degree in Business Studies and Master degrees in Business Administration and Applied Finance. He is a CPA and a graduate of the Australian Institute of Company Directors.



## Arabella Tuck

**SECRETARY**

Arabella joined the Board in 2020 and is Company Secretary and Chair of the Membership Committee. She is a corporate tax solicitor at Allen & Overy and acts on both local and cross-jurisdictional matters. She provides tax advice on the establishment of international funds, inbound and outbound investment, tax due diligence, structuring of transaction documents for both private equity and public M&A deals, as well as pro-bono support for charitable entities. Arabella has a BA in Government & International Relations and a Bachelor of Laws from the University of Sydney.



## Guy Amon

**BOARD MEMBER**

Guy joined the Board in April 2022, is Chair of the Retail & Property Committee, and was a member of the Finance, Audit & Risk Committee from June 2017 to April 2022. A certified financial planner with degrees in Commerce and Law, Guy is director of a financial planning practice founded in 1997. Guy is also a board member on three other not-for-profit boards and is actively involved in other charitable enterprises, including a community focused café. In Indonesia, he teaches English in prisons and poor communities, and has established a medical clinic in a poor rural area.



## Nathan Deveson

**BOARD MEMBER**

Nathan joined the Lifeline H2HS Board in May 2023 and is a member of the Finance & Audit Committee. Nathan has been a Partner at MinterEllison for more than 20 years, and specialises in transaction structuring and tax, with expertise in the real estate industry. He is a former Sydney Managing Partner and Chairman of Partners. He has significant experience as a division councillor and committee chair within industry bodies and has given many years of pro-bono advice to not-for-profit entities. He has sponsored the implementation of programs in suicide awareness and mental wellbeing and has degrees in Economics (Accounting) and Law, and a Master of Law.



## Marie Soghomonian

**BOARD MEMBER**

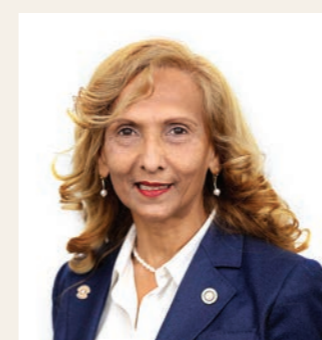
Marie joined the Board in 2022 and is Chair of the Fundraising, Marketing & Communications Committee and Sapphire Gala Ball Committee. Her experience includes philanthropic programs, capital fundraising, community building and involvement in charities such as the Wenona Foundation, Armenian Missionary association of Australia & America, and the Sister 2 Sister Foundation. She is Founder and President of the Armenian Children's Fund Australia and is the first National Philanthropy & Development Lead at the Centre for Social Impact. Her degrees include a double Masters degree in Not for Profit and Social Enterprise Management.



## Peter Tuchin

**BOARD MEMBER**

After 27 years at Macquarie University, Dr Peter Tuchin retired as Associate Professor in 2018 and has been a member of the Board from 2017. He was President of the Chiropractic & Osteopathic College of Australia (COCA) and was recently made a Life Member. Peter is also a member of the World Federation of Chiropractic (WFC) Disability & Rehabilitation Committee and has had over 30 papers accepted for WFC Congresses, where he received several international research awards. Peter is Chair of the Lifeline H2HS Services Committee, the Gala Ball and Golf Day Committees, and is also a volunteer Telephone Crisis Supporter.



## Barbara Ward

**BOARD MEMBER**

Barbara Ward is the Deputy Mayor of Ku-ring-gai Council and Chair of the Human Resources Committee. She has executive management experience in finance, audit, marketing, capital and fundraising, health and education, and food security. Barbara is the founder of Impact One, is Patron of Hornsby Ku-ring-gai Women's Shelter, sits on the Ministerial Advisory Committee on Ageing, and is President of SHARE Inc and Nutrition Australia NSW. She is on the Advisory Boards of UN Australia, Asian Australia Business Council, Australia China & India Business Councils and InQ Global.



## Bruce Young

**BOARD MEMBER**

Bruce joined the Board in 2020 and is Chair of the Risk and Compliance Committee. He spent over 20 years with Ernst & Young, serving as an audit, risk and advisory partner for 16 years, and was Chief Risk Officer for the Commonwealth Bank Information Technology and Group Operations for six years. He served as General Manager, Operational Resilience at the Australian Prudential Regulatory Authority (APRA), leading the specialist risk teams, and now holds the position of Executive Director, Technology and Data. Bruce holds a BSc, BCom (Hons) Accounting and MCom (Computer Auditing), is a GAICD, and a member of CA ANZ.

# Our Team



**Bobbin Head Point**

**Suzanne**  
Financial Counsellor

## Board Sub-Committees

### FINANCE & AUDIT COMMITTEE

Mark Hedges (Chair), Nathan Deveson, Angela Dodd, Elizabeth Lovell, Mahesh Nair

### RETAIL & PROPERTY COMMITTEE

Guy Amon (Chair), Brett Clarke, Michael Cleary, Angela Dodd, Elizabeth Lovell, Ross Mulcahy, Julie Owens, Merlyne Thompson, Bob Williamson

### RISK & COMPLIANCE COMMITTEE

Bruce Young (Chair), Kathryn Bosworth, Angela Dodd, Elizabeth Lovell, Mahesh Nair, Angela Powell

### FUNDRAISING, MARKETING & COMMUNICATIONS

Marie Soghomonian (Chair), Emma Bagley, Tom Day, Elizabeth Lovell

### SERVICES COMMITTEE

Peter Tuchin (Chair), Graeme Cowan, Tom Day, Elizabeth Lovell

### MEMBERSHIP COMMITTEE

Arabella Tuck (Chair), Angela Dodd, Rachael Temm

### HR COMMITTEE

Barbara Ward (Chair), Patricia Kelly, Kym Fletcher, Elizabeth Lovell

## Leadership Team

CEO	Elizabeth Lovell
CFO	Angela Dodd
Crisis Support Services	Kirstie D'Souza
Crisis Support Training	Rosanne Petters
Clinical Services	Simone Isemann
Community Services	Natasha Hughes, Peta Jesse, Annette Brink
Community Engagement	Rachel Krippner
Community Education	Amy Webster
Suicide Prevention & Recovery	Leesa Potter
Fundraising & Events	Emma Bagley
Retail	Bob Williamson
Information & Communications Technology	Hugh Jones





**McMahons Point, North Sydney**

**Annette**  
Emergency Relief Coordinator  
and Crisis Supporter

# 6

## Financials



# Treasurer's Report

Mark Hedges



**With the business disruptions from COVID now behind us, our results rebounded from the loss in 2022. For the year ended June 2023, Lifeline H2HS recorded a surplus of \$828,411. This result was pleasing, with each of our funding initiatives performing strongly throughout the year.**

We added a new store in Pennant Hills in September 2022, boosting retail sales for the year to a record contribution of \$3.5 million. It was a significant improvement over the COVID-affected FY21/22 result.

Our four Book Fairs and clearance sale were held on schedule, each delivering record sales. Overall, our Book Fairs, Book Shops, plus clearance and warehouse sales contributed \$1.3 million revenue against the \$806,679 million result for FY21/22.

Our fundraising events were very successful during the year, following cancellations in FY21/22. We thank our supporters for participating in the Sapphire Gala Ball, Bobbo, Go for Broke and the Charity Golf Day.

We also received many generous donations from ongoing and new donors, including the Neilson Foundation, Darling Carol Foundation, TISM Foundation, the Rodwell Foundation, and we are very thankful for their support. Overall, proceeds from fundraising and donations totalled \$1.054 million against \$472,701 in FY21/22.

Grant funding was similar to FY21/22 at \$1.338 million this year against \$1.410 million last year.

Our investments performed strongly during the year, delivering income of \$273,936, including an unrealised gain of \$128,908.

Our surplus allowed Lifeline H2HS to provide additional services, including reinstating Centre-paid shifts in hard-to-fill times, enhancing our community engagement efforts through community events, education and collaborations; and developing new initiatives such as Lifeline Connect.

Our Balance Sheet has been strengthened in the year. We ended FY22/23 with reserves of \$6.3 million. This will give Lifeline H2HS greater resilience to work through future economic uncertainties and to continue delivering our services with less risk of disruption.

## Outlook

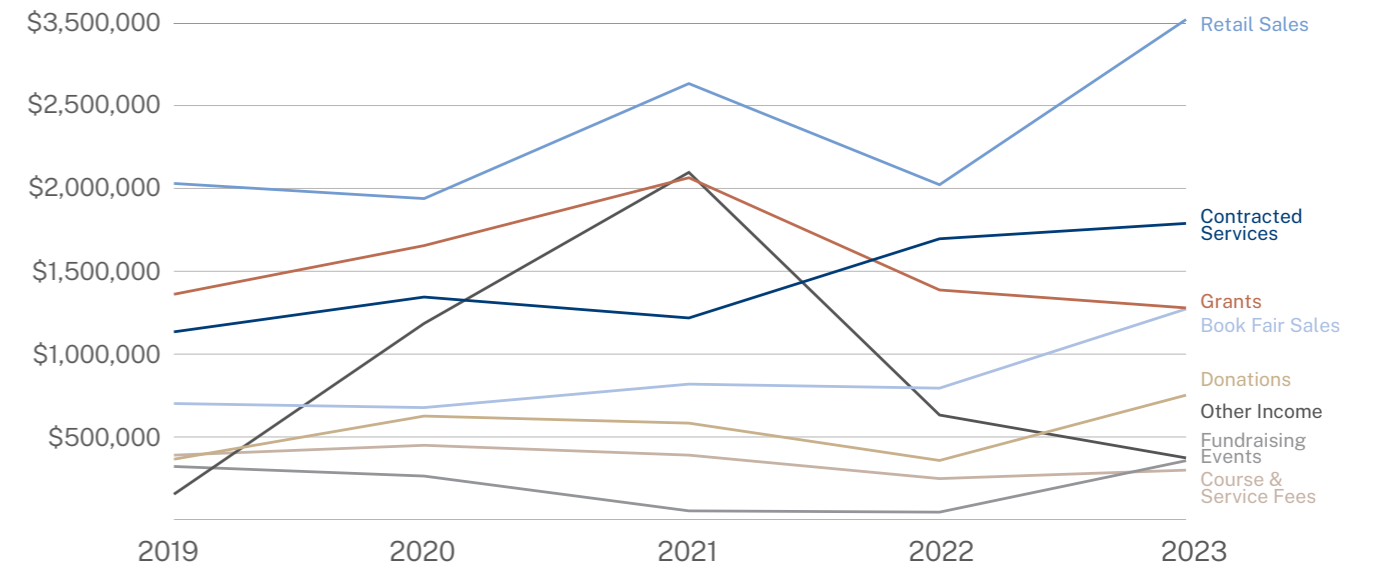
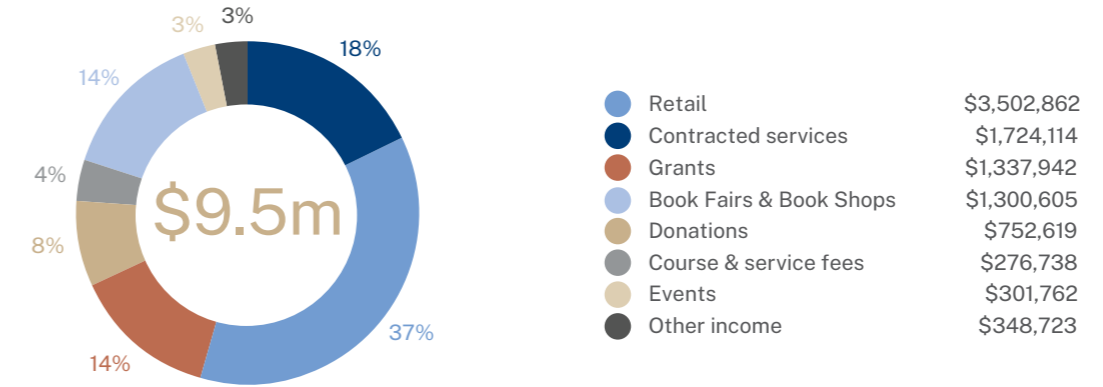
We enter FY2023/24 with the exciting commencement of digital services by Lifeline H2HS in the first quarter of the year, and also of the delivery of new services in suicide prevention.

Our fundraising has kicked off strongly with the Book Fair at Knox Grammar delivering record results. We will re-locate our store in Naremburn to a new nearby site following the end of lease.

My particular thanks go to CFO Angela Dodd and the Finance team, whose incredible work continues to provide a strong backbone to the efforts of the organisation and Board.

Our staff and supporters continue to work hard and give generously to support the cause of suicide prevention. Thank you to all of you.

## Where the money comes from



## Where the money goes



# Statement of Profit or Loss & Other Comprehensive Income

For the year ending 30 June 2023

	2023 \$	2022 \$
Revenue	9,271,429	6,790,696
Investment income	145,028	87,296
Gain/(loss) on investment revaluation	128,908	(341,993)
Other income	-	432,603
Employee benefits expense	(6,091,178)	(5,425,799)
Depreciation and amortisation expense	(835,271)	(640,673)
Other expenses	(1,730,459)	(1,399,246)
Finance expenses	(60,046)	(54,658)
<b>Profit/(Loss) before income tax</b>	<b>828,411</b>	<b>(551,774)</b>
Income tax expense	-	-
Profit/(Loss) from continuing operations	828,411	(551,774)
<b>Total comprehensive income/(loss) for the year</b>	<b>828,411</b>	<b>(551,774)</b>

Lifeline Harbour to Hawkesbury Sydney Ltd prepares general purpose financial reports in accordance with the Australian Accounting Standards – Simplified Disclosures. A full copy of the reports is available on our website.

# Statement of Financial Position

As at 30 June 2023

	2023	2022
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,131,489	1,294,720
Trade and other receivables	752,016	815,394
Other financial assets	850,410	600,000
<b>TOTAL CURRENT ASSETS</b>	<b>2,733,915</b>	<b>2,710,114</b>
<b>NON-CURRENT ASSETS</b>		
Other financial assets	5,015,910	4,098,589
Property, plant and equipment	1,134,338	1,547,371
<b>TOTAL NON-CURRENT ASSETS</b>	<b>6,150,248</b>	<b>5,645,960</b>
<b>TOTAL ASSETS</b>	<b>8,884,163</b>	<b>8,356,074</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	409,118	359,620
Lease liabilities	617,679	580,080
Employee benefits	736,624	718,369
Other financial liabilities	264,792	358,420
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,028,213</b>	<b>2,016,489</b>
<b>NON-CURRENT LIABILITIES</b>		
Lease liabilities	369,971	745,755
Employee benefits	202,651	138,913
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>572,622</b>	<b>884,668</b>
<b>TOTAL LIABILITIES</b>	<b>2,600,835</b>	<b>2,901,157</b>
<b>NET ASSETS</b>	<b>6,283,328</b>	<b>5,454,917</b>
<b>EQUITY</b>		
Retained earnings	6,283,328	5,454,917
<b>TOTAL EQUITY</b>	<b>6,283,328</b>	<b>5,454,917</b>

22 September 2023

**TO WHOM IT MAY CONCERN**

The snapshot of financial information has been produced from the audited financial statements of Lifeline Harbour to Hawkesbury Ltd of which we signed an unqualified audit report on 22 September 2023. A copy of the full financial report is available on request.

Yours faithfully



Maria Krnjulac

Registered Company Auditor

# Governance



## Corporate Governance & Accreditation

Lifeline Harbour to Hawkesbury Sydney Ltd is a company limited by guarantee, registered as a charity with the Australian Charities and Not-for-Profit Commission (ACNC) and endorsed by the Australian Taxation Office as a Deductible Gift Recipient (DGR). It is a Public Benevolent Institution (PBI) and is endorsed to access the following tax concessions: Income Tax Exemption, Goods and Services Tax concession, and Fringe Benefits Tax rebates.

Lifeline Harbour to Hawkesbury Sydney is an independent Lifeline centre accredited by, and accountable to, Lifeline Australia for the governance of its operations.

The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensures Lifeline Harbour to Hawkesbury meets its governance requirements as a Lifeline Member. The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, workplace, health and safety, policy and procedures, and volunteer engagement.

Lifeline Harbour to Hawkesbury Sydney is accredited by ISO 9001, the international standard that sets out the requirements for a quality management system (QMS).



# Our Heartfelt Thanks

Lifeline Harbour to Hawkesbury Sydney is magnanimously supported by a huge diversity of organisations, community groups and individuals every year.

We also acknowledge and thank everyone who supported our fundraising events, our Book Fairs and our Christmas Hamper project, and those who made anonymous donations. Lifeline H2HS was able to meet the challenges of the 2022/2023 financial year because of all these generous contributions, as well as those from the following partners and supporters.

## Our government funding bodies and service delivery partners

Black Dog Institute  
City of Ryde Council  
Department of Health  
Department of Social Services  
Dougherty Community Centre, Chatswood  
Gidget Foundation  
Headspace  
Hornsby Shire Council  
Ku-ring-gai Council  
Ku-ring-gai Police Area Command  
KYDS  
Lane Cove Council  
Lifeline Australia  
Lifeline Northern Beaches  
Metro Trains Sydney  
Mission Australia  
North Shore Police Area Command  
North Sydney Council  
Northern Sydney Local Health District (NSLHD)  
NSW Department of Planning, Industry and Environment  
NSW Ministry of Health  
Ryde Police Area Command  
Sydney North Primary Health Network  
Sydney Trains  
Uniting Youth Enhanced Support Service  
Willoughby City Council

## Our Rotary Club partners

Rotary Club of Chatswood Roseville  
Rotary Club of Ku-Ring-Gai  
Rotary Club of St Ives  
Rotary Club of Turramurra  
Rotary Club of Wahroonga

## Our community supporters

Australian Catholic University  
Barker College  
Beecroft-Pennant Hills Uniting Church  
Black Dog Ride Australia  
Bobbin Head Cycle Classic  
Century Venues, The Concourse  
Chatswood RSL  
Club Turramurra  
Community Care Northern Beaches (CCNB)  
CWA Hornsby  
Denistone Sports Bowling Club  
Embroiderers Guild St Ives  
Go For Broke Charity Ride  
Gordon Baptist Church  
Gordon Community Preschool  
Gordon-Pymble Uniting Church  
Holy Cross College, Ryde  
Hornsby Connect  
Ingenuity Computer Systems  
Knox Grammar School  
Lady Davidson Private Hospital  
Loreto Normanhurst  
Macquarie University  
Mount Colah Uniting Church  
North Sydney RSL  
Oakhill College  
Pennant Hills/Cherrybrook Uniting Church

Prices Pharmacy  
Slade Health  
The Lions Club of Hornsby Inc.  
The Push-Up Challenge  
TW Runners  
Uniting Bowden Brae  
Veterans Wellbeing Centre – Hornsby

## Our trust, foundation, institute and association supporters

AMP Foundation  
Australian Chinese Charity Foundation  
Australian Taiwan Women's Association  
Darling Carol Foundation  
Neilson Foundation  
The Harris Family Foundation  
The Rodwell Foundation  
TISM Foundation  
Wines Family Charitable Trust

## Our workplace giving supporters

Blackmores  
Data#3  
Macquarie Bank  
Salesforce  
Suncorp  
Unilever

## Our corporate supporters

3E Advantage  
Allianz Australia Insurance  
Angle Finance  
Anthony Hamer & Associates  
ANZ  
Arnotts  
ASV Euro Car Parts  
Auspods  
Australian Traffic Network  
Bedford Accounting  
Ben & Jerry's  
Bendigo Community Bank - Turramurra & Lindfield  
Bunnings Pymble  
Bunnings Thornleigh  
CC Pines  
Cisco Systems Australia  
City Tattersalls Group  
Cognizant Consulting  
Colliers International  
Commonwealth Bank of Australia  
Corporate Edge  
CouncilJobs Holdings  
Cozens Paper Recycling  
Data#3  
Department S  
Deutsche Group Services  
Employment Innovations  
Envisage Fitness  
Evolution Mining  
FIIG Securities  
Fresenius Kabi  
Glengarry Jinwen Gallery  
Go-to Skincare  
Grill'd  
Guzzi Pasta  
Halliard  
IAG  
Lerida Estate  
LexisNexis  
Lindt  
Maquarie Group  
McCarrolls Automotive Group  
Minter-Ellison  
Multigate Medical Products  
Nexia Australia  
NIB  
oOhlmedia  
Pfizer Australia  
Platinum Asset Management  
Prime Constructions  
Proactive Contracting  
Rebel Sports

Reserve Bank of Australia  
Revlon  
Salesforce  
Scentre Group (Westfield)  
Servcorp  
Share SMR  
Soak City  
Stanford Brown  
The Post  
The Shopping Centre Council of Aust  
Thinking Signs  
Toyota Finance  
Unilever  
Vestone Capital  
Vinco Architectural Hardware  
Vinva Investment Management  
Westfield Chatswood  
Westfield Hornsby  
Westpac  
Zendesk

## Our individual supporters

Matt Cross MP  
Paul Fletcher MP  
Alister Henskens SC MP  
Tim James MP  
Matt Kean MP  
Julian Leeser MP  
Kylea Tink MP  
Felicity Wilson MP

Jo Abi  
Amelia Beaney  
Alan Blake  
Cherri Carol  
Andrew & Sue Cripwell  
Judy Dalgarno  
Beverly Dawson  
Tom Day  
Tiffany Fillingham  
Zena Gardiner  
Deepa Gopalakrishnan  
Mark & Sue Hancock  
Richard Hansford  
Peter Henry  
David Hirsch  
Rebecca Hooke  
Sian Ineson  
Geoff Jarrett  
Peter Jones  
Ed Kirk  
Jason Kirk  
Chris Lisha  
Helen Logie

Maurice Maneschi  
Peter MacMillan  
Sarah McPherson  
Cyril Melman  
Tony Miller  
Andrew Moylan  
Mary Newhouse  
Shirley Norris  
Tony & Lisa O'Brien  
Tracey O'Shannessy  
Mary O'Toole  
Stephen & Kate Parker  
Paul Peachey  
Dave Prescott  
Ian Rodwell  
Rhett Rollan  
Ishani Schou  
Westfield Hornsby  
Peter Shaw  
Stewart Skinner  
Claire Sossen  
Suzanne Stephens  
Jane Stone  
Sophia Tromp  
Robin Wall  
Wendy Wallin  
Junius Wong



# Acknowledging Our People

As we celebrate our 55th year, we take great pride in acknowledging and thanking all our people for their invaluable service and commitment.



# Years of Service Awards

This year, the following paid staff and volunteers of Lifeline H2HS receive our Years of Service awards, recognising their continued contribution to our vibrant Lifeline Centre at every 5-year milestone.



- Natasha Barr
- Jan Beckett
- Jennifer Bone
- Adrian Brannan
- Janice Brown
- Trevor Brown
- Leslie Clarke
- Noela Cooper
- Heather Courtis
- Paul Dal Pozzo
- Sue Dann
- Boyd Dent
- Patricia Eaton
- Jan Francuz
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- Chris Love
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- Terry Matthews
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- Marilyn Orr
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- Julie Taylor
- Sally Tracy
- Peter Tuchin
- Susan Warren



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- Peter Foster
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- Linda Sterling-Levis
- Christine Stuart
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- Michael Andrews
- Frank Warren
- Denny Woodburn



- Kirstie D'Souza
- Maggy Franklin
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