



**40<sup>th</sup> Birthday**



**Lifeline**

Macarthur

**2017/18**

**Annual Report**

Lifeline Macarthur (ABN 72 419 187 282) was established in 1978 as an unincorporated centre of the Uniting Church in Australia (NSW/ACT Synod) Parramatta Nepean Presbytery.

The Board of Lifeline Macarthur is appointed by The Uniting Church in Australia – NSW Synod to govern its health and community service activities.

Lifeline Macarthur is registered as a charity with the Australian Charities and Not-for-Profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient.

Lifeline Macarthur 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.

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Smeaton Grange NSW 2567

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Narellan NSW 2567

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Facebook: Lifeline Macarthur



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# About Us

Lifeline Macarthur is a leading charity that has been saving lives since 1978 and is part of the National Lifeline network. Our vision is an Australia free of suicide and our purpose is to support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe.

We provide crisis support services that help change the focus in people's lives from crisis to opportunity and we promote emotional wellbeing and build community capacity in our local areas of South Western Sydney, Macarthur and the Southern Highlands.

Our focus on crisis support and suicide prevention allows us to concentrate on the vision of our founder, Reverend Dr. Sir Alan Walker OBE. Lifeline was built on a commitment to reach out to those in crisis, whenever they need it and wherever they are – offering real support when life feels overwhelming.

Our services include:

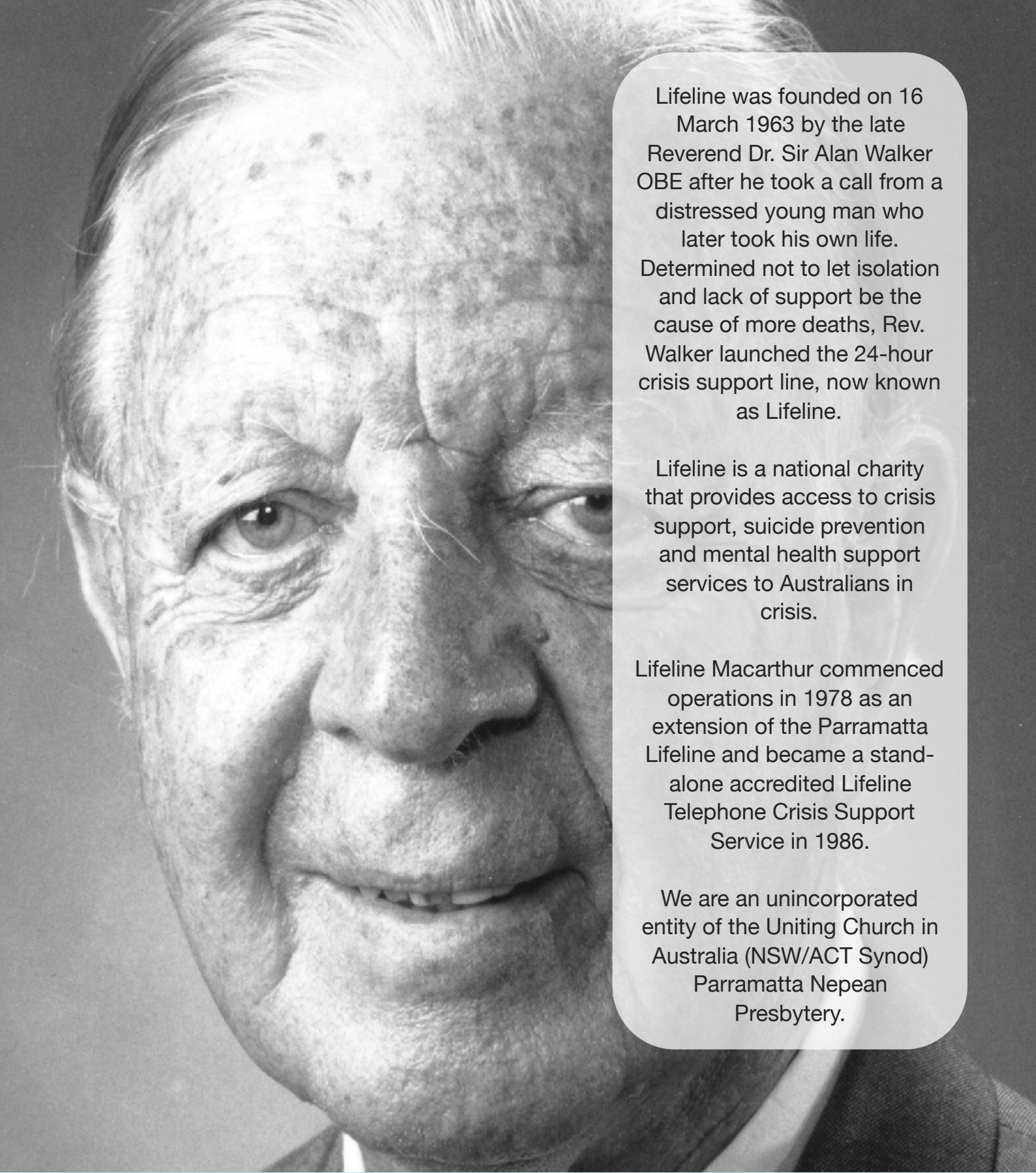
- ✦ Telephone Crisis Support 13 11 14
- ✦ Suicide Prevention
- ✦ Suicide Bereavement Support
- ✦ Financial Counselling
- ✦ Community and Corporate Education

We deliver these core services at no cost to those in crisis. These vital services are supported by our seven retail shops, individual and business partnerships, fundraising initiatives, events, government and corporate grant funding and campaigns.

As part of an Australia wide network of Lifeline centres, we take calls from people who are in need of support in times of crisis. The vision and mission of Lifeline Macarthur is to provide an effective telephone crisis support service where clients are accepted, helped and supported by competent Crisis Supporters that have been trained in this specialised area.

Lifeline Macarthur is managed by a team of dedicated staff who are also responsible for coordinating the valued contribution of 400 dedicated volunteers. Our volunteers provide support in all areas of our organisation including telephone crisis support, retail, distribution, transport, fundraising and administration. We would not be able to provide our life saving work without our volunteers.

# Our History



Lifeline was founded on 16 March 1963 by the late Reverend Dr. Sir Alan Walker OBE after he took a call from a distressed young man who later took his own life.

Determined not to let isolation and lack of support be the cause of more deaths, Rev. Walker launched the 24-hour crisis support line, now known as Lifeline.

Lifeline is a national charity that provides access to crisis support, suicide prevention and mental health support services to Australians in crisis.

Lifeline Macarthur commenced operations in 1978 as an extension of the Parramatta Lifeline and became a stand-alone accredited Lifeline Telephone Crisis Support Service in 1986.

We are an unincorporated entity of the Uniting Church in Australia (NSW/ACT Synod) Parramatta Nepean Presbytery.

# Our Strategic Framework

Lifeline Macarthur has adopted the Lifeline Australia strategic framework to reflect our services and priorities to continue to deliver vital services within the communities we serve. From the Strategic Priorities (enablers) Lifeline Macarthur will establish goals and develop action plans to work towards these and Lifeline's vision of an Australia free of suicide.

## 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 STRATEGIC FOUNDATION

Provide crisis support services that help change the focus in people's lives from crisis to opportunity

Provide emotional wellbeing

Build community capacity

## OUR SERVICES

13 11 14  
Crisis support services  
Financial counselling  
Suicide Prevention  
Suicide bereavement support  
Community information

Pathfinder to services  
Promoting emotional health and wellbeing  
Promoting volunteering  
Advocacy

Community education  
Community information  
Corporate education  
Retail shops  
Volunteering  
Partnerships

## OUR STRATEGIC PRIORITIES

Focus service provision on suicide prevention through crisis support and connection  
Ensure our roles, relationships and governance support our purpose  
Sustain and grow our services  
Support, inform and advocate  
Generate an increase in donations and fundraising to support our services  
Build partnerships with organisations and groups



**I am extremely grateful for the professional contribution from our staff and volunteers over this period, without which our vision of achieving an Australia free of suicide would not be possible.**

I thank our community for the grateful contributions made toward Lifeline Macarthur and the generosity provided by our local partners, sponsors and donors without which Lifeline Macarthur would not be able to provide the much-needed services we do each day and night to those in need.

Unfortunately, the demand for 13 11 14 phone and financial counselling services outstripped our capacity both locally and across the nation. Our continued support of paid shifts has enabled Lifeline Macarthur to increase our 13 11 14 calls answered to over 42,700 annually. When measured on a Calls Answered per Seat basis, Lifeline Macarthur continues to be the highest performing centre in the Lifeline network.

Our local partners, supporters and donors can be confident in knowing that every dollar they give to Lifeline Macarthur is making a real difference as well as being efficiently managed.

Our face to face work across our region which extends from Penrith and Fairfield in the north, through the Macarthur region and to Wollondilly and the Southern Highlands brings the team into contact with people requiring support for a number of reasons. This will continue and increase next year, as Lifeline Macarthur has been successful in securing a Federal Government tender to provide Suicide Prevention programs in South Western Sydney. This was a major win for the community and will help more people affected one way or the other by suicide.

Finally, to my fellow board members I offer my most sincere thanks. They all give their time freely and without their guidance and support, our centre would not be the centre of excellence it has become. I would also like to recognise the contributions of two members of the Board who have stepped down after 10 years of service on the Board, Mr Bill Blakey and Mr John Martin and thank them on behalf of the Lifeline Macarthur community for their endeavours.

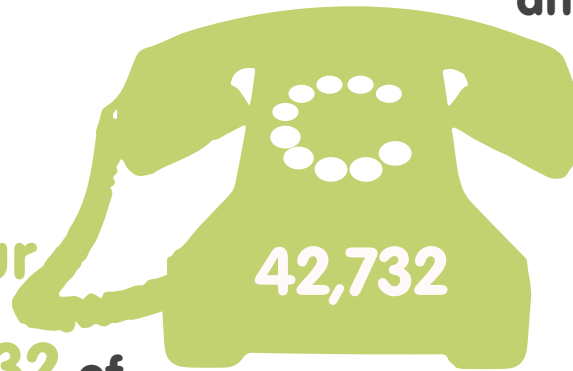


# Our Highlights In 2017/18

13 11 14

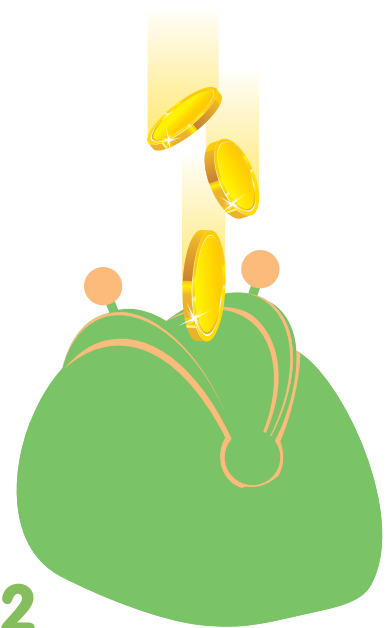
Lifeline nationally answered  
**82%** of **921,105**  
crisis support calls to 13 11 14  
(thats **752,899** calls  
answered!)

Lifeline  
Macarthur



answered **42,732** of  
National calls (**5.7%!**)

**117 calls**  
answered per day  
by Lifeline  
Macarthur



**1102**  
clients assisted  
by our **Financial  
Counselling** services



**1813 Participants**  
attended our training  
courses





## Volunteers

**577** volunteers  
gave their time.

## Retail

**248,699**  
customers donated  
in our retail stores

## Staff

**86** staff  
**64%**  
permanent positions

### FINANCIAL HIGHLIGHTS

	<u>2018</u>	<u>2017</u>	<u>Change</u>
Total Revenue	\$4,842,173	\$4,279,347	13.1%
Net Operating Results	\$232,173	\$15,946	1356%
Total Assets	\$6,523,325	\$4,479,570	45.6%
Net Assets	\$4,971,097	\$2,898,924	71.5%



# Our Services

# Telephone Crisis Support

## 13 11 14

***Nothing teaches hope, kindness, courage and compassion like helping others.***

The past 12 months have been extremely busy, but rewarding, as Lifeline Macarthur experienced a 9.5% growth in our calls answered on the 13 11 14 Crisis Line. The growth has been due to a substantial investment in paid crisis support shifts at times that are high demand for our help seekers, but difficult to roster volunteers.

The demand on the Lifeline service is growing every year and in the past 12 months there has been a call to 13 11 14 every 33 seconds. Our projected target for calls this financial year is over 1,000,000. This is a staggering amount of people who are experiencing a crisis and need to access our service but also a positive that there is a service that can support those in crisis 24/7 and people can and do seek our help.

Unfortunately suicide remains the leading cause of death for both males and females aged between 15 and 44. The latest ABS statistics released on the 26th September 2018 sadly reported that 3,128 Australian took their own life in 2017, that is over 8 people a day.

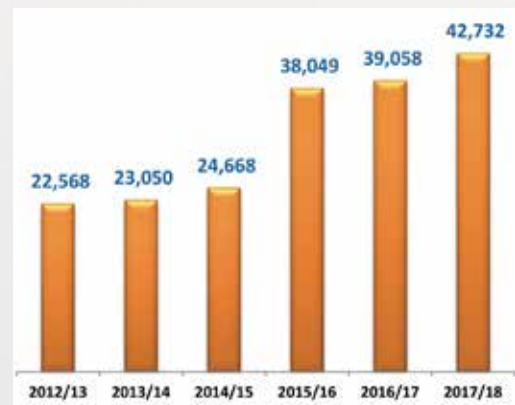
It is Lifelines vision that we can achieve an Australia Free of suicide, but we cannot do this on our own and need the support of community and volunteers.

**In the 2017/18 financial year there were 752,899 contacts supported by Lifeline staff and volunteers Nationally either by 13 11 14 or chat. Lifeline Macarthur answered 42,732 of those calls. This equates to 117 calls answered per day with our Crisis Supporters spending 12,890 hours on the crisis line last financial year at our office in Smeaton Grange.**

Feedback from a help-seeker

*I have been going through the grief of a breakup. Over the past 2 months I have called Lifeline on average about once per day. I am sooooo grateful for you guys, especially as I use travel time during my long commute to talk with Lifeline. This week, I would especially like to thank the older members of your support team. One older gentleman and older lady both provided me with encouragement and affirmation and constructive ideas - I so needed this. Thank you again.*

Number of Calls Answered



# Telephone Crisis Support

13 11 14

men represent

**3/4** of suicide deaths in Australia



however, suicide and suicidality is on the rise amongst women

**65,300**



Australians attempt suicide each year

There are  
**twice**  
as many deaths by  
**suicide**  
as there are  
**road related deaths**

# Suicide Prevention

# Suicide Bereavement

The Macarthur Suicide Prevention Network was established in February 2016 and with the support of the South Western Sydney PHN additional Suicide Prevention Networks have been established at Liverpool/Fairfield and Bankstown.

We are also working closely with the Southern Highland Suicide Prevention Program Inc to establish how communities across South Western Sydney can work together to address the increasing suicide rate and make our communities suicide safe.

Lifeline Macarthur are also establishing support groups for people who have attempted suicide and an aftercare telephone line where a crisis supporter will contact someone who has experienced a suicide attempt.

If anyone would like further information please feel free to call on 46 45 7200.



Lifeline Macarthur has provided a Suicide Bereavement Support Group for those who have lost a loved one to suicide for many years and in July 2017 with the support of the South Western Sydney PHN additional groups were established in Bankstown, Liverpool and the Southern Highlands. Lifeline Macarthur, in conjunction with World Suicide Prevention Day, hosts an annual Out of the Shadows Walk.

The walk is held to raise awareness, remember those lost to suicide, and unite in a commitment to prevent further deaths by suicide.

In September 2018, 80 community members gathered at The Botanical Gardens Mount Annan to remember and reflect. Thank you to Lifeline Macarthur's patron Ken Moroney, David Olsen and Mary Ellen Bland, Chairman and Director, from Campbelltown Catholic Club who attended.

Lifeline Macarthur were also involved in the inaugural Mention My Name Memorial Mass held at St Thomas More Church Ruse. The Mass was to honour and reflect on those lost to suicide.

# Financial Counselling

Lifeline Macarthur offers free Financial Counselling for people experiencing financial difficulties. The service is delivered by accredited Financial Counsellors who can provide advocacy and support when dealing with creditors, help you explore financial options, and assist with budgeting. As financial stress increases the risk of a decline in mental health and suicidal ideation having Lifeline Macarthurs Financial Counsellors act as an advocate can ease that burden.

This service is provided free of charge in Smeaton Grange, Campbelltown, Bowral and Penrith.

Over the past 12 months there have been 1,102 client sessions across the four sites and we would like to acknowledge MDS, MDSI and Stafford Cottage for the generous use of their rooms and Campbelltown Catholic Club and West Leagues Club for their continued support in funding this vital service.

# Community and Corporate Training

With the support of the South Western Sydney PHN Lifeline Macarthur have delivered 71 training courses in ASIST, safeTalk, safeTalk in Schools, Mental Health First aid for the suicidal Person and Mental Health First Aid with 1,332 participants.

The team have also delivered 32 courses in DV Alert and DV Aware with 481 participants. All training is free and helps our community become suicide safe.

*Whilst our volunteers are the backbone of our organisation I would also like to acknowledge and thank the Crisis Support staff who works tirelessly to support our volunteers in ensuring we deliver outstanding service for our help seekers, the Financial Counselling and Suicide Prevention staff who support people who are going through extremely emotional and difficult times, and the training team who have delivered an outstanding number of courses in the past 12 months.*

*Also a special thank you to our wonderful supporters, Ambassadors and our Patron Ken Moroney. Your support is priceless and we would not be able to deliver our services, which are vital in the community, without the support of all associated with Lifeline.*

**Jacky Moore**  
**Executive Manger**  
**Crisis Support & Suicide Prevention**

*“Lifeline is a crisis support service and our goal is to help callers connect or reconnect with local services that may be able to provide them with ongoing care and support”*



# Our Fundraising & Events





# Our Fundraising & Events

*Lifeline Macarthur relies on the fundraising efforts of our staff and volunteers and the generosity of our loyal donors and supporters to continue our life saving works nationally and in our community.*

## Our Retail Stores

### Retail Stores

- Camden
- Moss Vale
- Campbelltown
- Narellan
- Ingleburn
- Tahmoor
- Liverpool
- Smeaton Grange  
(Distribution Centre)

Lifeline Macarthur's retail stores, bookshop and distribution centre rely on donations of saleable goods and items from the public to help fund the Lifeline 24-hour 13 11 14 Crisis Support line, train our telephone crisis supporters and various support services that Lifeline Macarthur offers the community. Every dollar we raise helps save lives.

Our stores are staffed mostly by volunteers who dedicate their time in helping to raise much needed funds for our crisis support services.



**330 +**

Number of Volunteers and staff

### ACHIEVEMENTS

- Raised \$3.2m in sales to fund our Crisis Support services.
- Expanded our donation intake through partnerships with corporates and other charities.
- Introduction of Sales and Promotional calendar which includes local community media support and social media.
- Our "Help Wipeout Suicide" Rag campaign enabled the promotion of our services to industrial businesses through purchasing of cleaning rags.
- Participated in local community events in South Western Sydney to raise awareness of our services.
- Successful in obtaining grants to upgrade our delivery trucks and store refurbishment.

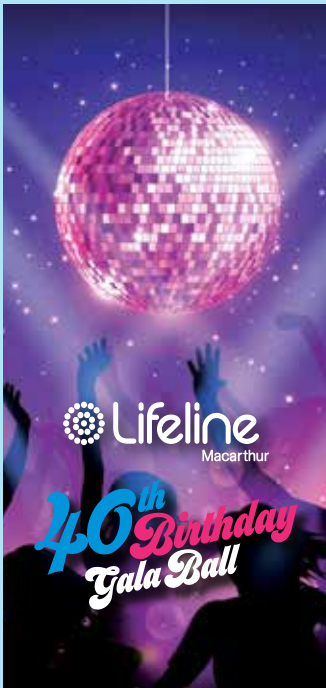


# Our Events

We hosted our own events, participated in community happenings and joined forces with various partners to deliver quality experiences.

Here are a few of the highlights:

## **Annual Dinner 40<sup>th</sup> Birthday 16<sup>th</sup> March 2018**



The evening was held 16th March 2018 at the Cube, Campbelltown Catholic Club celebrating 40 years with Hennings Jewellers providing the main prize, a custom design magnificent diamond pendant. Over 360 supporters attended for a night of fun with a disco them for all to enjoy. Special guests included Ken Moroney, AO and former Police Commissioner of NSW and a Lifeline Achievement Award was presented to Margaret Appleby for her years of service and dedication to Lifeline Macarthur.

## **Macarthur Lions Anzac Run 29<sup>th</sup> April 2018**



Staff and Volunteers of Lifeline Macarthur were proud to attend the Annual Macarthur Lions Anzac Walk held at Bicentennial Park. The event was well attended with Wendall Sailor opening the event and presenting the trophies to the winners.

# Our Events

## Out of the Shadows Walk 10th September 2017



Lifeline's Out of the Shadows and into the light national prevention walk was held to coincide with World Suicide Prevention Day on 10th September 2017. The walk was held at the Harrington Park Lake and attended by 80 participants including Ken Moroney, AO and former Police Commissioner of NSW and Lifeline Macarthur Patron.

## Australia Day Walk January 2018



A fabulous event enjoyed by thousands in Camden. Starting at the Showgrounds, Lifeline Macarthur were proud to walk in the Street Parade celebrating Australia Day 2018.



## Camden Show 16<sup>th</sup> March - 17<sup>th</sup> March 2018

# Our Events



## McDonald's Charity Night 23<sup>rd</sup> May 2018

Our longstanding relationship with McDonald's in Macarthur involved our staff and volunteers to help raise much need funds for McDonald's charity and Lifeline Macarthur. We attended 14 stores across the Macarthur region.

## Christmas and Mother's Day Gift Wrapping December 2017 and May 2018

The Lifeline Macarthur gift wrapping held at Narellan Town Centre & Campbelltown Mall for a gold coin donation per gift.







# Our People

# Our Board



**Chairman**  
Tony Ross



**Secretary**  
John K Martin



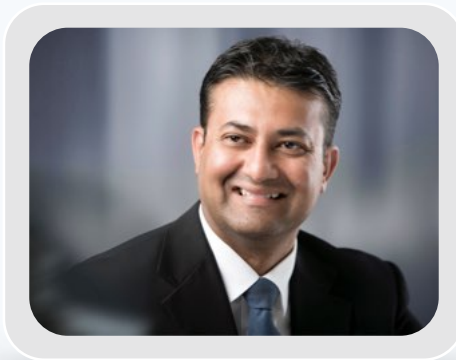
**Board Member**  
Russell Bott



**Board Member**  
Erin McKerral



**Board Member**  
Bill Blakey



**Board Member**  
Salesh Nandan

PICTURE

# Our Executive Team

**Executive Manager  
Crisis Support & Suicide  
Prevention**  
Jacky Moore

**Executive Manager  
Finance**  
Carol Zdelar

**Executive Manager  
Human Resources**  
Jenny Potter

**Executive Manager Retail  
Operations & Distribution**  
Sandra Cartwright

## Our Staff

Lifeline Macarthur is grateful for the dedication, passion and enthusiasm of the staff, past and present who have worked tirelessly to help create suicide-safer communities.

Jacqueline Hammonds  
Martin Jess  
Aileen Narayan  
Leanne Mauger  
Catherine Dineen  
Judith Foley  
Lisa Miller  
Vesna Miletic  
Nicole Soto  
Julie Wellington  
Mary Brasile  
Carli Desborough  
Emylee Tuzon  
Caroline Summerfield  
Katrina Woods  
Tracy Darrell  
Pat Wallace  
Helen Sahin  
Michelle Khaoula  
Lee Copp  
Colin Calder  
Maria Matriano

**Crisis Support Manager**  
**Training Manager**  
**Trainer**  
**Training Administrator**  
**In Shift Support Team Leader**  
**In Shift Supporter**  
**In Shift Supporter/Training Support**  
**In Shift Supporter**  
**In Shift Supporter**  
**In Shift Supporter**  
**Suicide Aftercare Services Coordinator**  
**Suicide Prevention Services Coordinator**  
**Financial Counsellor**  
**Financial Counsellor**  
**Camden Shop Manager**  
**Campbelltown Store Manager**  
**Ingleburn Store Manager**  
**Liverpool Store Manager**  
**Moss Vale Store Manager**  
**Narellan Store Manager**  
**Tahmoor Store Manager**  
**Distribution Centre clerical assistant**

Sara Morton-Stone  
Lyndal Bruce  
Michelle Pearson & Lee Loon  
Kerry Valentine

**Executive Manager Community Engagement**  
**Events & Partnership Coordinator**  
**Office Administrator**  
**Volunteer Coordinator**



# Our Volunteers

*“Volunteering is time willing given for the common good and without financial gain”*

Volunteers are the lifeblood of our community and come from all walks of life; working people, students and professionals, young people and retirees, from all parts of the community. Volunteers play a significant role in our organisation and it is only with their generosity that we are able to deliver the services to the community.



**550+**

Number of Volunteers

The 2018 volunteer award winners were:

Volunteer of the Year	Dominique Rose
Excellence in Customer Service	Maureen Norman
Helping Hands Award	Phil Akers
Dedication to Best Practice	Glenn Cossar
Dedication to Service	Maureen Norman

We would also like to acknowledge our corporate supporters at our annual Volunteers Dinner night; Vintage FM and Cake Biz.

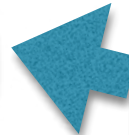




*“Being a Telephone Crisis Supporter is challenging, but at the end of a call you feel a satisfaction that you have helped somebody at a time when they are in difficulties or a crisis.”*

# Our Governance

## BOARD



**CHIEF  
EXECUTIVE  
OFFICER**



**EXECUTIVE  
MANAGEMENT**

The role of the Board of Directors (“the Board”) is to represent Lifeline Macarthur in determining and demanding appropriate organisation performance. The essential job outputs of the Board primarily include linkage to the people served, definition of guiding principles and monitoring of the Executive Management performance. In addition to these three essentials, the Board shall exercise authority granted to it by the Constitution.



## BOARD COMMITTEES

### AUDIT & COMPLIANCE COMMITTEE

The Audit and Compliance Committee assists the Board of Directors to discharge its responsibility to exercise due care, diligence and oversight for financial reporting, application of applicable accounting policies, internal control systems, risk management systems, protection of assets and compliance with laws and regulations.

### FINANCE COMMITTEE

The Finance Committee assists the Board of Directors by providing an oversight of Lifeline Macarthur’s financial, retail, marketing, events and community relations activities and by making recommendations to the Board about these activities.

### CRISIS SUPPORT & FINANCIAL COUNSELLING

The Crisis Support and Financial Counselling Committee assists the Board of Directors to discharge its responsibility to exercise due care, diligence and oversight for the delivery, performance and review of crisis support, financial counselling and other counselling services.

### GOVERNANCE, NOMINATION & REMUNERATION

The Governance, Nomination and Remuneration Committee provide advice to the Board on relevant corporate governance, principles, identity and recruit nominees to the Board and performance evaluation and remuneration reviews of the Executive Managers.





**“Our donors and supporters, one of our greatest assets”**

**Our  
Thanks**

# Reverend Alan Walker Fellowship

The Reverend Dr Sir Alan Walker started Lifeline on the 16<sup>th</sup> March 1963 in Sydney.

Lifeline Macarthur has taken the initiative to create a giving program, the Reverend Alan Walker Fellowship, to bring together community-minded businesses and individuals who support Lifeline's vision of an Australia free of suicide.

To join and maintain memberships of the fellowship we ask our fellows to contribute an annual gift of greater than \$1,000 which is directed in full to Lifeline Macarthur's 13 11 14 telephone crisis support and financial counselling services, suicide prevention and suicide bereavement support and community and corporate education and awareness programs.

Members of the Reverend Alan Walker Fellowship will receive:

- ◆ A plaque, a Certificate of Thanks and a lapel pin to show your community, members and business partners that you are committed to saving lives
- ◆ Acknowledgement on our website and social media pages and in the Annual Report
- ◆ An invitation to display the Lifeline Macarthur logo on your organisation's letterhead, website and social media
- ◆ Any other promotional activities as agreed between Lifeline Macarthur and the supporting organisation

To register your interest please contact [events@lifelinemacarthur.org.au](mailto:events@lifelinemacarthur.org.au) or call 02 46457200

# Our Reverend Alan Walker Fellows



THANK YOU FOR  
YOUR SUPPORT





# A YEAR IN PICTURES



Every Lifeline Volunteer Helps  
Save Lives





# Our Finance Report



**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Financial Report**

*For The Year Ended 30 June 2018*

# UCA - Lifeline Macarthur

ABN 72 419 187 282

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# UCA - Lifeline Macarthur

ABN 72 419 187 282

## Statement of Comprehensive Income

For The Year Ended 30 June 2018

	Note	2018 \$	2017 \$
<b>INCOME</b>			
Grant income			
- State Government - telephone crisis support		306,986	283,057
- State Government - SWSPHN		443,584	20,706
- State Government - capital grant		15,500	31,045
- Federal Government - telephone crisis support		92,100	89,900
- Federal Government - financial counselling		70,422	55,751
Fundraising / donations		274,580	263,110
Sales revenue		3,278,443	3,248,034
Counselling income			
- Training course fees		242,473	135,939
- Other income		1,107	1,612
Interest received		1,964	1,567
Sundry income		54,987	80,339
Property income		59,939	64,357
Net loss on disposal of plant and equipment		-	3,862
Dividends Received		89	68
		<u>4,842,173</u>	<u>4,279,347</u>
Cost of goods sold		248,737	263,671
Gross surplus		<u>4,593,437</u>	<u>4,015,676</u>
<b>EXPENDITURE</b>			
Administrative costs		94,342	86,413
Labour costs		2,957,270	2,794,441
Management costs		17,928	15,242
Occupancy costs		780,506	693,203
Operating costs		364,272	298,927
Amortisation and depreciation costs		74,037	45,537
Interest and finance costs		58,485	53,000
Sundry Expenses		14,423	12,967
		<u>4,361,263</u>	<u>3,999,731</u>
<b>Net operating surplus for the year</b>	<b>2</b>	<u>232,173</u>	<u>15,946</u>
Other comprehensive income:			
Revaluation Surplus	<b>2b</b>	<u>1,840,000</u>	-
		<u>1,840,000</u>	-
Total comprehensive income for the year		<u>2,072,173</u>	<u>15,946</u>

The accompanying notes form part of these financial statements.

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Statement of Financial Position**

As at 30 June 2018

	Note	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	650,838	363,731
Trade and other receivables	4	113,014	136,707
Inventories		16,008	20,050
Other assets	5	8,307	18,567
		<u>788,167</u>	<u>539,055</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	5,734,047	3,939,404
Shares In Public Company		1,111	1,111
		<u>5,735,158</u>	<u>3,940,515</u>
<b>TOTAL ASSETS</b>		<u>6,523,325</u>	<u>4,479,570</u>
<b>CURRENT LIABILITIES</b>			
Bank overdraft	3	11,134	5,989
Trade and other payables	7	190,530	212,866
Income in advance	8	100,120	82,368
Employee benefits and other provisions	9	176,884	174,282
Loans	10	66,029	62,308
		<u>544,697</u>	<u>537,812</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits and other provisions	9	92,706	61,995
Loans	10	914,825	980,838
		<u>1,007,531</u>	<u>1,042,834</u>
<b>TOTAL LIABILITIES</b>		<u>1,552,228</u>	<u>1,580,646</u>
<b>NET ASSETS</b>		<u>4,971,097</u>	<u>2,898,924</u>
<b>ACCUMULATED FUNDS</b>			
Retained surplus		4,971,097	2,898,924
<b>TOTAL ACCUMULATED FUNDS</b>		<u>4,971,097</u>	<u>2,898,924</u>

*The accompanying notes form part of these financial statements.*

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Statement of Changes in Equity***For The Year Ended 30 June 2018*

	Note	2018 \$
<b>Balance at 1 July 2016</b>		2,882,978
Surplus for the year		15,946
<b>Balance at 30 June 2017</b>		<u>2,898,924</u>
Surplus for the year		232,173
Revaluation Surplus		1,840,000
<b>Balance at 30 June 2018</b>		<u>4,971,097</u>

*The accompanying notes form part of these financial statements.*

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Statement of Cash Flows**

For The Year Ended 30 June 2018

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		3,347,735	3,377,684
Receipt of grants		1,040,978	526,514
Net fundraising receipts		274,580	263,110
Other revenue received		358,506	282,248
Payments to suppliers and employees		(4,592,343)	(4,290,566)
Interest paid		(58,485)	(53,000)
Interest received		1,964	1,567
<b>Net cash (used in)/generated from operating activities</b>	<b>12</b>	<u>372,935</u>	<u>107,557</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		-	-
Payments for property, plant and equipment		(28,680)	(198,270)
<b>Net cash (used in)/generated from investing activities</b>		<u>(28,680)</u>	<u>(198,270)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		(62,292)	(67,778)
Repayment of finance leases		-	-
<b>Net cash (used in)/generated from financing activities</b>		<u>(62,292)</u>	<u>(67,778)</u>
<b>Net increase/(decrease) in cash held</b>		281,963	(158,491)
Cash and cash equivalents at beginning of financial year		357,742	516,233
<b>Cash and cash equivalents at end of financial year</b>	<b>3</b>	<u><u>639,705</u></u>	<u><u>357,742</u></u>

The accompanying notes form part of these financial statements.

## **UCA - Lifeline Macarthur**

ABN 72 419 187 282

### **Notes to the Financial Statements**

*For The Year Ended 30 June 2018*

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#### **Note 1 Summary of significant accounting policies**

UCA - Lifeline Macarthur is an unincorporated not-for-profit organisation established by the Uniting Church in Australia - New South Wales Synod. The Uniting Church in Australia - New South Wales Synod has appointed the Board of UCA - Lifeline Macarthur to govern its health and community services activities. Legal title to all property beneficially utilised in the services provided by UCA - Lifeline Macarthur is held in trust by the Uniting Church in Australia Property Trust (NSW), a body incorporated by statute and domiciled in Australia.

The Board of UCA - Lifeline Macarthur have prepared the financial statements on the basis that the organisation is a non-reporting entity because there are no users who are dependent on its general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared to meet the requirements of UCA - Lifeline Macarthur and the Uniting Church in Australia - New South Wales Synod.

The financial statements have been prepared in accordance with the significant accounting policies disclosed below, which the Board of UCA - Lifeline Macarthur have determined are appropriate to meet the needs of UCA - Lifeline Macarthur and the Uniting Church in Australia - New South Wales Synod.

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of the statements are as follows:

#### **Accounting policies**

##### **a. Revenue**

Grant revenue is recognised in the statement of comprehensive income when the organisation obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the organisation incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

UCA - Lifeline Macarthur receive non-reciprocal contributions of assets from the government and other parties for zero or nominal value. These assets are recognised at fair value on the date of acquisition except for goods for resale which are valued at nil dollars in the statement of financial position, with a corresponding amount of income in the profit or loss.

Sale of goods revenue is recognised when the control of the goods has been passed to the buyer.

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*The accompanying notes form part of these financial statements.*



**Notes to the Financial Statements**

For The Year Ended 30 June 2018

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**Note 1 Summary of significant accounting policies (continued)**

Revenue from the rendering of a service is recognised upon delivery of the service to the customers.

Donations and bequests are recognised as revenue when received unless they have been identified as being received with the intention to be used for a specific purpose or within a specific time frame.

Interest revenue is recognised upon receipt.

All revenue is stated net of the amount of goods and services tax (GST).

**b. Inventories**

Inventories are measured at the lower of cost or net realisable value.

Inventories acquired at no cost are not brought to account.

**c. Property, plant and equipment**

Each class of property, plant and equipment except for Land and Buildings is carried at cost or fair value as indicated, less where applicable, accumulated depreciation.

Land and Buildings are recorded at valuation. Buildings are not depreciated in accordance with AASB 116 as the Financial Statements are special purpose and as such compliance with this accounting standard is not compulsory.

**Plant and equipment**

The carrying amount of plant and equipment is reviewed annually by the Board of UCA - Lifeline Macarthur to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

**Depreciation**

The depreciable amount of all assets, excluding freehold land and buildings, is depreciated on a diminishing value basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Freehold land and buildings are not depreciated.

The depreciation rates used for each class of depreciable asset are as follows:

<b>Class of fixed asset</b>	<b>Depreciation rate</b>
Office equipment	30%
Plant and equipment	15%
Motor vehicles	20%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at least annually. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

**Notes to the Financial Statements**

*For The Year Ended 30 June 2018*

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**Note 1 Summary of significant accounting policies (continued)**

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised immediately in profit or loss. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

**d. Leases**

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset but not the legal ownership are transferred to the organisation, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the lease term.

**e. Employee benefits**

Provision is made for the organisation's liability for employee benefits arising from services rendered by all employees from the date of employment to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. The measurement of employee benefits payable later than one year has taken into account the present value of future cash flows including potential employee wage increases and the probability that the employee may not satisfy the vesting requirements.

Contributions are made by the organisation to applicable superannuation funds and are charged as expenses when incurred. Liabilities for superannuation are recognised in payables and measured at the amounts expected to be paid when the liability is settled.

Employee benefit on-costs are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities.

**f. Cash and cash equivalents**

Cash and cash equivalents include cash on hand, deposits held at-call with banks and bank overdrafts. Bank overdrafts are shown within current liabilities on the statement of financial position.

**Notes to the Financial Statements***For The Year Ended 30 June 2018***Note 1 Summary of significant accounting policies (continued)****g. Goods and services tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivable and payables are stated inclusive of the amount of GST receivable or payable. Accrued expenses are brought to account net of GST as the condition precedent to claiming the input tax credit has not been met. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

**h. Income tax**

No provision for income tax has been made in the financial report as the organisation is part of the Uniting Church in Australia Property Trust (NSW). The Trust is exempt from income tax under section 50-5 and section 11-5 of the *Income Tax Assessment Act 1997* as it is a religious and charitable institution. UCA - Lifeline Macarthur has been endorsed by the Australian Taxation Office (ATO) as an income tax exempt charitable entity under Subdivision 50-B of the *Income Tax Assessment Act 1997*.

**i. Trade and other payables**

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period which remain unpaid. The balance is recognised as a current liability with the amount being normally paid within 30 days of recognition of the liability.

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>Note 2 Operating surplus</b>		
<b>a. Expenses</b>		
Auditor's remuneration - audit of financial report	14,000	12,600
<b>b. Significant revenue</b>		
The following significant revenue item is relevant in explaining the financial performance;		
Directors Valuation of land	1,840,000	0

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Notes to the Financial Statements**

For The Year Ended 30 June 2018

	2018	2017
	\$	\$
<b>Note 3 Cash and cash equivalents</b>		
Cash at bank	645,238	358,481
Cash on hand	5,600	5,250
	<u>650,838</u>	<u>363,731</u>
<b>Reconciliation of cash</b>		
Cash and cash equivalents	650,838	363,731
Bank overdraft	11,134	5,989
	<u>639,705</u>	<u>357,742</u>
<b>Note 4 Trade and other receivables</b>		
Trade debtors	98,945	91,528
GST receivable	(8,890)	24,320
Bonds (rental)	22,959	20,860
	<u>113,014</u>	<u>136,707</u>
<b>Note 5 Other assets</b>		
Prepayments	8,307	18,567
	<u>8,307</u>	<u>18,567</u>
<b>Note 6 Property, plant and equipment</b>		
Land - at Directors Valuation	3,200,000	1,360,000
Building - at revaluation	2,240,000	2,240,000
Plant and equipment - at cost	329,063	309,647
Accumulated depreciation	(157,466)	(109,184)
	<u>171,596</u>	<u>200,463</u>
Office equipment - at cost	258,223	250,863
Accumulated depreciation	(219,971)	(217,171)
	<u>38,252</u>	<u>33,692</u>
Motor vehicles - at cost	150,979	150,979
Accumulated depreciation	(66,780)	(45,730)
	<u>84,199</u>	<u>105,249</u>
Leased plant and equipment	32,820	32,820
Accumulated amortisation	(32,820)	(32,820)
	<u>-</u>	<u>-</u>
	<u>5,734,047</u>	<u>3,939,404</u>

*The accompanying notes form part of these financial statements.*

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Notes to the Financial Statements**

For The Year Ended 30 June 2018

	2018	2017
	\$	\$
<b>Note 7 Trade and other payables</b>		
Trade creditors and accruals	190,530	212,866
Staff fringe benefits payable	-	-
	<u>190,530</u>	<u>212,866</u>
<b>Note 8 Income in advance</b>		
DSS Grant - Financial Counselling	-	14,025
Rent	1,157	354
Grants	93,932	47,989
Event/sundry income in advance	5,031	20,000
	<u>100,120</u>	<u>82,368</u>
<b>Note 9 Employee benefits and other provisions</b>		
<b>Current</b>		
Annual leave	133,962	121,442
Time in Lieu	-	2,252
Long service leave	42,922	50,588
	<u>176,884</u>	<u>174,282</u>
<b>Non-current</b>		
Long service leave	92,706	61,995
	<u>92,706</u>	<u>61,995</u>
<b>Note 10 Loans</b>		
<b>Current</b>		
UFS - 20 years (exp. 2030)	66,029	62,308
	<u>66,029</u>	<u>62,308</u>
<b>Non Current</b>		
UFS - 20 years (exp. 2030)	914,825	980,838
	<u>914,825</u>	<u>980,838</u>

*The accompanying notes form part of these financial statements.*

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Notes to the Financial Statements**

For The Year Ended 30 June 2018

	2018	2017
	\$	\$
<b>Note 12 Cash flow information</b>		
<b>Reconciliation of cash flows from operating activities</b>		
Operating surplus / (deficit)	2,072,173	15,946
Non-cash flows in surplus / (deficit):		
- depreciation	74,037	45,537
- revaluation surplus	(1,840,000)	-
- loss/(gain) on sale of assets	-	(3,862)
Changes in assets and liabilities:		
- (increase) / decrease in receivables	23,692	(18,247)
- (increase) / decrease in inventories	4,042	(2,316)
- (increase) / decrease in other current assets	10,261	31,708
- increase / (decrease) in payables	(22,336)	41,719
- increase / (decrease) in income in advance	17,753	46,055
- increase / (decrease) in provisions	33,313	(48,983)
Net cash from operating activities	<u>372,935</u>	<u>107,557</u>

**Declaration by the Board of UCA - Lifeline Macarthur**

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The Board of UCA - Lifeline Macarthur declares that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The Board of UCA - Lifeline Macarthur declare that:

1. The financial statements and notes, as set out on pages 1 to 11, present a true and fair view of the financial position of UCA - Lifeline Macarthur as at 30 June 2018 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 of the financial statements.
2. In the Boards opinion there are reasonable grounds to believe that UCA - Lifeline Macarthur will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board.

Dated this 17th September 2018



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**Tony Ross**  
Chairman



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**John Martin**  
Board Secretary

**UCA - Lifeline Macarthur**

ABN 72 419 187 282

**Independent Auditor's Report to the Members of****UCA - Lifeline Macarthur****Report on the financial report**

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Macarthur, which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Lifeline Macarthur Board ("the Board") declaration.

**Directors' responsibility for the financial report**

The Board of Lifeline Macarthur are 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 report, are appropriate to meet the needs of Lifeline Macarthur and the Uniting Church in Australia – New South Wales Synod. The Board's responsibility also includes 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. We have conducted our audit in accordance with Australian Auditing Standards. Those 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 judgement, including the assessment of 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 Board, as well as evaluating the overall presentation of the financial report.

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



**Independence**

In conducting our audit, we have complied with the independence requirements of Australian ethical pronouncements.

**Audit opinion**

In our opinion, the financial report presents fairly, in all material respects, the financial position of Lifeline Macarthur as at 30 June 2018, and of its financial performance and its cash flows for the year then ended, in accordance with the accounting policies described in Note 1 to the financial statements.

**Basis of accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board's financial reporting responsibilities in accordance with Lifeline Macarthur's constitution and to the Uniting Church in Australia - New South Wales Synod. As a result, the financial report may not be suitable for another purpose.



**John Dickie & Co**

**Chartered Accountants**



**John Dickie**

**Principal**

Dated This 17<sup>th</sup> Day of September 2018

almost **8** people die by suicide every day 



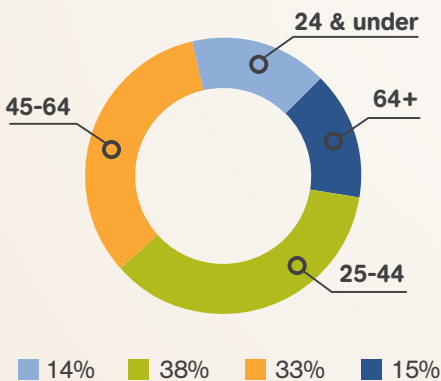
**suicide** is the most common cause of death for Australians aged



more than **7** suicides are attempted every hour



suicide deaths age demographic



men represent **3/4** of suicide deaths in Australia



however, suicide and suicidality is on the rise amongst women



**\$17.2 billion**

Aboriginal & Torres Strait Islander people are

**2x**

more likely to suicide than non-indigenous people



If you are in crisis call **13 11 14** (24/7) or chat online every night at [lifeline.org.au/crisischat](http://lifeline.org.au/crisischat)

# Help Us Respond

To Suicide, Our National Emergency



## 1 get people talking



use the hashtag

# #stopsuicide

## 2 donate



## 3

### raise funds



or participate in national campaigns



## 6 ways you can support Lifeline

## 4

### volunteer

Volunteers enable Lifeline to provide essential crisis support services



## 5



lifeline resources

[lifeline.org.au/stopsuicide](http://lifeline.org.au/stopsuicide)

## 6

share your story of recovery

empower others and break down the stigma of suicide



how  
can you  
help



Every dollar  
raised helps  
us save lives.



our volunteers provide  
support in all areas of our  
operations including  
services, administration,  
retail and fundraising.  
There are many ways to  
**help us**



### Partnerships

Become a Reverend Alan Walker  
Fellow

Sponsorship opportunities for  
programs and events

Host a Corporate Clothing Drive or  
Clothing Collection Point

Undertake corporate training and  
invest in the wellbeing of your  
organisation

### Volunteering

Become an accredited Telephone  
Crisis Supporter

Volunteer within our retail shops,  
distribution or events activities

Host a fundraising event or  
clothing drive

Help us raise awareness of suicide  
prevention

### Donating

Make a financial or gift in kind  
donation

Workplace Giving

Attend one of our events

Donate pre-loved goods for our  
Lifeline shop

Lifeline Macarthur relies on community and corporate support to save lives and deliver our core services at no cost to those in crisis. With your help we can maximise the effectiveness of these services, meet the increasing demand and create suicide-safer communities.



13 McPherson Rd,  
Smeaton Grange NSW 2567  
Phone: (02) 4645 7200

Email: [admin@lifelinemacarthur.org.au](mailto:admin@lifelinemacarthur.org.au)  
Web: <http://www.lifelinemacarthur.org.au>  
LifelineMacarthur/