

2018 - 2019 Annual Report



Lifeline
Macarthur



Our Vision

An Australia free of suicide

Our Purpose

To empower and support individuals and communities to be resilient and suicide safe

Our Values

Integrity

Compassion

Aspiration

Respect

Empathy

Lifeline Macarthur 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.

Responsibility for this document lies with Lifeline Macarthur.

Lifeline Macarthur
ABN: 72 419 187 282

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Executive Summary

Annual Report 2018/19

With the increasing prevalence of psychological, financial, physical and emotional distress in everyday Australians, it is no surprise that the demand for the services and support that the Lifeline network provides is also increasing.

The Australian Bureau of Statistics reports 45% of Australians have been affected by a mental or neurological disorder in their lifetime¹ and with only two thirds of people seeking help from a health professional, arguments for community-based health care come to the fore.

Lifeline Macarthur seeks to act as a proactive community stakeholder and thought leader in the suicide prevention space for the 1.1 million Australians living from Bankstown to Goulburn. We aim to create suicide safer communities through the 13 11 14 Crisis Support Line, our suicide prevention support groups, suicide bereavement support groups, mental health training and community

awareness campaigns; in support of Lifeline's vision of an Australia free of suicide.

65,000 people nationally consider taking their own life each year, with 3,128 of those losing their lives to suicide. Suicide remains the leading cause of death of people aged 15-44 years and Lifeline Macarthur remains committed to destigmatising mental health and suicide in our community.

The increase in demand for our crisis support services only reiterates what we already know, that there is a growing need to upskill our community in recognising the signs of struggle and initiating conversations around mental health. It is imperative that we provide our community with the resources it needs to relieve the pressure that individuals experience in their lives, oftentimes related to financial distress, sexual violence, domestic violence or family or relationship challenges.

Across 2018/19, we have worked collaboratively the South Western Sydney Primary Health Network (SWSPHN) and South Western Sydney Local Health District (SWSLHD) to increase our capacity to answer calls from those in crisis on 13 11 14, to increase the reach of our ECLIPSE Support Groups for those who have attempted suicide, and to increase the support provided to those bereaved by suicide.

With four established Suicide Prevention Networks, we are better placed to listen to and support Liverpool/Fairfield, Bankstown, Macarthur and the Southern Highlands with community-based suicide prevention strategies and resources.

We have also witnessed an increase in demand for our free financial counselling services and have met this demand to help Australian families currently experiencing immense financial distress.



Upskilling our community with expanded training across our catchment area has been a priority, to support our community to become suicide safer and more self-aware. Our accredited training has been facilitated through local high schools, Western Sydney University and across South West Sydney.

To supplement our work in crisis support and suicide prevention, our retail arm, Lifeline Shops achieved an increase in revenue across the year, as well as a reduction in waste. Through the implementation of focused and revitalised retail strategies, we saw an increase in operating efficiency and consequently have been able to provide our community with more resources in an effort to create suicide safer communities.

2018/19 also saw Lifeline Macarthur collaborate with NACRO and the EPA to further our strategies around waste reduction and maximise the value of donations generously provided to Lifeline Macarthur from community and corporate partners.

Through our keynote events, grant applications and our Reverend Alan Walker Fellowship, we achieved our highest fundraising target to date and saw 16 new fellows support Lifeline Macarthur with an ongoing donation. Every dollar raised through fundraising and Lifeline Shops further supports our capacity to provide our community with the tools and resources it needs to be suicide safer.

Our dedicated volunteers also donated an extraordinary amount of time to Lifeline Macarthur on

13 11 14, in our distribution centre, in our 7 Lifeline Shops, at our fundraising events and at our head office in Smeaton Grange. To each and every one of you, thank you for your commitment to Lifeline and to our community. Our work wouldn't be possible without you.

2018/19 was a year a paradoxical growth. As demand for our services increased, we in turn increased our capacity to deliver them. As long as there is someone in crisis in our community, we will uphold the ethos of Sir Reverend Alan Walker, who vowed that someone who cared would be there to listen. It is with a focused sense of determination and an unwavering commitment to our community that we forge forward towards an Australia free of suicide.

Brad Hannagan, CEO

Chairman's Report

I am proud to confirm the great progress that Lifeline Macarthur has made in the past 12 months and acknowledge the continuing professional contribution from our staff and volunteers over this period, without this, our vision of achieving an Australia free of suicide would not be possible.

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

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. We have plans to increase that capacity to over 75,000 in the upcoming year.

Our local partners, supporters and donors can continue to 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 Bankstown to Goulburn brings the team into contact with people requiring support for a number of reasons. This will continue and



increase next year, as Lifeline Macarthur continues to provide Suicide Prevention programs in South Western Sydney. I believe that our continued progress remains a major win for the community as it 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.

Tony Ross, Chairman

2018/19

Highlights

27% increase in the number of calls answered to 13 11 14

4

Suicide Prevention Regional Hubs operating across Liverpool/Fairfield, Bankstown, Macarthur and the Southern Highlands.

Lifeline Shops **prospered** through revised pricing, stock management strategies and the implementation of new product.

Lifeline Macarthur is working with the **National Association of Charitable Recycling Organisations (NACRO)** and **Environment Protection Agency (EPA)** to explore a waste reduction strategy.

1,197

financial counselling sessions in total.

538

financial counselling clients.

2,482

training course participants.

99,000

hours were donated by our volunteers in crisis support, Lifeline Shops, at our distribution centre and in our head office,

500

volunteers make our work possible.

\$373,381

raised to support those in need in our community from fundraising, events and grants.

44 Fellows

support us with an ongoing donation.

OUR WORK



Crisis Support Service Summary

At Lifeline Macarthur, we often reflect on the paradoxical scenario in which we live. In a perfect world, Lifeline wouldn't need to exist, but for the nearly 1,000,000 Australians that call the 13 11 14 Crisis Support Line each year, having someone to talk to through their darkest hours, 24 hours a day, each and every day, Lifeline is often one of the greatest resources available to them.

Some of us are fortunate enough to be surrounded by a strong network of friends and family that we can rely on when times are tough, but for many Australians, Lifeline is their only support network. At Lifeline Macarthur we feel incredibly

privileged to be able to listen on 13 11 14 and support those that are struggling with a crisis in their lives.

In 2018/19 we have had another outstanding year of growth across all of our crisis support services.

Call Answer Rate

We increased our call answer rate (CAR) on the 13 11 14 Crisis Line by 27% which allowed us to answer 11,734 more calls than in the previous financial year.

An increase in telephone crisis supporter seats' from 4 seats to 5 in 2018/19 greatly supported the achievement of this goal, as was an increased investment in paid telephone crisis supporter shifts. An expanded capacity to answer calls to 13 11 14 means we can connect with more Australian's at risk and help us towards an Australia free of suicide.

“An imperative component of suicide safe communities is people having the skills to notice if a loved one, friend or colleague is not travelling well and being equipped to ask the potential lifesaving question: are you thinking of taking your life?”



Suicide Prevention & Bereavement Service Summary

With support from the South Western Sydney Primary Health Network (SWSPHN), Lifeline Macarthur has been incredibly active in suicide prevention, intervention and postvention capacities across our 7 Local Government Areas.



Suicide Prevention Networks

We now have established Suicide Prevention Networks in Liverpool/Fairfield, Bankstown and Macarthur and also provide support to the Southern Highlands Suicide Prevention Network.

There have been 219 people attend these meetings over the past 12 months which reflects the community's commitment to making these areas suicide safe.

130,000

resources have been distributed with HELP seeking messaging and translated into Arabic, Vietnamese and simplified Chinese for the growing CALD population.

Support Groups

In 2018/19 we facilitated our first ECLIPSE support group; a support group for people who have attempted suicide. We also supported 213 people in five support groups across South Western Sydney who have sadly lost a loved one to suicide.



Financial Counselling Service Summary

With the unending struggle with finances that most families face, Lifeline Macarthur's Financial Counsellors experienced an increase in clients accessing our services across 2018/19. Many of our financial counselling clients present with complex issues and are experiencing a decline in their mental health or an increase in suicidal ideation due to financial distress.

538



financial counselling
clients

Increased Service Facilitation

Our team of two accredited Financial Counsellors have supported 190 new clients and 348 existing clients, (538 total) closed 299 cases, facilitated 1197 sessions and spent an average of 6.4 hours with each client. The majority of our clients earn under \$60,000, are aged under 49 and were born in Australia. Our service operates in Smeaton Grange, Bowral, Campbelltown and Penrith and is provided free of charge.

1,197

financial counselling
sessions in total

Advocates for survivors of domestic and financial abuse

Alicia* became involved in a relationship at the age of 16 with a partner of a similar age. As the relationship progressed, Alicia was subjected to regular domestic and sexual abuse from her partner. After 14 years of abuse, she fled the family home with the couple's two young children to the safety of a women's refuge. Alicia described her ex-partner, John*, as having complete control over her; abusing her physically, sexually, psychologically and financially. The family's household bills were all in Alicia's name, as were the loans Alicia secured for John from which he benefitted.

Before seeing a Lifeline Macarthur Financial Counsellor, Alicia had tried to negotiate on her own behalf with six creditors over a 12 month period. During this time she experienced harassing phone calls demanding payment plans and little compassion for her history of domestic abuse. Alicia had no assets of her own and was receiving a Parenting Payment from Centrelink.

Our financial counsellors negotiated with Alicia's six creditors with Alicia's authority, acting as her advocate with her history of abuse and its psychological and financial impact on both herself and her children. Alicia's six debts were waived with no adverse impact on her credit history. Her partner was subsequently convicted of a number of sexual assault offences over several years and received a gaol sentence. There is currently an ADVO protecting Alicia and their children for the next 5 years.

Since leaving John, Alicia is under the care of a psychologist as part of a Mental Health Care Plan from her GP and has commenced a law degree.

*Names have been amended to protect the client's identity

Case Study



Training Service Summary

It is critical that our community possesses the skills to support those in crisis and as such we've seen an increase in the amount of mental health and suicide prevention training delivered to our community in 2018/19. In the past financial year Lifeline Macarthur's training team have facilitated 126 workshops with 2,482 participants.

The training was made available to the community, high schools and Western Sydney University and included ASIST (Applied Suicide Intervention Skills Training) safeTALK, safeTALK in schools, Mental Health First Aid, Mental Health First Aid for the Suicidal Person, Older Persons Mental Health First Aid, DV Alert and DV Aware.

All training was delivered free of charge with funding from the South Western Sydney Primary Health Network (SWSPHN), with the exception of DV Alert and DV Aware which was funded by The Department of Social Services (DSS).



2,482

**training course
participants**

Retail Operations

Highlights

The Australian retail industry grew by 2.4% in 2018/19, despite continuing disruption by digital platforms, emerging local and international competitors. Lifeline Macarthur's Lifeline Shop network exceeded this trend and increased retail revenue throughout 2018/19.

This result was achieved through the implementation of new products, a revised pricing strategy and renewed stock management strategy. Our 7 Lifeline Shops also saw a 6.6% increase in foot traffic and customers throughout the year.

The Lifeline Shop network, which spans from Liverpool to Moss Vale, provides a significant level

of resourcing for our crisis support and suicide prevention programs. Communications throughout the year sought to educate our surrounding communities about the impact of their spend in Lifeline Shops and how conscious spending is beneficial to those in crisis, to the environment and our local communities.

Each of Lifeline Macarthur's 7 Lifeline Shops provide access to affordable and sustainable fashion, homewares and furniture. They also provide a platform for local residents to volunteer their

time to a local and worthy cause. Lifeline Shops also act as a vehicle for Lifeline Macarthur to promote mental health and wellness in the community, and support those in crisis.

Despite a somewhat volatile retail environment, Lifeline Shops have continued to grow, albeit not without challenge.

“Our Lifeline Shops provide access to sustainable fashion, homewares and furniture. They act as a platform for local residents to volunteer their time to a worthy cause. They also act as a vehicle for Lifeline Macarthur to promote mental health and wellness in the community, and support those in crisis”



Increased Competition for Donations

Ongoing competition for high quality donations remained a challenge throughout the year for Lifeline Shops.

In order to maintain a sustainable supply of saleable donations to the 7 Lifeline Shops, we worked in partnership with a number of other charities during the year to increase our donation stock levels.

Established relationships with The Salvation Army in Nowra, Lifeline Harbour to Hawkesbury and Vinnies Parramatta made this possible.

Corporate Donation Bins

To further supplement donation stock levels, Lifeline Macarthur also successfully placed an 10 additional corporate clothing bins within the Macarthur region.

Other Retail Highlights

20 years

Lifeline Distribution staff member, **Jenny Shears** was recognised for 20 years of service to Lifeline Macarthur.

An episode of iconic Australian TV show,

Changing Rooms

was filmed at Lifeline Shop Narellan.

Lifeline Macarthur is working with the **National Association of Charitable Recycling Organisations (NACRO)** and **Environment Protection Agency (EPA)** to explore a waste reduction strategy.

Liverpool and Ingleburn

Lifeline Shops successfully won grant funding for retail refurbishments.



Community Engagement Highlights

Connected to the community we support

Lifeline Macarthur is particularly fortunate to have the full support of the local community.

Across 2018/19, over 100 local businesses and general community members were involved in some capacity with the organisation. From our Macarthur's Reverend Alan Walker Fellows, event fundraising, community fundraising and grant funding, Lifeline Macarthur achieved a fundraising total of \$373,381 against a budgeted expectation of \$297,050. A 25% overachievement of budget means there is an increased capacity to support our community and those in need.

Reverend Alan Walker Fellows

Lifeline Macarthur's Reverend Alan Walker Fellow program is an opportunity for businesses to partner

with Lifeline Macarthur and become advocates for the mental health and wellbeing of the 1.1 million people living from Bankstown to Goulburn. Their ongoing donation contributes to the provision of crisis support services and outreach programs that seek to support Lifeline's vision of an Australia free of suicide.

This year, Lifeline Macarthur welcomed 16 new ongoing corporate donors into the fellowship and their contribution is much appreciated.

Thank you to all Lifeline Macarthur's Reverend Alan Walker Fellows, your support is vital to the work we do in our community.

“Supporting Lifeline Macarthur for over 15 years through the Reverend Alan Walker Fellowship is something we are extremely proud of. Lifeline offers hope to humanity.”

Mingay Hospitality Services

\$373,381

raised to support those in need in our community from fundraising, events and grants.

44 Fellows support us with an ongoing donation.



Community Events

Highlights

“Our events aim to raise awareness about mental health and how we can work together to prevent suicide in our community.”

Keynote Events

In 2018/19, Lifeline Macarthur hosted several fundraising and community engagement events in the area. Our Annual Dinner, themed “We Can Be Hero’s”, raised \$48,765 with over 450 attendees. As our signature event, the dinner aims to destigmatise mental health and suicide, encouraging conversation around these topics to create a more resilient and suicide safe community.

2018/19 also saw Lifeline Macarthur’s inaugural Men’s Long Lunch, an event to address the topic of men’s mental health. The event raised \$20,658 and was a sell out event, highlighting a recognition from the community that men’s mental health is an increasing relevant area of focus for us.

Gift wrapping

The local community also reached out to support our giftwrapping events throughout the year at Campbelltown Mall and Narellan Town Centre. Across 17 days, our gift wrapping drive raised \$13,423 with over 2,000 gifts wrapped.

It was a wonderful example of the community support Lifeline Macarthur is fortunate to be recipient of.

Public Awareness Events

In 2018/19 Lifeline Macarthur also held several community engagement events that sought to encourage the community to talk about mental health, to normalise conversations about suicide as part of our suicide prevention strategy and to remember those lost to suicide.

Our annual Out of the Shadows Walk, as part of World Suicide Prevention Day, saw over 100 attendees join us. The event provided those attending a safe space to heal and remember those we’ve lost.

Lifeline Macarthur also participated in the Coles Health and Wellbeing Expo, the Australia Day Walk, The Doll and Bear Fair, Ingleburn Alive Festival, the Jacaranda Festival and Camden Show to promote suicide safe strategies and distribute community resources.

“Walking at Out of the Shadows was so important for me. To remember Steve, and also to realise that I’m not alone. Thank you for bringing our community together.”



Other Fundraising Highlights

Community & Corporate Partners

Lifeline Macarthur is also fortunate to partner with several community and corporate organisations, allowing us continue our work in crisis support and suicide prevention in our community. We would like to extend a very special thank you to Illawarra Coal, Rotary Camden, Rotary Narellan and The Perich Group for their contributions to Lifeline Macarthur.

Grant Funding

In 2018/19, Lifeline Macarthur successfully won 3 grants from ClubGrants, totalling \$84,000. We also successfully won 2 Community Building Grants to refurbish our Ingleburn and Liverpool Lifeline Shops, totally \$24,000. Thank you to the Campbelltown Catholic Club, Ingleburn RSL, Mittagone RSL and West Leagues Club for their contributions to Lifeline Macarthur.

All contributions to Lifeline Macarthur support our capacity to promote suicide safer communities and are greatly appreciated.

“When you hear someone’s voice change from the start of the call to the end, it’s a humbling feeling to know you’ve helped someone in a their time of need.”

Eileen, Telephone Crisis Supporter



Volunteer Highlights

Lifeline Macarthur has called upon the local community to help support those in need since 1971. Year after year, the community has reached out to volunteer in crisis support, Lifeline Shops, Lifeline Macarthur's distribution centre, community events and at our Head Office in Smeaton Grange.

Our volunteers have a deep loyalty to our community. They give their time to Lifeline Macarthur to help those in crisis and in return they form new friendships, experience connection to others, obtain a greater sense of self worth and a strong sense of community.

Across 2018/19, Lifeline Macarthur was supported by over 500 volunteers, donating a total of 99,000 hours of their time to Lifeline Macarthur. We would like to extend a very special thank you to each of our volunteers for your time, commitment and support in our vision of an Australia free of suicide.



A different perspective

Eileen Brogan, a Lifeline Macarthur Telephone Crisis Supporter for over 6 years, shares her story about her time with Lifeline.

I feel very **privileged** to be able to listen on 13 11 14.

It takes a **huge** amount of **courage** to call us.

To support someone when they **need** it, is incredibly rewarding.

I've **learned** a lot about myself and I've come to **admire** those living through **challenging** times in their lives.

“

Knowing you've made a difference to someone who needs it is humbling.

”

Reverend Alan Walker Fellows

Thank you for your support



Reverend Alan Walker Fellows

Thank you for your support

ILLAWARRACOAL
Community Partnerships Program

Ingleburn
RSL Club



KELLY + PARTNERS
CHARTERED ACCOUNTANTS

Kenneally's
Funerals



OUR PEOPLE



Executive Management Team



Brad Hannagan

CEO

Brad has over 25 years of senior management experience at both a domestic and international level. Prior to becoming the CEO, Brad

served 5 years on the Board of Lifeline Macarthur, the last two of which he was the Chair.

Prior to Lifeline Macarthur, Brad was the CEO of Arc@UNSW Limited – the student organisation at the University of New South Wales, a role he held for 10 years. Brad also has extensive experience at a non-executive director level with a speciality in finance and corporate governance.

Brad has completed the Advanced Management Program at the Wharton School - University of Pennsylvania and holds a Masters of Management degree from the Macquarie Graduate School of Management.



Carol Zdelar

General Manager, Finance & Administration

Carol joined Lifeline Macarthur in November 2014 and brings to this

role over 25 years of experience in the profit and not for profit sector including finance executive management. Her current role is responsible for finance, information technology, payroll and human resources, volunteer management and compliance matters including risk management, governance and work health and safety.

Her previous roles included senior finance positions for Carrington Centennial Care, The Benevolent Society, Parkroyal Hotel Group and Gema Catering and Events.

Carol is a Fellow Member of CPA Australia and a Justice of the Peace.



Jacky Moore

General Manager, Crisis Support & Suicide Prevention

Jacky commenced as a volunteer telephone counsellor with Lifeline Macarthur in January 2004

while she owned a small business in Campbelltown and Narellan. After several years working on our 13 11 14 Crisis Support Line, Jacky was appointed the Counselling Manager in February 2009 and has since become General Manager of Crisis Support and Suicide Prevention. She has seen to the expansion of Lifeline Macarthur's service provision across our catchment area in partnership with the South Western Sydney PHN.



Sandra Cartwright

General Manager, Retail Operations & Distribution

Sandra started with Lifeline Macarthur in 2014 and has focused on building the profitability of its

retail operations. Sandra has over 28 years' experience in the not for profit sector, with her focus being in retail operations. Sandra has worked for organisations like The NSW Cancer Council and the Smith Family and brings a wealth of knowledge of this niche area of retail to Lifeline Macarthur operations.

Board of Directors

Our Governance

Tony Ross

Chairman

Andy Carlisle

Board Member

Tom Traae

Secretary

Erin McKerral

Board Member

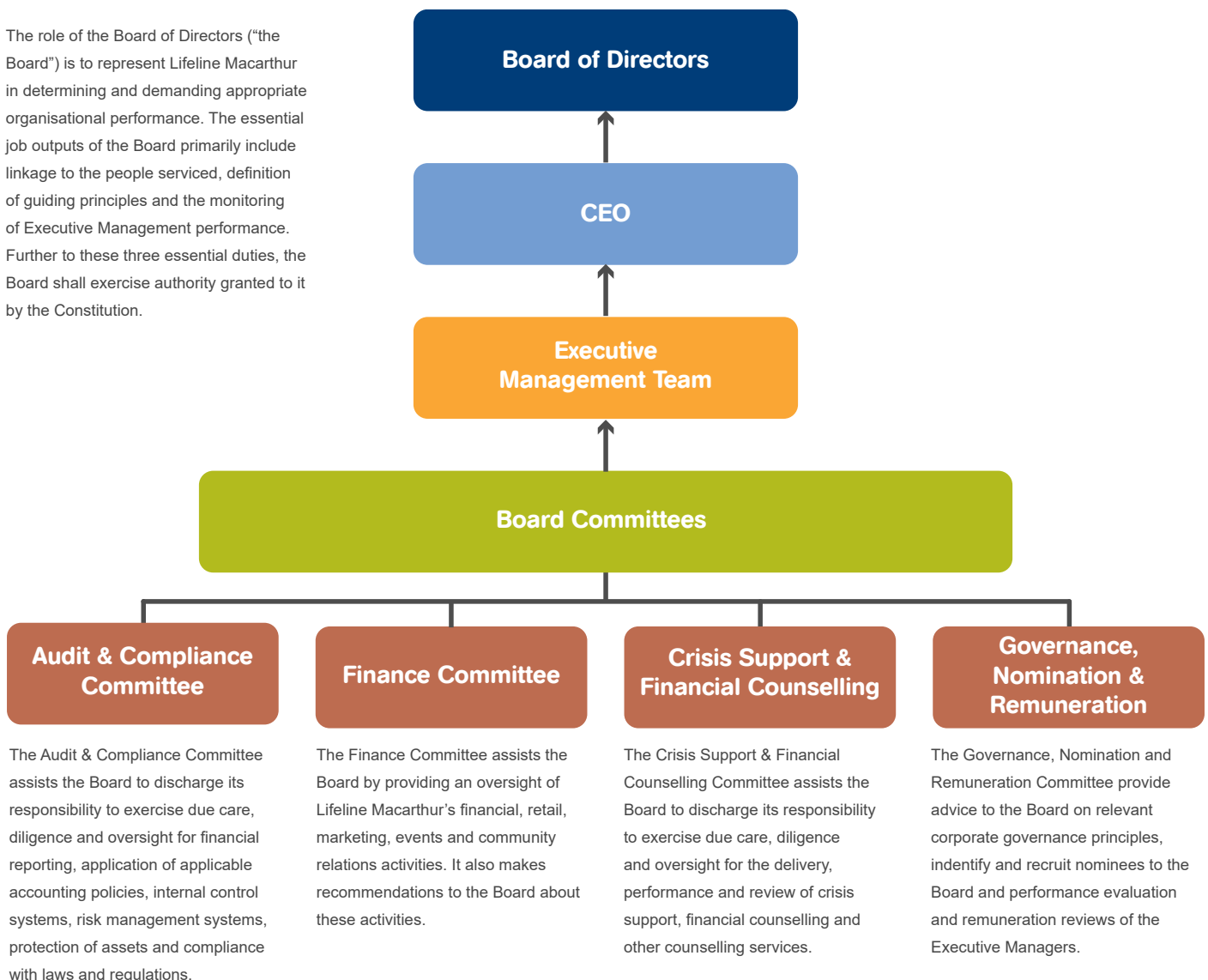
Amy Woodley

Board Member

Salesh Nandan

Board Member

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



OUR FINANCIALS





UCA - Lifeline Macarthur
ABN 72 419 187 282

Financial Report
For The Year Ended 30 June 2019

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 2019

	Note	2019 \$	2018 \$
INCOME			
Grant income			
- State Government - telephone crisis support		312,238	306,986
- State Government - SWSPHN		628,928	443,584
- State Government - capital grant		24,000	15,500
- Federal Government - telephone crisis support		94,400	92,100
- Federal Government - financial counselling		29,682	70,422
Fundraising / donations		373,381	274,580
Sales revenue		3,414,930	3,278,443
Counselling income			
- Training course fees		359,086	242,473
- Other income		7,876	1,107
Interest received		2,467	1,964
Sundry income		35,090	54,987
Property income		36,750	59,939
Net loss on disposal of plant and equipment		2,330	-
Dividends Received		98	89
		<u>5,321,256</u>	<u>4,842,173</u>
Cost of goods sold		235,247	248,737
Gross surplus		<u>5,086,009</u>	<u>4,593,437</u>
EXPENDITURE			
Administrative costs		86,810	94,342
Labour costs		3,496,795	2,957,270
Management costs		16,429	17,928
Occupancy costs		884,435	780,506
Operating costs		441,743	364,272
Amortisation and depreciation costs		65,143	74,037
Interest and finance costs		52,323	58,485
Sundry Expenses		3,006	14,423
		<u>5,046,683</u>	<u>4,361,263</u>
Net operating surplus for the year	2	<u>39,326</u>	<u>232,173</u>
Other comprehensive income:			
Revaluation Surplus	2b	<u>-</u>	<u>1,840,000</u>
		<u>-</u>	<u>1,840,000</u>
Total comprehensive income for the year		<u><u>39,326</u></u>	<u><u>2,072,173</u></u>

The accompanying notes form part of these financial statements.

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Statement of Financial Position

As at 30 June 2019

	Note	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	3	534,440	650,838
Trade and other receivables	4	224,070	113,014
Inventories		9,274	16,008
Other assets	5	40,285	8,307
		<u>808,069</u>	<u>788,167</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	5,830,259	5,734,047
Shares In Public Company		1,060	1,111
		<u>5,831,319</u>	<u>5,735,158</u>
TOTAL ASSETS		<u>6,639,388</u>	<u>6,523,325</u>
CURRENT LIABILITIES			
Bank overdraft	3	14,268	11,134
Trade and other payables	7	232,848	190,530
Income in advance	8	121,828	100,120
Employee benefits and other provisions	9	232,345	176,884
Loans	10	81,827	66,029
		<u>683,117</u>	<u>544,697</u>
NON-CURRENT LIABILITIES			
Employee benefits and other provisions	9	68,842	92,706
Loans	10	877,006	914,825
		<u>945,848</u>	<u>1,007,531</u>
TOTAL LIABILITIES		<u>1,628,965</u>	<u>1,552,228</u>
NET ASSETS		<u>5,010,423</u>	<u>4,971,097</u>
ACCUMULATED FUNDS			
Retained surplus		5,010,423	4,971,097
TOTAL ACCUMULATED FUNDS		<u>5,010,423</u>	<u>4,971,097</u>

The accompanying notes form part of these financial statements.

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Statement of Changes in Equity

For The Year Ended 30 June 2019

	Note	2019 \$
Balance at 1 July 2017		2,898,924
Surplus for the year		232,173
Revaluation Surplus		1,840,000
Balance at 30 June 2018		<u>4,971,097</u>
Surplus for the year		39,326
Balance at 30 June 2019		<u>5,010,423</u>

The accompanying notes form part of these financial statements.

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Statement of Cash Flows

For The Year Ended 30 June 2019

	Note	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		3,364,005	3,347,735
Receipt of grants		1,222,052	1,040,978
Net fundraising receipts		373,381	274,580
Other revenue received		438,900	358,506
Payments to suppliers and employees		(5,287,019)	(4,592,343)
Interest paid		(52,323)	(58,485)
Interest received		2,467	1,964
Net cash (used in)/generated from operating activities	12	<u>61,462</u>	<u>372,935</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		2,330	-
Payments for property, plant and equipment		(161,304)	(28,680)
Net cash (used in)/generated from investing activities		<u>(158,974)</u>	<u>(28,680)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(22,021)	(62,292)
Repayment of finance leases		-	-
Net cash (used in)/generated from financing activities		<u>(22,021)</u>	<u>(62,292)</u>
Net increase/(decrease) in cash held		(119,533)	281,963
Cash and cash equivalents at beginning of financial year		639,705	357,742
Cash and cash equivalents at end of financial year	3	<u>520,172</u>	<u>639,705</u>

The accompanying notes form part of these financial statements.

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Notes to the Financial Statements

For The Year Ended 30 June 2019

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.

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For The Year Ended 30 June 2019

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:

Class of fixed asset	Depreciation rate
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 2019

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.

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For The Year Ended 30 June 2019

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.

	2019 \$	2018 \$
Note 2 Operating surplus		
a. Expenses		
Auditor's remuneration - audit of financial report	8,500	14,000
b. Significant revenue		
The following significant revenue item is relevant in explaining the financial performance;		
Directors Valuation of land	-	1,840,000

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 2019

	2019	2018
	\$	\$
Note 3 Cash and cash equivalents		
Cash at bank	529,140	645,238
Cash on hand	5,300	5,600
	<u>534,440</u>	<u>650,838</u>
Reconciliation of cash		
Cash and cash equivalents	534,440	650,838
Bank overdraft	14,268	11,134
	<u>520,172</u>	<u>639,705</u>
Note 4 Trade and other receivables		
Trade debtors	201,950	98,945
GST receivable	(840)	(8,890)
Bonds (rental)	22,959	22,959
	<u>224,070</u>	<u>113,014</u>
Note 5 Other assets		
Prepayments	40,285	8,307
	<u>40,285</u>	<u>8,307</u>
Note 6 Property, plant and equipment		
Land - at Directors Valuation	<u>3,200,000</u>	<u>3,200,000</u>
Building - at revaluation	<u>2,240,000</u>	<u>2,240,000</u>
Plant and equipment - at cost	366,398	329,063
Accumulated depreciation	(172,436)	(157,466)
	<u>193,961</u>	<u>171,596</u>
Office equipment - at cost	269,052	258,223
Accumulated depreciation	(210,952)	(219,971)
	<u>58,101</u>	<u>38,252</u>
Motor vehicles - at cost	217,122	150,979
Accumulated depreciation	(78,925)	(66,780)
	<u>138,197</u>	<u>84,199</u>
Leased plant and equipment	32,820	32,820
Accumulated amortisation	(32,820)	(32,820)
	<u>-</u>	<u>-</u>
	<u>5,830,259</u>	<u>5,734,047</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 2019

	2019 \$	2018 \$
Note 7 Trade and other payables		
Trade creditors and accruals	232,848	190,530
Staff fringe benefits payable	-	-
	<u>232,848</u>	<u>190,530</u>
Note 8 Income in advance		
DSS Grant - Financial Counselling	-	-
Rent	-	1,157
Grants	121,354	93,932
Event/sundry income in advance	474	5,031
	<u>121,828</u>	<u>100,120</u>
Note 9 Employee benefits and other provisions		
Current		
Annual leave	147,067	133,962
Time in Lieu	-	-
Long service leave	85,278	42,922
	<u>232,345</u>	<u>176,884</u>
Non-current		
Long service leave	<u>68,842</u>	<u>92,706</u>
Note 10 Loans		
Current		
UFS - 20 years (exp. 2030)	72,985	66,029
UFS - 5 years (exp. 2024)	8,842	-
	<u>81,827</u>	<u>66,029</u>
Non Current		
UFS - 20 years (exp. 2030)	838,972	914,825
UFS - 5 years (exp. 2024)	38,033	-
	<u>877,006</u>	<u>914,825</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 2019

	2019	2018
	\$	\$
Note 12 Cash flow information		
Reconciliation of cash flows from operating activities		
Operating surplus / (deficit)	39,326	2,072,173
Non-cash flows in surplus / (deficit):		
- depreciation	65,143	74,037
- revaluation surplus	-	(1,840,000)
- loss/(gain) on sale of assets	(2,330)	-
Changes in assets and liabilities:		
- (increase) / decrease in receivables	(111,056)	23,692
- (increase) / decrease in inventories	6,733	4,042
- (increase) / decrease in other current assets	(31,978)	10,261
- increase / (decrease) in payables	42,319	(22,336)
- increase / (decrease) in income in advance	21,708	17,753
- increase / (decrease) in provisions	31,597	33,313
Net cash from operating activities	<u>61,462</u>	<u>372,935</u>

The accompanying notes form part of these financial statements.

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Declaration by the Board of UCA - Lifeline Macarthur

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:

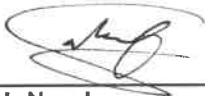
1. The financial statements and notes, as set out on pages 1 to 11, present a true and fair view of the financial position of UCA - Lifeline Macarthur as at 30 June 2019 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 of the financial 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 21st October 2019



Tony Ross
Chairman



Salesh Nandan
Director

UCA - LIFELINE MACARTHUR
A.B.N.
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF UCA - LIFELINE MACARTHUR
FOR THE YEAR ENDED 30 JUNE 2019

Scope

We have audited the financial report, being a special purpose financial report, of UCA - Lifeline Macarthur (the Entity), which comprises the Statement of Financial Position as at 30 June 2019, the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies, for the financial year ended 30 June 2019.

In our opinion, the accompanying financial report of the Entity is prepared, in all material respects, in accordance with the accounting policies described in Note 1 to the financial report.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other responsibilities in accordance with the Code.

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

Independence

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

Inherent Limitations

Because of the inherent limitations of confirming all cash receipts and payments have been recorded and limitations in the internal control framework, it is possible that fraud, error or non-compliance may occur and not be detected. The audit conclusion expressed in this report has been formed on the above basis.

Responsibilities of Directors and Those Charged with Governance for the Financial Report

The Directors are responsible for the preparation of the financial report in accordance with the accounting policies described in Note 1 to the financial report, and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Basis for accounting

Without modifying our opinion, we draw attention to Note 1 to the financial statements, 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 UCA - 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 any other purpose.

Flegg Kehlet Wagner



Rodney Wagner

Registered Entity Auditor Number: 433830

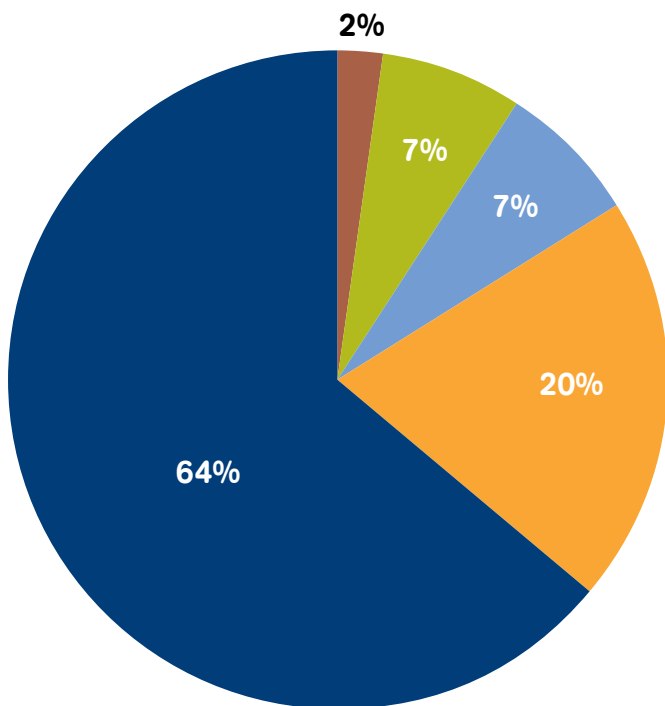
Campbelltown

Dated this 22nd day of October 2019

Financial Results 2019

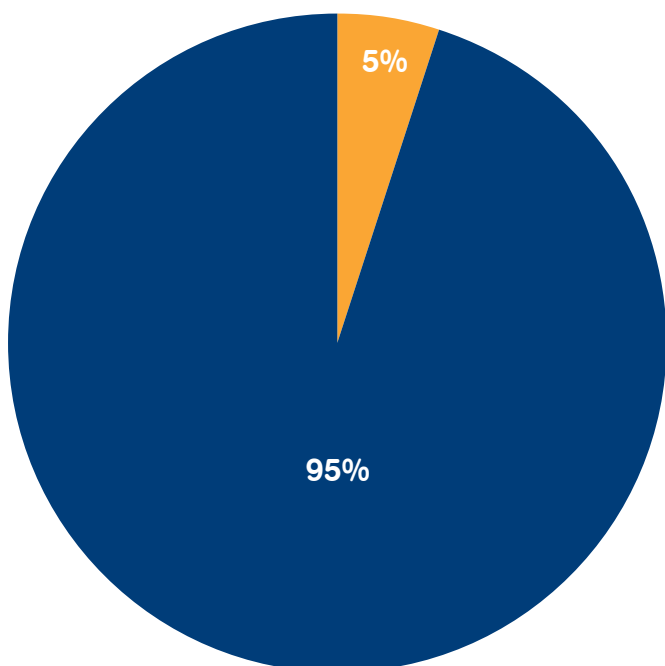
Highlights

	2019	2018	Change %
Total Revenue	\$5.321m	\$4.842m	9.9%
Operating Surplus <small>(excluding depreciation and interest)</small>	\$157k	\$365k	(57%)



Where our revenue came from:

- Retail
- Government grants
- Fundraising
- Training
- Other



Use of funds:

- Service support
- Fundraising

Help us create suicide safer communities



 LifelineShop

Volunteer with us

Make new friends, learn new skills and help us towards an Australia free of suicide by volunteering with Lifeline Macarthur.

We need your help in our Lifeline Shops to help us raise money to fund our crisis support work in the community and our 13 11 14 Crisis Support Line. Please help us make a difference and give back to our community by donating your time.

If you'd like to make a difference in your local community and help us towards an Australia free of suicide, call 0429 119 062 or visit our Volunteering page at www.lifelinemacarthur.org.au



Partner with us

Through partnership with our community and local business, we increase our capacity to support those experiencing crisis and create suicide safer communities. You can support Lifeline Macarthur by:

- Donating in kind
- Workplace giving
- Onsite Lifeline donation bins (Corporate Clothing Collection Points)
- Mental Health and Suicide Prevention Training
- Event sponsorship

Contact our Strategic Partnerships and Community Engagement team on (02) 4645 7200 to find out more.



Train with us

Lifeline Macarthur delivers a wide range of training courses to corporate businesses and community groups across South West Sydney, Macarthur and the Southern Highlands. Our dedicated training programs are facilitated by accredited trainers who work with participants to promote an inclusive culture or workplace that destigmatises mental health issues and encourages help-seeking.

Contact our Training team on (02) 4645 7201 to find out more.



 **Lifeline**
Macarthur

www.lifelinemacarthur.org.au

