

2019 - 2020 Annual Report





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 2019/20



2019/20 saw catastrophic natural disasters and a global pandemic impacting not only Australia's economy, but our overall welfare, and in particular our mental health. Now more than ever, Lifeline is providing essential support services to ensure the safety and wellbeing of all Australians. This March, Lifeline received almost 90,000 calls for help – a call every 30 seconds. This is a record in Lifeline's 57-year history. Lifeline's community based support continues to be vital in promoting connectivity. Navigating the effects of extreme bushfires, drought, floods and isolation combating COVID-19, remains our key focus.

Demand for Lifeline's services remains high with current call volumes 25% greater than they have been at any time in our history. The increase highlights the enormous mental and financial distress Australians are currently facing.

At Lifeline Macarthur we continue to provide resources and implement local initiatives to support our community as well as destigmatise mental health issues and suicide. With the impact of COVID-19 and the ensuing government led social distancing and isolation measures, we needed to adapt our face-to-face delivery methods. We transitioned smoothly and quickly into an online environment to ensure continuity of our vital services across training and community support groups.

Lifeline Macarthur provides support, raises awareness and participates proactively in the region. Spanning from Bankstown to Goulburn we provide services to nearly 1.2 million Australians. We strive to create suicide safe communities through our 13 11 14 Crisis Support Line, support groups, financial counselling, mental health

training and community awareness campaigns.

In partnership with the South Western Sydney Local Health District (SWSLHD) and the South Western Sydney Primary Health Network (SWSPHN) we increased our capacity to answer calls, facilitate suicide bereavement and suicide survivor groups as well as initiate an Aftercare program providing support, information and encouragement. Thanks to the SWSLHD and SWSPHN, these programs were made available across our eight local government areas covering Fairfield/ Bankstown to the Southern Highlands.

While JobKeeper and JobSeeker benefits have enabled many people to endure financial hardship during COVID-19, we have nevertheless seen an increase in demand for our free financial counselling services. We expect this to continue to increase in the next financial year as government support measures are phased out.

Sadly, suicide remains the leading cause of death for Australians between the ages of 15 and 44. At Lifeline Macarthur we envision a community where everyone has the first aid skills to support people with mental health problems. Our training programs provide accredited courses for individuals, corporate and other not-for-profits covering topic areas such as suicide, mental health and domestic violence.

Our Lifeline Shops provide much needed funding for our crisis support and suicide prevention work. With the support of over 200 volunteers, our seven retail stores performed well, until COVID-19 restrictions resulted in the temporary closure of our stores from the end of

March to a staggered reopening mid May. This of course impacted negatively on the financial returns from this area of the business.

COVID-19 also heavily impacted our event fundraising efforts. We were lucky enough to host the Annual Gala Dinner in early 2020 which raised much needed funds to support our local initiatives and are grateful to the community and in area businesses for their ongoing commitment to Lifeline Macarthur. Our focus shifted to developing online events and grant applications to adapt to the changing world created by the pandemic.

We are very grateful for our dedicated volunteers that have donated their time and energy to address the increased demand on our crisis support and suicide prevention services. We thank you from the bottom of our hearts for your commitment to Lifeline Macarthur and unwavering support as we steer through extraordinary times.

As we close out 2019/20 one cannot but reflect deeply on the enormity of the year and the impact it has had on our nation, our community, and individual Australians. We at Lifeline Macarthur have noticed the strong sense of community in these extreme times, the coming together and the little acts of kindness that have a ripple effect. These are encouraging and keep us strong, connected and engaged as we continue to move forward and uphold the ethos of Reverend Dr. Sir Alan Walker - that someone who cares will always be there to listen.

Brad Hannagan, CEO

Chairman's Report



While the 2019/20 financial year has been unprecedented in our history as Lifeline Macarthur, and of course as a nation, we continue to find ways to be innovative, strong and united in our effort to overcome hardship and support those that are less fortunate.

I am immensely moved by the dedication of our volunteers and employees as we charted through unknown territory and adapted to ensure no person in Australia had to face their darkest moments alone.

The 25% demand increase on our crisis support line, 13 11 14, shows the vital service and critical support we provide to fellow Australians in working towards an Australia free of suicide. At Lifeline Macarthur we answer 1 in 10 calls made to the national network which takes over 1 million calls a year.

My sincere thanks to our local partners, supporters, donors and Sir Reverend Alan Walker Fellowship members for your ongoing commitment to Lifeline Macarthur. Your contribution has made a real difference to ensuring we continue to provide services, training and support groups to our region.

The impact of COVID will continue to reverberate throughout our community as we become accustomed to doing things differently. I'm proud to see the team at Lifeline Macarthur adapt to ongoing changes, while continuing to forge ahead, meeting increased demand and expanding services to our region.

To my fellow board members, thank you for giving freely of your time and expertise. Your support and guidance, in particular through this last financial

year, has been immeasurable. It has allowed Lifeline Macarthur to continue to be a beacon of hope and a centre of excellence.

Tony Ross, Chairman

“We continue to find ways to be innovative, strong and united in our effort to overcome hardship and support those that are less fortunate”



2019/20

Highlights

83,405

calls to 13 11 14 answered by Lifeline Macarthur. A record number of calls in a 12 month period



Contacts made via
our Aftercare Program

4,225

190

New financial
counselling clients



481 volunteers

1,932 trained community members

Free courses **117**

Sir Rev Alan Walker
Fellows support us
with ongoing donations

42

109,000

Approximate hours donated by
Lifeline Macarthur Volunteers.

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

\$361,370

OUR WORK



Crisis Support Service Summary

Lifeline Macarthur, as part of the Lifeline network, provides crisis support via the national 13 11 14 (24/7) phone line. Our Crisis Supporters take a non-judgmental, compassionate approach helping people cope with issues including suicide, isolation, family violence, financial stress, grief, and mental health struggles.

In the past financial year, a total of 83,405 calls were answered by Lifeline Macarthur on the 13 11 14 Crisis Phone Line. This is a record number of calls answered in a 12 month period in the history of Lifeline Macarthur. With March 2020 also being a record month resulting in a total of 8,015 calls answered.

Due to the catastrophic bushfires, additional assistance was requested by Lifeline Australia to answer the bushfire specific 13 HELP crisis line, which Lifeline Macarthur provided from February 2020 until June 2020.

With the outbreak of COVID-19, the 13 11 14 service saw a 25% increase in phone calls from people experiencing a crisis nationally. In June 2020, Lifeline Macarthur commenced undertaking Lifeline Australia COVID-19 state funded shifts to assist in answering the increased number of calls due to the pandemic; with roughly 50% of callers expressing concerns about the pandemic.

Service and Support Expansion

March 2020 saw initial discussions between the Parramatta Mission and Lifeline Macarthur to articulate a blending of Lifeline Western Sydney within the operations of Lifeline Macarthur. A detailed project plan was commenced, and a successful transition occurred on 1 July 2020. Lifeline Western Sydney now operates from newly acquired premises in the Parramatta CBD.

**“83,405
calls were
answered by Lifeline
Macarthur on the
13 11 14 Crisis
Phone Line”**



Suicide Prevention & Bereavement Service Summary

Lifeline Macarthur's vision is an Australia free of suicide and our commitment has been recognised by the South Western Sydney Primary Health Network (SWSPHN) who support our suicide prevention services across the community.

We currently facilitate Suicide Prevention Networks across seven local government areas covering Macarthur, Liverpool/Fairfield, Bankstown and the Southern Highlands. A total of 214 representatives attend regular network meetings highlighting the strong community commitment, determination and advocacy to reduce the number of people lost to suicide every year.

To support people who have lost a loved one to suicide Lifeline Macarthur facilitated five Suicide Bereavement Support groups

during 2019/20. The groups are a safe space guided by an accredited Crisis Supporter, where people can share the enormity of their loss and be supported by others who understand.

Lifeline Macarthur also conducted two ECLIPSE support groups for people who have attempted suicide. The closed groups run for eight weeks and allow participants to speak openly about their suicidal ideation and attempts with others of similar lived experience. A total of 4,225 contacts were made via our Aftercare Program for those unable to attend a group. Calls are made by accredited Crisis Supporters.

In the current COVID-19 environment support groups and the Suicide Prevention Networks have been facilitated via Zoom since April 2020.

**“A total of
4,225
contacts were made
via our Aftercare
program for those
unable to attend
a group”**

Case Study

Lifeline Crisis Support Aftercare Program Rob (male, aged 21)

Rob* is a 21-year-old male who was referred to the Lifeline Crisis Support Aftercare Program on discharge from hospital following a suicide attempt.

Leading up to the suicide attempt, Rob had multiple psychosocial stressors including a relationship breakdown, job insecurity, financial issues and an ill mother. He had no past mental health history or diagnosis. There was a history of anabolic steroid use.

Rob maintained that the suicide attempt was impulsive, as he had broken up with his girlfriend that

morning. He reported no history of past suicide attempts or suicidal ideation.

As well as being supported by the Aftercare Program, Rob received clinical support through SWSPHN's Clinical Suicide Prevention Program.

Aftercare provided phone crisis support to Rob, initially three times a week, then weekly. Rob acknowledged that he was reluctant to reach out to others for support as he did not want to burden them or appear 'weak'. A safety plan was developed that included reaching out to his sister or

friends if he had thoughts of suicide, or phoning Lifeline 13 11 14 if he was unable to contact them. Regular exercise was also an important part of his self-care.

Rob was exited from the program after nine weeks as he no longer had thoughts of suicide and he felt he was able to better cope with life's stressors without regular phone crisis support.

*real name not used

Financial Counselling Service Summary

Lifeline Macarthur provides a free, professional and confidential Financial Counselling service. Our accredited Financial Counsellors help people facing financial hardship with exploring viable options, providing advocacy and support when dealing with creditors.

Increased Service Facilitation

We increased our financial counselling service in Penrith by 1.5 days a week from mid October 2019 and also engaged a Financial Capability worker for six weeks from October to November, as a triage to assist our Financial Counsellors.

To continue providing essential support services during COVID-19 restrictions our financial services moved from face-to-face contact to phone sessions only.

Overall number of sessions increased by 190 to 1,389, with an average of seven hours spent with each client.

The majority of our clients are Australian born, aged under 49 and earning under \$60,000 per year.



7 Average number of hours per client

1,389 Financial Counselling Sessions in total



Training Service Summary



1,932 trained
course participants



117 free courses facilitated

An integral part of creating suicide safe communities is having people trained in suicide, mental health and domestic violence awareness. Lifeline Macarthur have trained 1,932 community members and facilitated 117 free courses in 2019/20. Lifeline Macarthur would not be able to provide this free training without the generous support of the South Western Sydney Primary Health Network and the Department of Social Services.

As a result of COVID-19, a major rethink of the delivery mechanisms for training was undertaken - a transition that led to not only a change in delivery, but also structure and the types of workshops offered.

Accidental Counsellor and the newly introduced, blended online Mental Health First Aid (MHFA) community workshop replaced previous face to face training including; Applied Suicide Intervention Skills Training (ASIST), SafeTALK; and Older Persons Mental Health First Aid (OPMHFA).

Our Crisis Support Workplace Training (CSWT) continues to provide great opportunities for tertiary students to complete their placement requirements as well as enabling Lifeline Macarthur to add capacity to our Crisis Supporter pool, leading to more calls being answered.



Retail Operations Highlights

Retail sales were strong in the first half of the financial year tracking at 14.5% ahead of budget. The impact of COVID-19 started to take effect on sales in late February and by 30 March, due to restrictions, all stores were closed. Staff were allocated to 'back of house' duties until stores could become fully operational again by 1 June 2020, while trading under new COVID-19 guidelines. The direct and indirect impact of COVID-19 saw retail sales decrease by 15%.

The last two months of the financial year were focused on the reopening of all seven Lifeline Macarthur stores post COVID-19 and ensuring appropriate COVID-19 measures were implemented.

These included:

- Reduced trading hours and days to allow for deep cleaning
- Additional cleaning programs during the day
- Introduction of protective screens, sanitiser stations and COVID-19 signage

- Extra personal protective equipment for staff and volunteers

Additional procedures around the processing of donations were also developed and implemented at both the store and the depot level.

We employed a new Area Retail Manager as part of our strategic plan and continued to invest in our people through training. During 2019/20 staff participated in First Aid, Fire Warden and First Attack Fire Fighting training programs as well as the Accidental Counsellor course via online training platforms.

We began 2019/20 with a new point of sale system, Vend, which provides more accurate data and detailed reporting, assisting with real time information and highlighting areas of improvement.

“Our Lifeline Shops help us raise vital money for crisis support services in the community”



Retail Operations Highlights

Several successful donation initiatives were undertaken and we are grateful to have partnered with:

- **Cotton Candy Group**
(gift wear)
- **Ecozza** *(pillows)*
- **Lifeline South Coast**
- **Mantra Chatswood**
(homewares and furniture)
- **Margaret Huang**
(sheets and pillows)
- **Mercure Hotel Liverpool**
(furniture donation)
- **Southern Globe**

• West Leagues Club Leumeah

Retail operations continued to work in partnership with other charities during the year. This strategy has proven valuable to Lifeline Macarthur, allowing us to take larger donations without the costly impact of increasing warehouse space.

In conjunction with Charitable Recycling Australia, a national organisation promoting and advocating for a circular economy, we continue to develop and implement strategies in waste management and energy efficiency.

“ We continue to work with peak bodies to explore and implement waste reduction strategies ”



Community Engagement Highlights

Lifeline Macarthur is very fortunate to have the ongoing commitment and support of the local community. Our strong partnerships bolster our fundraising efforts and provide a significant network to communicate our vision of an Australia free of suicide and the support we offer in area.

A total of \$361,370 was raised to support our local services, a slight decrease of nearly 5% from last year with the bushfires (November to February) and COVID-19 (March to June) being contributing factors.

COVID-19, in particular, proved challenging to our events program as we adapted and adhered to stringent government restrictions regarding public gatherings. We were able to postpone several of our events to the 2020/21 financial year (pending COVID-19).

Applications for grant funding also experienced a downturn in the second half of the financial year with many government, community, and club grants unable to provide funding while coming to terms with the changing COVID-19 environment.

Reverend Alan Walker Fellowship

Our Reverend Alan Walker Fellowship is an opportunity for businesses and individuals to partner with Lifeline Macarthur and advocate in the community for an Australia free of suicide. We

welcomed three new fellows bringing the total number of fellowships to 42, less than the previous year. We received \$41,482 from our fellowship program and are thankful to the continued support of our local businesses and community, especially during the COVID period.

“Stockwell International are proud to be supporting Lifeline Macarthur through their fellowship program. Knowing that 100% of our funds go to helping our community when they are in crisis ”



\$361,370
raised to support our
local services

\$41,482
received from our
fellowship program

Community Events

Highlights

We were fortunate to be able to hold a number of keynote events before COVID-19 impacted our events program. Our fundraising initiatives are an important source of income for Lifeline Macarthur and provide an integral pathway to engage with local members, community groups and businesses to advocate for collaboration and how we can prevent suicide in our community.

Lifeline Macarthur is grateful for the unwavering commitment from local businesses and the community, especially in the face of natural disasters and a global pandemic, supporting our event and fundraising efforts.

Keynote Events

Our Annual Dinner was our most successful event in 2019/20. Held at The Cube, Campbelltown Catholic Club and with over 400 in attendance, this year's theme was A Night Under

Other Fundraising and Community Events

Symphony's on Argyle VIP Shopping Night. The shopping night was hosted by local Camden businesses to help raise funds for Lifeline Macarthur. We gratefully received funds raised from VIP tickets as well as a percentage donated from all purchases on the night.

K Ranch Mount Hunter Country Music Stampede. Lifeline Macarthur is thankful to be the beneficiary of the K Ranch Country Music Stampede raffle.

Lifeline Macarthur also participated in The Jacaranda Festival 2019, Camden War Memorial Pool Fun Day, DamFest, Waratah Day Beautiful Minds Bankstown, Fairfield Mental Health Expo, Southern Highlands Community Expo, and Bankstown Wellness Festival.

the Stars. It was a wonderful night with dancing, music, entertainment, fundraising and friends. Thanks to the generosity of community and individuals we had a great pool of donated prizes for our raffle, balloon sale and silent auction and raising \$91,576.

The Men's Long Lunch focuses on men's mental health and removing the stigma for men to talk about mental health. The event was a great success raising \$30,430. Attended by 225 local community members and business owners it was held at Rydges Hotel Campbelltown.

The program included three guest speakers who shared their story about mental health challenges and how they were able to overcome and work with them.

Public Awareness Events

Lifeline Macarthur conducted a number of community engagement events prior to COVID-19 restrictions being implemented, continuing with our mission to destigmatise and normalise conversations about suicide and mental health.

Held at Harrington Park, our 2019 Out of the Shadows Walk was attended by over 80 local community members. The annual walk creates a safe space to remember those lost to suicide, heal and connect with others of lived experience. We walk one meter for every life lost to suicide and this financial year we took 3,128 steps to remember 3,128 lost to suicide in 2018.

Gift wrapping

Held over 11 days at Narellan Town Centre and Campbelltown Mall, we coordinated a total of 220 volunteer shifts for our Christmas Gift Wrapping drive. Our thanks go out to the wonderful team of volunteers giving so freely of their time and helped us raise \$11,500.

Due to COVID-19 Mother's Day gift wrapping at Narellan Town Centre was unable to proceed.

“ We coordinated a total of 220 volunteer shifts for our Christmas Gift Wrapping drive ”

“ Our underlying purpose for all our events is to raise awareness and destigmatise mental health and suicide ”

Other Fundraising Highlights

Community & Corporate Partners

We are very fortunate to be part of a community that actively supports our mission to create an Australia free of suicide. This is particularly evident in the strong partnerships we are a part of and the new partnerships we have embarked on.

Our special thanks to Illawarra Coal South 32, Rotary Club of Narellan, The Perich Group, Macarthur Lions, Narellan Storage King, Anytime Fitness Campbelltown, UFC Gregory Hills, Argyle Street Fine Jewellery, Camden RSL Club, Narellan Town Centre, Dart West

Retail, Campbelltown Mall, Charter Hall, McDonalds in Macarthur and Camden Council for their contributions and ongoing support of Lifeline Macarthur.

Camden Monopoly Board

We would like to thank Camden Council for the amazing work in creating Camden Monopoly and the resulting \$60,000 donation to Lifeline Macarthur to support our work in the community,

Grant Funding

Grant funding is an important aspect of our business allowing us to provide vital local services and

promote suicide safer communities. In 2019/20 we successfully won two club and one community grant totaling \$75,455.

As with other facets of the organization, COVID-19 greatly impacted the number of grant schemes available, resulting in reduced grant revenue for 2019/20.

Thank you to Campbelltown Catholic Club, Wests Leagues Club and AGL Camden for their generosity.



Volunteer Highlights

Lifeline Macarthur's dedicated group of volunteers are at the forefront of our organisation and continue to help support those in need within our local community. With over 500 volunteers, we have been able to keep our stores open, answer a record number of 13 11 14 calls and strengthen our connection within the greater community through fundraising events.

Our volunteer program places a strong emphasis on recognising the valuable contribution our volunteers make and establishing connections between our different volunteering sites. We therefore implemented a number of initiatives in 2019/20

including regular morning tea sessions and a monthly newsletter "What's the Scoop". These communication drives allow us to show our appreciation as well as providing timely updates on Lifeline Macarthur happenings.

Our volunteers give their time for many different reasons; for a greater sense of self, to form new friendships and connections; and to give back to their community. Regardless of the reason, our volunteers are the reason we can continue to do what we do daily, we are forever grateful for their support, energy and commitment.

“Not only am I helping others, but it helps me to Volunteer also. The interaction with my colleagues and customers keeps my mind occupied and away from the dark clouds”

Fernando (Lifeline Narellan)

“ I love volunteering because both staff and customers give you the satisfaction of knowing that your input is well received. I love meeting both new and returning customers, it is always a joy”

Egidio (Lifeline Narellan)

Award Nominations/Presentations: Left Gift of Time Award 2019 – Campbelltown Lifeline Store Right Liverpool Volunteer Resource Centre – Lifeline Store Volunteers Liverpool for Outstanding Volunteering 2019



Reverend Alan Walker Fellows

Thank you for your support



Reverend Alan Walker Fellows

Thank you for your support



The Real Estate
ESTABLISHMENT.



OUR PEOPLE



Our Workforce and Volunteers

28 Full time 

135 Casual and Part Time 

481 Volunteers 

Our Board

Tony Ross
Chairman

Andy Carlisle
Board Member

Tom Traae
Secretary

Erin McKerral
Board Member

Amy Woodley
Board Member

Salesh Nandan
Board Member

OUR FINANCIALS



Financial Highlights 2019/20

Lifeline Macarthur reports a net surplus of \$150,391 for the year. The positive financial performance is a result of the dedicated hard work from all our staff, loyal donors and supporters during the year who have helped us to continue the lifesaving work nationally and in our community.

Income

Total income was \$5.73m for the year and grew by 8% over the previous year from government funding. The additional funding enabled Lifeline Macarthur to answer 29,000 more calls this year on the Lifeline 13 11 14 Telephone Crisis Support line and to continue the delivery of suicide prevention programs throughout the South West Sydney areas.

Expenditure

Total expenditure was \$5.58m during the year including depreciation and interest costs of \$743,000. Lifeline Macarthur invested \$360,000 in hard to fill shifts for the Lifeline 13 11 14 Telephone Crisis Support service and the financial counselling programs operating in Smeaton Grange, Campbelltown, Bowral and Penrith.

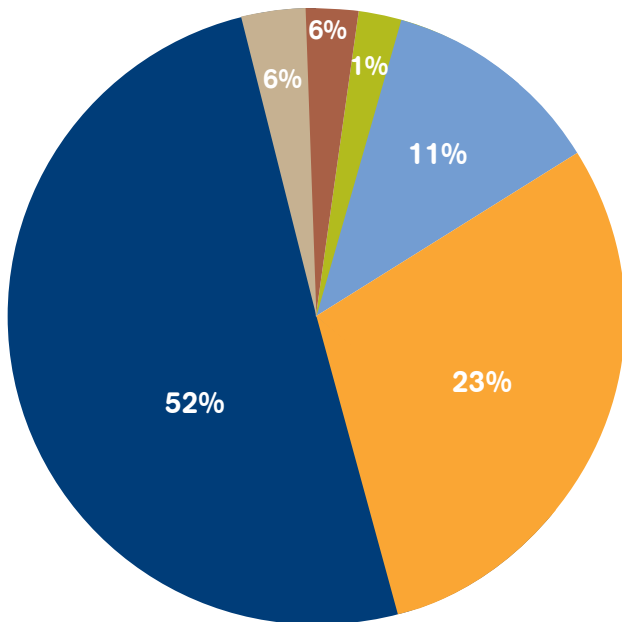
Financial Stability

This was the first year of the five-year strategic plan (2019-2024) with Lifeline Macarthur working collaboratively with stakeholders to explore innovative and alternative funding models that will enhance service delivery outcomes. The collaboration enabled some

parts of the plan to be accelerated and help achieve the highest number of calls answered in the history of Lifeline Macarthur, answering over 83,000 calls. There was considerable investment made in information technology platforms in the retail and finance/administration areas to help deliver the strategic plan.

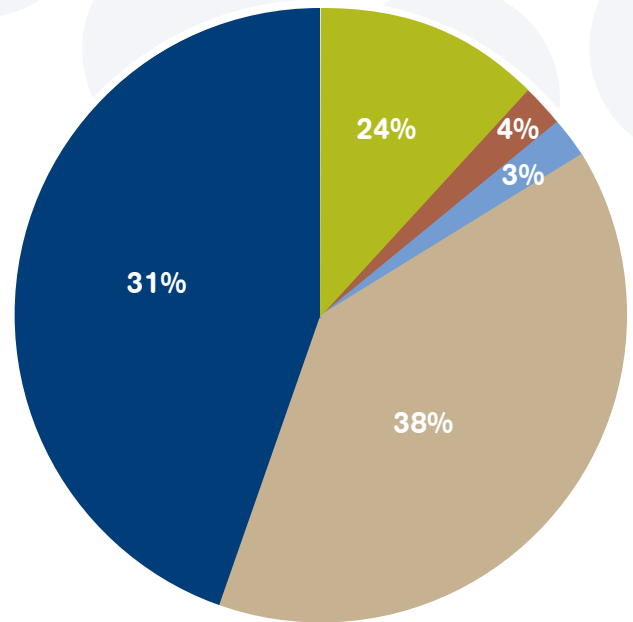
The additional funds received during the COVID-19 pandemic to maintain the Lifeline 13 11 14 Telephone Crisis Support service helped the community to deal with the impact on mental health and enabled Lifeline Macarthur to operate as a going concern.

Details of the financial results are in the 2019/20 Financial Report.



Where our funding came from:

- Sale of Goods
- Government Grants
- Services
- Donations / Fundraising
- Training revenue
- Sundry revenue



Use of funds:

- Retail, Distribution & Transport
- Training
- Crisis Support & Suicide Prevention
- Financial Counselling
- Fundraising, Marketing & Administration



UCA - Lifeline Macarthur
ABN 72 419 187 282

Financial Report
For the Year Ended 30 June 2020

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DIRECTORS REPORT

For The Year Ended 30 June 2020

The Directors present their report on UCA-Lifeline Macarthur and the Independent Audit Report for the year ended 30 June 2020.

Directors

The directors that were in office during the financial year and until the date of this report are as follows;

	Board Meetings Eligible to attend	Board Meetings Attended
Anthony Ross Chairman Director since 2013	6	5
Salesh Nandan Chair of Audit & Compliance Committee Director since 2014	6	5
Erin McKerral Chair of Crisis Support & Financial Counselling Committee Director since 2013	6	3
Tom Traae Member of Crisis Support & Financial Counselling Committee Director since 2018	6	5
Amy Woodley Chair of Finance Committee Director since 2018	6	3
Andrew Carlisle Member of Finance Committee Director since 2018	6	5

Principal Activity

The principal activities of Lifeline Macarthur are to provide crisis support and suicide prevention services to the Australian community. Such services include the 24/7 Lifeline Crisis Support telephone line 13 11 14, Suicide Prevention, Suicide Bereavement Support, Financial Counselling, mental health training for the community and the operation of second hand retail stores.

Operating Results for the year

The net results for the year ended 30 June 2020 was \$150,391.

DIRECTORS REPORT

For The Year Ended 30 June 2020

Short and long- term objectives and Strategies

Lifeline Macarthur's short-term and long-term objectives are to support and empower individuals and community to be resilient and suicide safe. The organisation aspires to be a leader in suicide prevention, intervention, bereavement services and to be a leading service in the Lifeline network.

Significant changes in the state of affairs

There has been no significant changes in the state of affairs of the organisation during the year.

Significant events after the reporting period

Lifeline Macarthur continues to manage the impact of the COVID-19 pandemic and primarily the changes required to the retail outlets. Policies and procedures have been put into place to minimise the risks as well as allow for the delivery of services across all sectors of the organisation. Where government stimulus remains available and the organisation qualifies, it will be accessed and utilised for the retention of employees delivering the services available.

Lifeline Macarthur has commenced the process for transitioning the Lifeline Western Sydney service into the current operations from 1 July 2020. There is no consideration payable for the takeover of this business only transfer of assets, liabilities and staff. The new combined entity will be known as Lifeline Macarthur and Western Sydney.

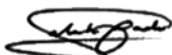
Auditors Independence Declaration

A copy of the Auditor's Independence Declaration as required under s.60-40 of the Australian Charities and Not-for-profits Commission Act 2012 is included on page 3 of this financial report and forms part of this Directors Report.

Dated this 26th October 2020



Tony Ross
Chairman



Salesh Nandan
Director

AUDITOR'S INDEPENDENCE DECLARATION

For The Year Ended 30 June 2020

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as auditor for the audit of UCA - Lifeline Macarthur for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

Flegg Kehlet Wagner



Rodney Wagner
Registered Company Auditor Number: 433830

Campbelltown
Dated this 26th day of October 2020

STATEMENT OF PROFIT OR LOSS and OTHER COMPREHENSIVE INCOME

For The Year Ended 30 June 2020

	Note	2020 \$	2019 \$
REVENUE			
Operating Activities	4	5,729,643	5,316,360
Other income	4	(333)	4,895
Cost of goods sold		(192,096)	(235,247)
Gross surplus		<u>5,537,214</u>	<u>5,086,009</u>
EXPENSES			
Labour		(3,886,520)	(3,496,795)
Administration		(156,482)	(86,810)
Utilities & Telephone		(100,292)	(111,300)
Occupancy		(163,926)	(702,757)
Operating		(336,455)	(531,556)
Depreciation & Amortisation	5	(624,350)	(65,143)
Interest Expense	5	(118,799)	(52,323)
		<u>(5,386,824)</u>	<u>(5,046,683)</u>
Surplus for the year	6	<u>150,391</u>	<u>39,325</u>
Other comprehensive income		-	-
Total comprehensive income for the year		<u><u>150,391</u></u>	<u><u>39,325</u></u>

The Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes.

STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
Current Assets			
Cash and cash equivalents	7	1,012,035	534,440
Trade and other receivables	8	165,992	224,070
Inventories		5,543	9,274
Other assets	9	57,152	40,285
Total Current Assets		1,240,722	808,069
Non-Current Assets			
Property, plant and equipment	10	5,812,853	5,830,259
Right of Use of Assets	11	1,164,728	-
Shares In Public Company		1,477	1,060
Total Non - Current Assets		6,979,058	5,831,319
Total Assets		8,219,780	6,639,388
LIABILITIES			
Current Liabilities			
Bank overdraft	7	7,472	14,268
Trade and other payables	13	391,658	232,848
Income in advance	14	273,616	121,828
Employee benefits and other provisions	15	278,499	232,345
Loans	16	94,719	81,827
Total Current Liabilities		1,045,965	683,117
Non-Current Liabilities			
Employee benefits and other provisions	15	69,183	68,842
Loans	16	779,091	877,006
Lease Liability	17	1,164,728	-
Total Non-Current Liabilities		2,013,001	945,848
Total Liabilities		3,058,966	1,628,965
NET ASSETS		5,160,814	5,010,423
ACCUMULATED FUNDS			
Retained surplus		5,160,814	5,010,423
Total Accumulated Funds		5,160,814	5,010,423

The Statement of Financial Position should be read in conjunction with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY

For The Year Ended 30 June 2020

	Note	2020 \$
Balance at 1 July 2018		4,971,097
Surplus for the year		39,326
Balance at 30 June 2019		5,010,423
Surplus for the year		150,391
Balance at 30 June 2020		5,160,814

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS

For The Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Operating Activities			
Receipts from customers		2,813,759	3,364,005
Receipt of grants		1,614,250	1,222,052
Net fundraising receipts		361,370	373,381
Other revenue received		1,054,695	438,900
Payments to suppliers and employees		(4,548,093)	(5,287,019)
Interest paid		(46,904)	(52,323)
Interest received		709	2,467
Net cash flows from operating activities	20	<u>1,249,787</u>	<u>61,462</u>
Investing Activities			
Proceeds from sale of property, plant and equipment		(1,536)	2,330
Purchase of property, plant and equipment		(60,699)	(161,304)
Net cash (used in)/provided from investing activities		<u>(62,235)</u>	<u>(158,974)</u>
Financing Activities			
Repayment of borrowings		(85,023)	(22,021)
Repayment of finance leases		(618,139)	-
Net cash (used in)/from financing activities		<u>(703,162)</u>	<u>(22,021)</u>
Net increase/(decrease) in cash and cash equivalents		484,390	(119,533)
Cash and cash equivalents at beginning of financial year		520,172	639,705
Cash and cash equivalents at end of financial year	7	<u><u>1,004,562</u></u>	<u><u>520,172</u></u>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 1 General Information and statement of compliance

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 principle activities of UCA-Lifeline Macarthur are described in the Director's report.

The financial report includes financial statements and notes of UCA-Lifeline Macarthur.

The financial report of UCA-Lifeline Macarthur for the year ended 30 June 2020 were approved and authorised for issue in accordance with a resolution of the directors on 26 October 2020.

Note 2 Changes in accounting policies

2.1 New Accounting standards adopted

The following accounting standards come into effect as at 1 January 2018;

AASB 9 Financial Instruments

AASB 9 Financial Instruments replaces AASB 139 Financial Instruments: Recognition and Measurement. It makes major changes to the previous guidance on the classification and measurement of financial assets and measurement of financial assets and introduces an 'expected credit loss' model for impairment of financial assets. When adopting AASB 9, Lifeline Macarthur has applied transitional relief and opted not to restate prior periods. Differences arising from the adoption of AASB 9 in relation to classification, measurement and impairment are recognised in opening retained earnings as at 1 January 2018.

The following accounting standards come into effect for periods commencing after 1 January 2019;

AASB 15 Revenue from contracts with customers

This standard provides a single comprehensive framework for determining whether, how much and when revenue is recognised following a five step approach. The core principle is that the entity will recognise revenue when control of goods and services is transferred to a customer and the amount that represents the consideration to which the entity expects to be entitled.

AASB 16 Leases

This standard requires all leases to be included in the balance sheet of the lessees as a right-of-use assets (non-current assets). Rent expense will no longer be treated as an operating expense but split between amortisation and interest.

The impact on the financial statements will mean an asset (right to occupy) being recognised and a corresponding liability (future obligations). These rights to occupy will be amortised in the statement of profit & loss over the life of the lease.

AASB 1058 Income of Not-for-Profit Entities

This standard applies to transactions of not-for-profit (NFP) entities where the consideration to acquire an asset is significantly less than fair value principally to enable the entity to further its objectives, and the receipt of volunteer services.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 3 Summary of significant accounting policies (continued)

a) Basis of Preparation

The financial report is a general purpose financial statement that has been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profit Commission Act 2012.

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:

b) Revenue

Revenue comprises of government grants, sales of goods, fundraising activities and provision of services. Further information on revenue is shown on page 14.

Government Grants

Grant revenue is recognised 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 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 from sale of goods comprises of revenue earned from the sale of goods donated and resold. Sales of goods revenue is recognised when the control of the goods has been passed to the buyer.

Donations/Fundraising

Donations collected, including cash and goods for resale, are recognised as revenue when the gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Provision of Services and Training Revenue

Revenue for services are recognised upon delivery of the service to the customers.

Sundry Revenue

Sundry Revenue is recognised upon control of a right to receive payment for services provided.

Other Income

Interest income is recognised upon receipt. Dividends income is recognised at the time the right to receive payment is established.

All revenue is stated net of the amount of goods and services tax (GST).
The accompanying notes form part of these financial statements.

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NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 3 Summary of significant accounting policies (continued)

c) Operating Expenses

Operating expenses are recognised in profit or loss upon utilisation of services or at the services or at the date of their origin.

d) 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.

e) Inventories

Inventories are measured at the lower of cost or net realisable value. Inventories acquired at no cost are not brought to account.

f) 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 AASB116 as the directors continue to record the building at fair value and any depreciation will be offset by a revaluation of the asset.

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.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 3 Summary of significant accounting policies (continued)

f) Property, plant and equipment (continued)

Depreciation (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.

g) Leases

At inception of a contract, an assessment is made whether the arrangement is a lease. The arrangement is a lease if there is a right to control the use of a specific asset for a period of time in exchange for consideration. The relevant accounting standards provides guidelines and exemptions.

At commencement date a lease is recognised as a right-of-use asset and a lease liability on the statement of financial position. Lease payments are split between amortisation and interest on the statement of profit & loss over the life of the lease.

h) 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.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 3 Summary of significant accounting policies (continued)

i) Provisions, contingent liabilities and contingent assets

Provisions are measured at the estimated expenditure required to settle the present obligation, based on the most reliable evidence available at the reporting date, including the risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material. Any reimbursement that Lifeline Macarthur can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision. No liability is recognised if an outflow of economic resources as a result of present obligation is not probable. Such situations are disclosed as contingent liabilities, unless the outflow of resources is remote in which case no liability is recognised.

j) Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within 12 months of receipt of the grant. Where the amount received is in respect of services to be provided over a period that exceeds 12 months after the reporting date or the conditions will only be satisfied more than 12 months after the reporting date, the liability is discounted and presented as non-current.

k) 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.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 3 Summary of significant accounting policies (continued)

l) 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.

m) Economic dependence

Lifeline Macarthur is dependent upon the ongoing receipt of Federal and State Government grants and community and corporate donations to ensure the ongoing continuance of its program. At the date of this report, management has no reason to believe that its financial support will not continue.

n) Significant management judgement in applying accounting policies

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

Impairment

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating units, based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain software and IT equipment.

Inventories

Management estimates the net realisable values of inventories, taking into account the most reliable evidence available at each reporting date. The future realisation of these inventories may be affected by future technology or other market-driven changes that may reduce future selling prices.

Long service leave

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

	2020 \$	2019 \$
Note 3	Summary of significant accounting policies (continued)	
o)	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.	
Note 4	Revenue and Expenses	
	Revenue	
	Operating Activities	
	1,315,712	1,089,248
Government Grants		
Sale of Goods	2,997,942	3,414,930
Donations/Fundraising	361,370	373,381
Provision of services	640,053	-
Training revenue	356,433	366,962
Sundry revenue	58,133	71,840
	5,729,643	5,316,360
	Other Income	
Interest	709	2,467
Dividends	494	98
Gains/(Losses)	(1,536)	2,330
	(333)	4,895
	5,729,310	5,321,256
Note 5	Depreciation & Interest	
	Depreciation & Amortisation	
Depreciation - property, plant & equipment	78,772	64,585
Depreciation - Right of Use of Assets	545,578	-
Amortisation of intangible assets	-	558
	624,350	65,143
	Interest	
Interest - loans	46,905	52,323
Interest - Lease Liability	71,895	-
	118,799	52,323
Note 6	Operating surplus	
a.	Expenses	
Auditor's remuneration - audit of financial report	9,000	8,500

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

	2020	2019
	\$	\$
Note 7		
Cash and cash equivalents		
Cash at bank	1,009,035	529,140
Cash on hand	3,000	5,300
Cash and cash equivalents	<u><u>1,012,035</u></u>	<u><u>534,440</u></u>
Reconciliation of cash		
Cash and cash equivalents	1,012,035	534,440
Bank overdraft	7,472	14,268
	<u><u>1,004,562</u></u>	<u><u>520,172</u></u>
Note 8		
Trade and other receivables		
Trade debtors	217,140	201,950
GST receivable	(78,940)	(840)
Bonds (rental)	27,793	22,959
	<u><u>165,992</u></u>	<u><u>224,070</u></u>
Note 9		
Other assets		
Prepayments	57,152	40,285
	<u><u>57,152</u></u>	<u><u>40,285</u></u>

All of the organisation's trade debtors have been reviewed for indicators of impairment. No impairment was identified.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 10 Property, plant and equipment

	Land	Buildings	Plant & equipment	Office equipment	Motor Vehicles	Leases Plant & Equipment	Total
Cost or fair Value							
Balance as at 1 July 2019	3,200,000	2,240,000	366,398	269,052	217,122	32,820	6,325,392
Additions	-	-	18,430	11,435	32,463	-	62,328
Disposals	-	-	-	(1,882)	-	-	(1,882)
Balance as at 30 June 2020	3,200,000	2,240,000	384,828	278,605	249,585	32,820	6,385,838
Accumulated Depreciation							
Balance as at 1 July 2019	-	-	(172,436)	(210,952)	(78,925)	(32,820)	(495,133)
Depreciation	-	-	(30,252)	(17,557)	(30,390)	-	(78,198)
Disposals	-	-	-	346	-	-	346
Balance as at 30 June 2020	-	-	(202,688)	(228,163)	(109,315)	(32,820)	(572,985)
Net Carrying amount	3,200,000	2,240,000	182,140	50,443	140,270	-	5,812,853

All depreciation charges are included within 'depreciation and amortisation'.

Note 11 Right of Use of Assets

UCA-Lifeline Macarthur has leases over buildings and office equipment and has elected to apply AASB16 Leases to these lease contracts.

Terms and conditions of leases

11.1 Buildings

The organisation leases buildings to operate the second hand retail business, with lease terms ranging from 2 to 7 years including renewable options.

At the commencement date and each subsequent reporting period, the organisation assesses where it is reasonably certain that the extension options will be exercised.

Lease payments are adjusted for those agreements with annual indexation at each anniversary date.

11.2 Office Equipment

Leases for office equipment are for printers and photocopiers with a lease term of 5 years.

Right of Use of Asset

	Buildings	Office Equipment	Total
Balance as at 1 July 2019	-	-	-
Additions	1,553,308	156,997	1,710,305
Depreciation charge	(517,144)	(28,434)	(545,578)
Balance as at 30 June 2020	1,036,164	128,563	1,164,728

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 12 Financial Assets and Liabilities

12.1 Categories of financial assets and liabilities

	Notes	Amortised Cost	Assets at fair value through profit and loss (FVPL)	Equity Fair value through other comprehensive income (FVOCI)	Total
Financial assets					
Current					
Cash and cash equivalents	7	1,012,035	-	-	1,012,035
Trade and other receivables	8	165,992	-	-	165,992
Total financial assets		1,178,026			1,178,026

	Notes	Amortised Cost	Assets at fair value through profit and loss (FVPL)	Equity Fair value through other comprehensive income (FVOCI)	Total
Financial liabilities					
Current					
Bank overdraft	7	7,472	-	-	7,472
Trade and other payables	13	391,658	-	-	391,658
Total financial liabilities		399,130			399,130

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

	2020 \$	2019 \$
Note 13 Trade and other payables		
Trade creditors and accruals	391,658	232,848
	391,658	232,848
Note 14 Income in advance		
Grants	248,604	121,354
Event/sundry income in advance	25,012	474
	273,616	121,828
Note 15 Employee benefits and other provisions		
Current		
Annual leave	193,682	147,067
Long service leave	84,817	85,278
	278,499	232,345
Non-current		
Long service leave	69,183	68,842
Note 16 Loans		
Current		
UFS - 20 years (exp. 2030)	85,050	72,985
UFS - 5 years (exp. 2024)	9,668	8,842
	94,719	81,827
Non Current		
UFS - 20 years (exp. 2030)	750,814	838,972
UFS - 5 years (exp. 2024)	28,277	38,033
	779,091	877,006

Note 17 Lease Liabilities

	Within 1 year	1-5 years	After 5 years	Total
2020	166,589	447,061	551,077	1,164,728

Note 18 Related Party Transactions

Key Management Personnel

Key management personnel comprises directors, chief executive officer and senior executives of the organisation.

The directors receive no remuneration or other benefits in respect of their roles as directors.

In relation to other key management personnel, the organisation provides salaries and contributes to a defined contribution superannuation fund on their behalf.

	2020 \$	2019 \$
Total key management personnel remuneration	726,449	403,539

Other Related Entities

All other transactions entered into during the year with related parties, directors and director related entities were on terms and conditions no more than favourable to those available to other customers and suppliers.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For The Year Ended 30 June 2020

Note 19 Events after the reporting period

The retail stores were re-opened in June 2020 under reduced trading hours and strict COVID-19 guidelines. Management are unable to determine the long term impact of COVID-19 on retail sales and are closely monitoring demand for products as well as the wellbeing of staff and customers.

Grant funds received has increased due to the COVID-19 pandemic as new funding arises to assist the community, particularly around mental health. This provides greater certainty for the organisation as at the date of this report.

	2020	2019
	\$	\$
Note 20 Cash flow information		
Reconciliation of cash flows from operating activities		
Operating surplus / (deficit)	150,391	39,326
Non-cash flows in surplus / (deficit):		
- depreciation & amortisation	624,350	65,143
- loss/(gain) on sale of assets	1,536	(2,330)
- interest on lease liabilities	71,895	-
- revaluation of shares	(417)	-
Changes in assets and liabilities:		
- (increase) / decrease in receivables	58,077	(111,056)
- (increase) / decrease in inventories	3,731	6,733
- (increase) / decrease in other current assets	(16,867)	(31,978)
- increase / (decrease) in payables	158,810	42,319
- increase / (decrease) in income in advance	151,788	21,708
- increase / (decrease) in provisions	46,495	31,597
Net cash from operating activities	1,249,787	61,462

The accompanying notes form part of these financial statements.

DECLARATION BY THE BOARD OF UCA- LIFELINE MACARTHUR

For The Year Ended 30 June 2020

In the opinion of the Board of UCA - Lifeline Macarthur;

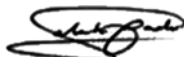
- (a) The financial statements and notes as set out on pages 4 to 19 of UCA-Lifeline Macarthur for the financial year ended 30 June 2020 are in accordance with the Australian Charities and Not-for-profits Commission Act 2020 including;
 - i) Giving a true and fair view of its financial position as at 30 June 2020 and of its performance for the year ended on that date; and
 - ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013; and
- (b) 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 26th October 2020



Tony Ross
Chairman



Satesh Nandan
Director

UCA - LIFELINE MACARTHUR
A.B.N. 72 419 187 282
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF UCA - LIFELINE MACARTHUR
THE YEAR ENDED 30 JUNE 2020

Scope

We have audited the financial report of UCA - Lifeline Macarthur (the Entity), comprising the Directors' Report, Statement of Comprehensive Income, Statement of Financial Position, 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 2020.

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 confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of the Entity would be in the same terms if given to the directors as at the time of this auditor's report.

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.

Flegg Kehlet Wagner



Rodney Wagner

Registered Entity Auditor Number: 433830

Campbelltown

Dated this 26th day of October 2020

Help Us Create Suicide Safer Communities



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.

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Lifeline

Macarthur

www.lifelinemacarthur.org.au

