

Lifeline Gippsland  
**Annual Report**  
2015 - 2016





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## Lifeline Gippsland fits within Lifeline Australia's Strategic Framework and purpose which is:

**To support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe.**

Lifeline Gippsland is one of 40 centres spread across Australia who provides the 13 11 14 confidential telephone crisis support service which is available 24/7 from a landline, payphone or mobile. Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline.

Regardless of age, gender, ethnicity, religion or sexual orientation our trained volunteers are ready to listen, provide support and referrals. Across Australia Lifeline Centres answer around 1800 calls every day from Australians needing crisis support and suicide prevention services.

### **What happens when you call 13 11 14**

Our trained Telephone Crisis Supporters will answer your call and:

- Listen to your situation
- Provide immediate support
- Assist to clarify options and choices available to you
- Provide you with referral information

# Lifeline Australia's Strategic Framework

**Our Vision** An Australia Free of Suicide.

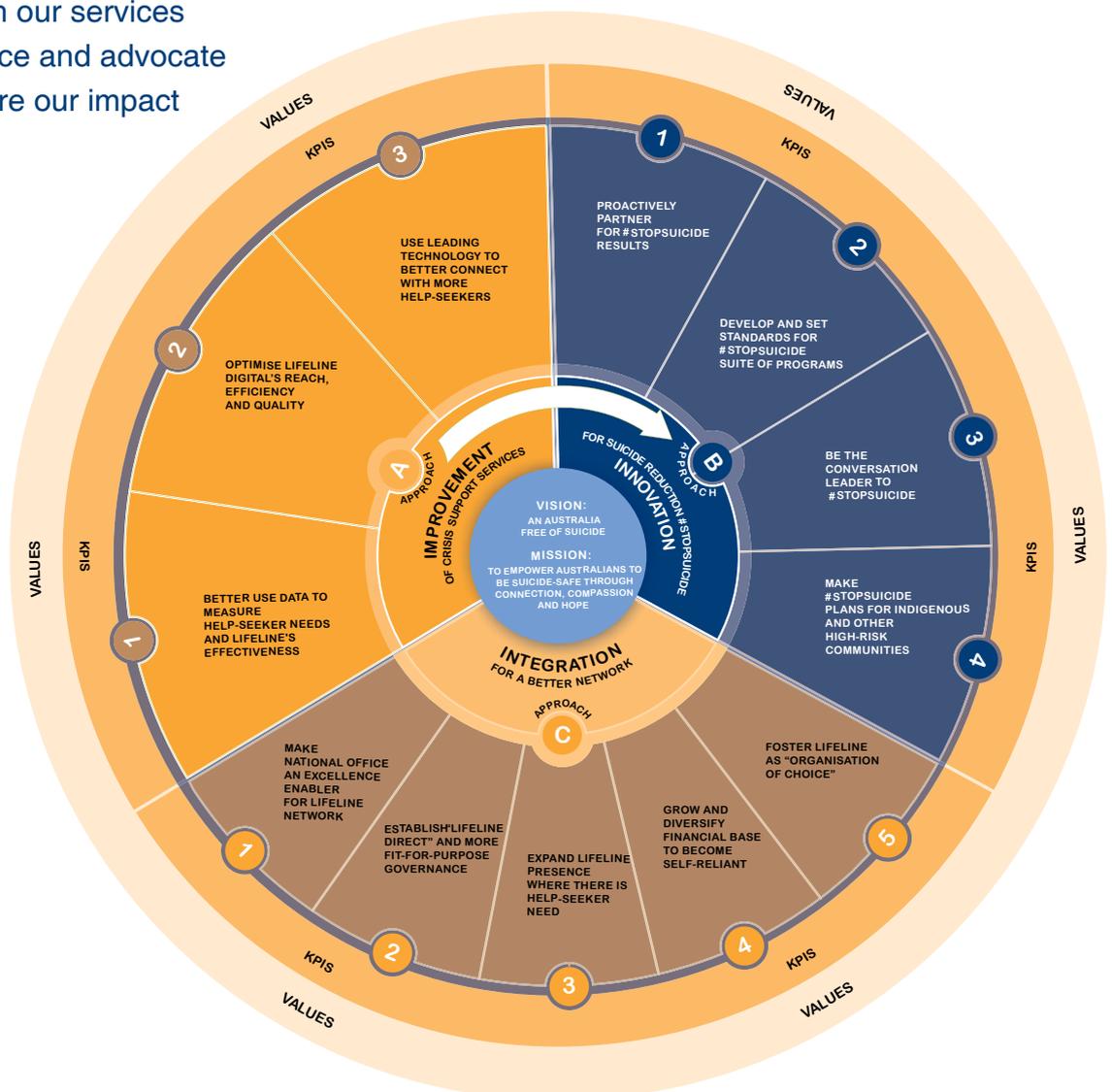
**Our Purpose** To support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe.

**Our Strategic Direction** Provide crisis support services 24/7 that help change the focus in people's lives from crisis to opportunity  
 Promote emotional wellbeing  
 Build community capacity

**Our Services** 13 11 14, Online services, Community Information Services, Crisis Support Services Pathfinder to services, Promoting emotional health and wellbeing, Promoting volunteering, Advocacy Lifeline Learning, Community education, Education of other agencies and professional groups

## Our Strategic Priorities

- Refocus service on suicide prevention through crisis support and connection
- Ensure our roles, relationships and governance support our purpose
- Sustain our services
- Influence and advocate
- Measure our impact



# Our Vision is:

## An Australia Free of Suicide

### Values

#### Quality & Professionalism

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

#### Respect

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

#### Fairness

Lifeline Gippsland is committed to the principles of social justice, and will strive to offer equitable and inclusive services to support people to live active and fulfilled lives.

#### Integrity

Lifeline Gippsland is committed to being open and honest in all its activities, and will consistently strive to earn and sustain public trust in our organisation.

#### Collaboration

Lifeline Gippsland will engage inclusively with our staff, volunteers, stakeholders and partners to form alliances intended to improve the delivery of our key services and outcomes to the community.

#### Sustainability

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.



# Lifeline Gippsland

## Chair Person & CEO Report

### Our Vision and Purpose

The vision of Lifeline Gippsland is an Australia free of suicide. Our purpose is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

We are pleased to report that Lifeline Gippsland has fulfilled its commitment to the Gippsland community this financial year by delivering the services at its disposal consistent with this purpose.

Lifeline Gippsland is one of forty affiliated Lifeline centres across Australia that form a national delivery network for the vital 13 11 14 telephone crisis service, 24 hours a day, seven days a week, for people in difficulty throughout Gippsland and Australia.

In Australia this year, the Lifeline network collectively answered more than 849,000 calls to the crisis line. Over the same period, Lifeline Gippsland Telephone Crisis Supporters responded to just under 9,500 calls. This was a good outcome on which the organisation can build over the next twelve months.

### Our Activities

This year was one of consolidation for Lifeline Gippsland. The majority of our recently recruited salaried team were inducted into their roles. A new Crisis Services Manager, Mr. Andrew Cawood commenced work in July 2015.

Lifeline Australia made progress in defining what a more appropriate structure would look like under the Better Connected Lifeline (BCL) program. This involved the development of a task force that included representatives from across the national Lifeline network. Daniel Mainville from the Lifeline Gippsland Board was an active participant in the development of the business case for the new "Lifeline Direct" structure.

A Quality Improvement Performance (QIP) accreditation visit took place during the year. Thanks to the hard work of the staff and many of our volunteers our business accreditation was approved for another three years. The QIP process made recommendations on how Lifeline Gippsland can build on the quality improvements already made which will be implemented over the next three years.

Substantial progress was made on the seventeen key actions of the Lifeline Gippsland Strategic Plan 2014-2017. This year, following the theme of consolidation, we ensured that our local services aligned to suicide prevention by delivering training related to improved well-being and suicide awareness and prevention programs across the Gippsland corporate sector.

Steps were also taken to ensure that Lifeline Gippsland created a positive, skilled and engaged volunteer and paid workforce through the conduct of staff and volunteer surveys that created specific improvement plans and the formation of a 13 11 14 service consultation committee.

Strong progress was also made towards achieving the Lifeline Australia 13 11 14 service Key Performance Indicators (KPI's) through new Telephone Crisis Supporter (TCS) recruitment, improved TCS induction systems and professional development.

The Board wishes to acknowledge the Victorian government financial contribution toward meeting the cost of 13 11 14 operations. Funding was approved in the form of a grant administered by the Department of Health and Human Services in Traralgon that will support the provision of 13 11 14 services over the next three financial years.

### Our Volunteers

Volunteers play a vital role in the delivery of all services provided by Lifeline Gippsland. They are the backbone of the organisation. Roles include Telephone Crisis Supporters, Shop Coordinators, Shop Assistants, Board Members, Sorters, Truck Drivers, Jockeys, Gardeners and Propagators, Cooks, Fundraisers, Administrators and Renovators (to name a few). Whatever skills people possess we have a volunteer role to suit them. We also rely on the scores of sponsors and the continued goodwill of the Gippsland community to generate the income needed to deliver our services efficiently. Only 12% of our income comes from the state government.

Our shops at Churchill, Lakes Entrance, Moe, Morwell, Sale, Traralgon and Wonthaggi are staffed and managed by dedicated volunteers whose good work is very gratefully acknowledged. We also acknowledge work of the Telephone Crisis Supporters who are confronted with difficult challenges on a daily basis as they support people in crisis.

Lifeline Gippsland has developed a scholarship program for TCS volunteers and supported their attendance at events such as the International Women's Day celebration provided by Latrobe Regional Hospital and a community breakfast with Rosie Batty (Australian of the Year 2015) where she spoke about her experiences and journey.

A special mention must be made of one of our longest serving volunteers Marg Hinson who officially retired this year. Marg has undertaken many roles within the organisation including TCS volunteer, member of the Trouble Teams, Lifeline Gippsland Board Member, Traralgon Shop volunteer as well as jointly supplying and operating the Lifeline stall at the Traralgon Craft market once a month. Marg's input into Lifeline Gippsland will be missed and we wish her well in her retirement.

Lifeline Gippsland is grateful for the contribution made by all its volunteers to the continued well-being of the Gippsland community and our organisation.

### Our Achievements

- QIP 3-year reaccreditation (Quality Improvement Performance)
- Increasing number of 13 11 14 volunteers
- Relaunch of LLG Facebook page
- Sharing 13 11 14 resources with Lifeline South West Victoria
- Corporate training – AGL Loy Yang, Hazelwood (Engie), Latrobe City Council, VicRoads
- Installation of a new bailer in the warehouse

- Read the Signs – 2 sessions with apprentices on suicide prevention (30 participants)
- Ongoing support to the dairy industry through attendance at GippsDairy events
- World renowned psychologist Rob Gordon provided training for the Emergency Response volunteers
- DV alert training delivery through a Victorian Lifeline Centres Consortium (Gippsland delivery was 5 sessions, 75 participants)
- Volunteers and staff attended Maffra Mardi Gras
- Delivery of ASIST sessions in partnership with LRH (6 sessions)
- Gone Fishing programs delivered (2 sessions, 18 participants)
- Suicide prevention and Support Program (SPSP) program reviewed and renamed the Crisis Care Call Service
- Delivery of ASIST to Ramahyuck Aboriginal Corporation staff (10 participants)
- Stress Down Day at Kurnai College (200 participants)

## Our Financial results

Lifeline Gippsland achieved a healthy net surplus of \$86,740 in the 2015-16 financial year. This outcome is attributed to the strong sale of goods through our opportunity shops, exports and rags, and an increase in the delivery of corporate training as well as system efficiencies achieved through operational continuous improvement processes.

The audited financial statements presented by our Auditors, Crowe Horwarth Pty Ltd, for 2016 reveal a financially viable organisation with healthy revenues from the provision of training and the hire of training and office facilities at Morwell. The surplus has been reinvested back into the delivery of suicide prevention services, improved equipment and infrastructure in our shops and warehouse.

Crowe Horwarth noted our strong internal processes and policies and felt that our operations for 2016 reflected a good result.

## Our Partners, Sponsors and Supporters

- Latrobe Valley Smart Centre donated \$3360 to provide the Gone Fishing program
- Maryvale Friendly Society donated \$4,500 to provide the Gone Fishing program
- The Andrews Foundation grant of \$10,000 for the development of video footage to aid TCS volunteer recruitment and suicide prevention training sessions
- DHHS Shade Sail grant of \$9,468 for a solid shade structure at the back of the warehouse
- DSS Strengthening Communities Volunteer grant of \$4,000 for volunteer expenses
- DHHS Funding of \$15,000 to support the local dairy communities
- Service Clubs Appeal – \$12,200
- Dyers Transport for their in-kind support
- Igniting Change and Mrs Roslyn Rogers for the donation of \$10,000 to work with the Aboriginal Communities in Gippsland around suicide prevention
- The Trinity Families grant of \$12,000 (project finish) 10 sessions in schools and colleges, 144 participants across the region)
- Morwell Lions for their support with the BBQ for Out of the Shadows
- The Black Dog “One Dayer” Ride raised \$1,129
- CFA surplus book donations
- Drouin Bendigo Bank for a donation of \$1,000 towards the recruitment of a Crisis Care Call Service Coordinator
- Gippsland Water pro bono support and donation drives
- Sale Lions with the provision of several fundraising BBQs
- Traralgon Lions donated \$5,000 through their Charity Fundraising Golf Day
- Bunnings Morwell for their continued support through sausage sizzles, plant donations and mental health initiatives
- DHHS 3-year funding to support 13 11 14 Crisis Line

## Our Board Members

During the 2015-2016 reporting period, Board Member Kylie Devers resigned in September 2015 to take up an exciting job opportunity in Queensland and long-serving Board member Di van Der Merwe retired in November 2015 after nine years of service to Lifeline Gippsland. The Board extends its gratitude to them for their wonderful contributions to the organisation and wishes them every happiness in the future.

I want to acknowledge the dedication of all our Board Directors this year for their continuing support and advice in guiding and consolidating the organisation following a very active period of change.

## Our Staff

I wish to sincerely thank the staff of Lifeline Gippsland for their hard work in achieving another good outcome this year.

## Our Community

Finally, Lifeline Gippsland is grateful to the Gippsland community for the confidence it continues to express in us as an organisation as evidenced by its continued engagement with us through partnership, donation, sponsorship, and volunteering.



Laurie Paton  
Board Chair



Claire Davis  
CEO

# Lifeline Gippsland

## Board & Governance

**Lifeline Gippsland is an incorporated association under the Incorporations Association Act 1981. The Board of Directors is required to govern the operations of Lifeline Gippsland in accordance with the Act and with the Association's Constitution.**

New legislation covering incorporated associations has now been introduced (The Association Incorporations Reform Act 2012). This will require Lifeline Gippsland to make some changes to its constitution in the coming year. In the interim, the Association has elected to continue using its existing Constitution except where some changes are essential under the new legislation.

The Board has a Board Charter in place. The work of the Board is supported by Board Committees

- Governance & Audit Risk Management Committee
- Nomination & Remuneration Committee

### **Governance, Audit and Risk Committee**

The purpose of the Governance & Audit Risk management Committee is to assist the LLG Board discharge its responsibility to exercise due care, diligence and skill in relation to:

- Assisting the Board of directors in the governance of Lifeline Gippsland and the exercising of due care, diligence and skill in relation to:
  - » the maintenance of an effective framework of business risk management including compliance and internal controls
  - » protection of assets, adequacy of insurance
  - » the reliability of the financial statements and external financial communication;
  - » business policies and practices;
  - » protection of Lifeline Gippsland's assets; and
  - » compliance with applicable laws, regulations, standards and best practice guidelines.
  - » adequacy of Lifeline Gippsland insurance including Lifeline Gippsland Director's insurance
- Overseeing the effectiveness of the internal and external audit functions and being the communication link between the Board of Directors and the internal and external auditors. Facilitating the independence of the external auditor.

### **During 2015-2016 this Committee has:**

- Developed a five year cash flow forecast and asset replacement plan to better inform the Board on the availability of funds for impaired assets.
- Constitution changes to align with the Victorian Associated Incorporation Model Rules
- Developed a financial strategy that aligns with our strategic direction.
- Introduced cash flow reporting to the suite of monthly financial reports to the Board.

## Nomination & Remuneration Committee Report

The Board Nomination and Remuneration (N&R) Committee was established as part of the Board's responsibilities in relation to the corporate governance of Lifeline Gippsland.

The 2016 year was a busy one for the N&R Committee with a new Chair Ms Belinda Bywaters, being appointed in December. The Chair has supported the CEO in reviewing the classification structure for the Organisation to ensure that it is not only sustainable for the future but has the right capability to deliver the outcomes of Lifeline Gippsland's Strategic Plan.

Other primary responsibilities addressed by the N&R Committee throughout the year include:

- An annual review of the performance of the CEO against key KPI's
- Development of new CEO KPI's in alignment with the Strategic Plan
- An evaluation of the balance of skills, knowledge and experience on the Board and understanding of what skillsets are required for future appointments
- Recruitment of new Board members to meet the skillsets identified
- Development of succession planning for both the Board and CEO roles taking into account the challenges and opportunities that lie ahead for LLG
- An annual Board assessment
- Advice and support for the CEO around People Strategies and general HR.

## Attendance at Board Meetings

Director	Board Meetings	Note
Laurie Paton	11/11	
Dianne Van Der Merwe	2/4	Retired at AGM in November 2015
Kylie Devers	3/3	Resigned on 22nd September 2015
Keith Sutton	9/11	
Jane Anderson	11/11	
Matt Vella	11/11	
Daniel Mainville	9/11	
Debbie Knight	7/9	Leave of Absence July and August 2015 Meetings
Belinda Bywaters	10/11	
Margaretha Kassanis	11/11	



**Laurie Paton**  
**Board Director since October 2011**  
**Board Chair since February 2014**

Currently works with Regional Development Victoria at Traralgon where he is responsible for the management of grant funding and emergency management support to business across Gippsland. Laurie studied business management at Monash university and holds post graduate qualifications in Community Development and Project Management. Married with four children, Laurie has lived in Gippsland for over 15 years. Laurie brings an extensive background in government program management to the Board. His interests include bushwalking, boating and the arts.



**Dianne Van der Merwe**  
**Board Director since February 2006**  
**Chairperson; Nomination & Remuneration Committee**  
**Retired November 2015**

Is currently the HR Services Manager with Australian Paper and has been working in the human resources field for the past thirteen years. Dianne is actively involved in the community and has a Bachelor of Business with majors in Management and Marketing and a sub major in Law.



**Kylie Devers**  
**Board Director since October 2011**  
**Resigned September 2015**

Currently works in Aged & Disability Services for Latrobe Community Health Service. Kylie has nearly 20 years' experience in corporate and non-profit organisations in roles ranging for Marketing, PR, Recruitment and Project Management. Kylie is committed to supporting suicide prevention and keen to contribute towards improving social inclusion for people living with mental illness and in the local and the broader community.



**Keith Sutton**  
**Board Director since January 2013**

Is currently a Lecturer in Rural Mental Health, Monash University Department of Rural and Indigenous Health (located in Moe). Keith has extensive experience as a clinician, manager and bureaucrat in the mental health field. A registered psychiatric nurse, he has worked in the UK, Queensland, Melbourne and Gippsland.



**Jane Anderson**  
**Board Director since February 2013**

Is currently the Regional Director of Anglicare Victoria with responsibility for leadership of the operational, strategic and quality performance of programs within Gippsland. Jane has a background as a lawyer and Police Officer and is passionate about social justice, the welfare of the Gippsland community and the natural environment. Jane has a Bachelor of Laws (Honours) and Masters of Human Services Management.



**MATT VELLA**

**Board Director since March 2014**

Is currently Manager of Accounting Services and Procurement at Latrobe Community Health Service. Matt has 12 years' experience working in Finance for not for profit Health organisations. Matt is passionate about improving the health and welfare of the Gippsland community.



**DANIEL MAINVILLE**

**Board Director since September 2014**

Is the Coordinator – Land, Planning and Approvals at the Department of Environment, Land, Water & Planning based in Traralgon. Daniel's vision for rural and regional Australia is one of resilient, vibrant and supportive communities. He holds post-graduate qualifications in engineering and project management. Daniel is a Member of the Australian Institute of Company Directors and a Fellow of the Australian Rural Leadership Foundation.



**DEBBIE KNIGHT**

**Board Director since Jan 2015**

Is currently CEO of Interchange Gippsland which supports families who have a child or young person with a disability in the Gippsland region. Debbie has held positions in the community sector for over 20 years, Debbie has a Bachelor of Arts (Social Sciences) majoring in Psychology and Sociology and a Graduate Certificate in Business Technology and is member of the Australian Institute of Company Directors and a Justice of the Peace.



**BELINDA BYWATERS**

**Board Director since March 2015**

Is currently the Manager Learning & Organisational Development with the Department of Health and Human Services, South Division. She has a diverse range of experiences across management, leadership and operations in both the private and public sectors including the Water, Power, Information Technology, Hospitality, Retail and Transport industries. In addition to a diverse range of life experiences, Belinda also holds a Graduate Certificate in Innovation and Service Management, RMIT University and a Diploma in Frontline Management, Mt Eliza Business School. She has lived in the Gippsland area for 35 years, has three young adult children.

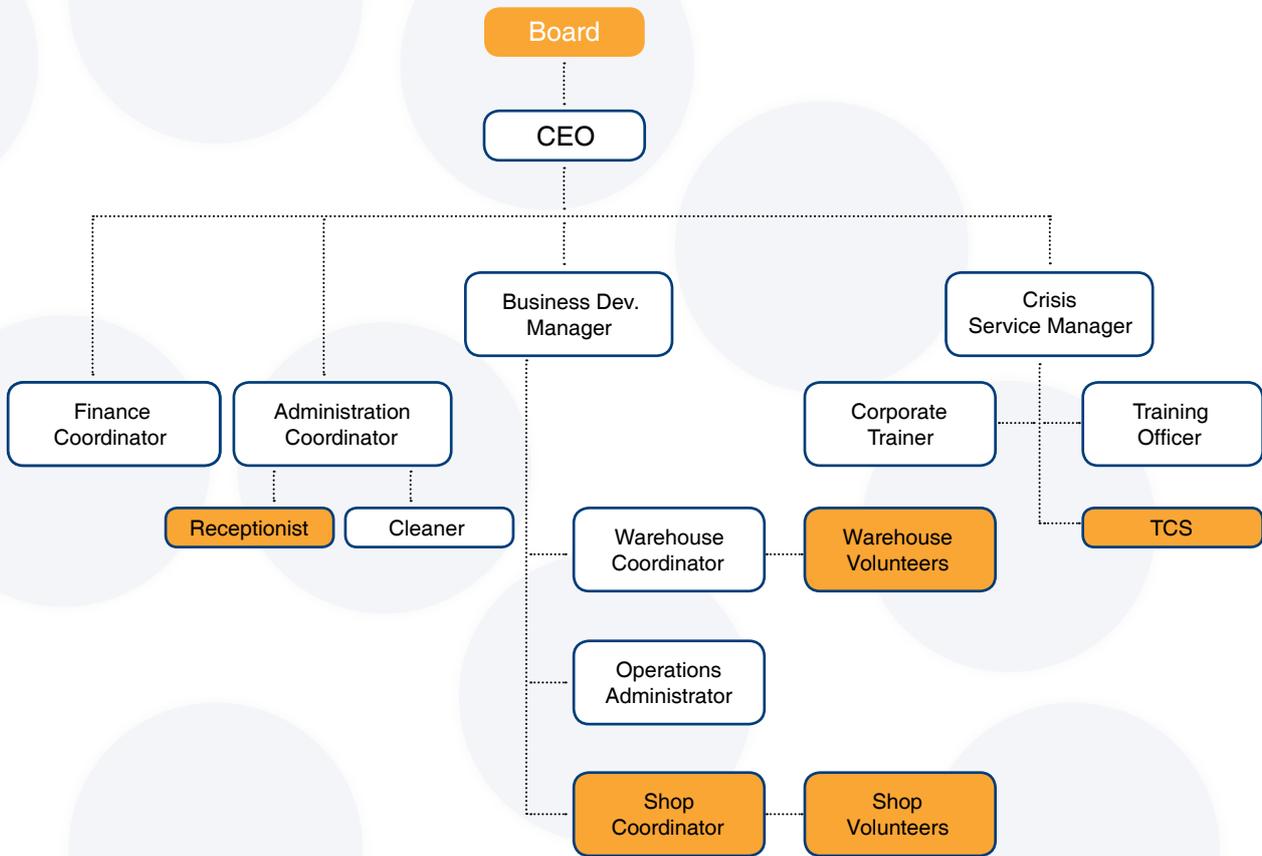


**MARGARETHA KASSANIS**

**Board Director since May 2015**

Has been working in the Not For Profit organisations for the past ten years, and currently volunteers with the Traralgon Men's Shed and Woodworking Inc. She has had previous experience as a TC in the Gippsland area, and worked as a Victorian Bushfire Case Manager after the 2009 Kinglake bushfires. Margaretha has a Masters of Bioethics as well as Honours in Sociology. She is committed to helping improve the health and well-being of her local community by supporting the critical role of the TCs, and their role in suicide prevention.

# Lifeline Gippsland Structure



Current as at October 2016

- Paid positions
- Volunteer positions



# 13 11 14 Crisis Line & Training

The staff that support these areas of the organisation are:



**Andrew Cawood**  
Crisis Services Manager



**Fiona O'Donnell**  
Training Officer



**Marisca Seinen**  
Corporate Training Officer

Recently released 2015 ABS statistics showed that deaths by suicide are at a 10-year high. 3,027 people died by suicide, which equates to 8 people per day or one person every three hours. Looking at these statistics it is not hard to understand that the demand for 13 11 14 services continue to grow. We receive calls on issues which range from suicide and mental illness, bereavement after suicide, grief and loss, relationship difficulties, drug and alcohol abuse, mental and physical abuse.

Our volunteer Telephone Crisis Supporters (TCS) take time to listen, offering support and understanding. They work with callers to consider their options and help them make their own decisions about what to do next. They provide information about further help available in the community. When life or safety is at immediate risk, our volunteers will do what they can to secure help.

This year has seen strong growth of TCS numbers and activity levels. This growth in numbers through training has seen more opportunities for active TCS volunteers to step into mentoring and In Shift Support (ISS) roles. This year we have trained 2 new ISSs to help care for our volunteers on the Crisis Line.

An ongoing opportunity for our centre is the continuous improvement in quality of the 131114 services and the engagement and commitment of volunteers. With increased investment in training and the activity of our ISS staff, we are creating more opportunities for new volunteers to be part of a culture of learning, a common denominator across the Lifeline Network and the hallmark of continuous quality improvement.

We have invested in the creation of the ambassador role, which means we are better able to offer the community support in education and awareness. We currently have approximately ten active Ambassadors who have attended and represented Lifeline Gippsland at events with the dairy industry, local business and community.

## TCS Training

Lifeline Gippsland's Crisis Support (13 11 14) is provided by exceptionally well trained, highly committed volunteers who come from a wide range of backgrounds. During this financial year, 26 new volunteers joined the crisis support service.

Volunteers have described the training, which includes Mental Health First Aid and ASIST, as not only being highly professional and complimentary to their time on the phones, but also as having a big impact in their personal lives. Many volunteers say that the training has improved their personal relationships and has taught them skills that they otherwise would never have considered.

This year our phone rooms have taken on a new lease of life. It's wonderful to see busy phone rooms and this will only increase during the next financial year.

Lifeline Australia has recently transitioned to a new crisis support skillset that are more specifically focused on crisis support. Each of our students who trained this financial year will be able to gain this new skillset through a simple assessment process.

We look forward to continuing to provide our volunteers with excellent professional development opportunities, community engagement activities and positive supervision experiences.

## Community Awareness and Corporate Training

Our involvement in the delivery of training to local businesses has increased greatly with the established role of Corporate Training Officer. We are proud to have a longstanding relationship with the power industries in the Latrobe Valley and have provided a number of educational and awareness sessions to their employees. The list of businesses that we worked with now includes DHHS, Latrobe City Council and VicRoads.

We finished a project funded by The Trinity Families to work with teachers, parents and pupils to expand their knowledge on identifying people who might be struggling and how you can support those individuals to get the help they need. In total we delivered 10 sessions of Safetalk in schools and colleges with 144 participants across the region.

Again we would like to thank the Maryvale Friendly Society for sponsoring Lifeline Gippsland to run Gone Fishing, which is a program to build peer support and positive coping strategies for men experiencing depression, anxiety and other mental illnesses. Latrobe Valley Smart Centre also sponsored us so we were fortunate to be able to deliver two rounds of the program, reaching 18 men from the Latrobe Valley.

## Other training and workshops delivered included:

**Applied Suicide Intervention Skills Training**  
2 days



**ASIST**

*Applied Suicide Intervention Skills Training*

**SafeTalk - half day**



**safeTALK**

*suicide alertness for everyone*

**Mental Health First Aid - 12 hours over 2 or 3 sessions**



**Domestic Violence Response Training - 2 days**



**DV-alert**  
Domestic Violence Response Training

**Mental Health Awareness - 3 hours**

**Accidental Counsellor - 2 hours**

**Managing Challenging Behaviours and Calls - half or full day**

**Employee Stress Management and Self-Care - half or full day**

**Loss, Grief and Bereavement - half or full day**

**Thank  
you!**

We would like to acknowledge the volunteers that provide these services and who give their time to support others. The dedication, commitment and passion are some of the qualities that our volunteers bring to Lifeline Gippsland so that we continue the 48 years of support to the communities of Gippsland.

# Operations - Warehouse & Retail

The staff that support these areas of the organisation are:



**David Rohde**

Business Operations and Service  
Development Manager



**Ian Norman**

Warehouse Coordinator



**Kylie Hillbrick**

Operations Administrator

We have 7 retail shops across Gippsland, which are supported by the warehouse in Morwell. The retail and warehouse division of Lifeline Gippsland is an essential component of the business, raising well over half our annual income to support the 13 11 14 Crisis Line and local suicide prevention initiatives. Apart from the income from the shops, the warehouse generates income through recycling goods for export and also cutting material for rags. Our volunteers and participants from community groups such as from Department of Justice (Corrections and Youth Justice), Work for the Dole, Centrelink Mutual Obligation and Disability Services are essential to the operations of the shops and warehouse. Each year the contribution from our volunteers and participants equates each year to thousands of hours spent transporting, sorting, pricing and recycling goods to help work towards our vision of an Australia free of suicide.

## Reflections over the previous 12 months

Overall this has been an extremely positive year for our retail shops and warehouse. We celebrated the 1st year anniversary of the new Traralgon shop at 60 Franklin Street and also relocated the Moe shop to new, larger premises (12-14 Flower Street). In December we finalised the works for the street light replacement program, which again provided funds for Lifeline Gippsland. There has been a slight decrease in revenue generated from rag and bulk sales. In 2015/16 Lifeline Gippsland generated \$132,811 whereas the previous year we raised \$148,264. This does not reflect the hard work of volunteers and participants. A new baler was bought and installed to improve efficiency and safe working practices for the volunteers and participants. In relation to our seven retail shops, last financial year \$640,673 was generated through the sale of goods. This financial year there was a very slight increase to \$641,764 (0.17%). Again the hard work and dedication from the Shop Coordinators, and the team of volunteers and participants made this possible. Much work has been done to streamline the process from when goods are received in the warehouse to then being sold in the shops, improving the efficiency of servicing our retail network.

A special mention must go to the volunteer Shop Coordinators (Jenny Cressy-Polkington, Sonya Scolyer, Jackie McLure, Annette Deppeler, June North, Shirley James, Jeanne Steadman, Cheryl Wilson, Madeline Roberts and Hazel Pieters) for their role in managing the retail outlets and all the work that entails. The warehouse also has volunteers that deserve a special mention for all the work they do to support the retail shops and other activities that generate income (Sue French and Reg Howell). These key people support the operational arm that generates over 60% of our total income.

This year has been the year of mammoth efforts to get donations through the door. Business to Business Project and Construction Management (<http://b2bpcm.com.au/>) again approached us regarding the donation of office furniture from buildings they were renovating in Melbourne and Geelong. Learning from similar collections the previous year, we ensured this was manageable and had the necessary resources to transport the goods. We also had a large collection of office furniture through Blue Lion Moving Services ([www.bluelion.com.au](http://www.bluelion.com.au)), including metal lockers and safes, from the Police Headquarters in St Kilda Road, Melbourne. The fact that all this furniture was successfully transported from the site to the Morwell warehouse is a testament to the Warehouse Coordinator and volunteers who gave up their precious time to move the items so that they could be sold by Lifeline Gippsland.

## **FUNDRAISERS**

### **Sausage Sizzle**

For three years Lifeline Gippsland volunteers Reg Howell, Hazel Pieters and Kim Wallace, in partnership with Bunnings Morwell, have run monthly sausage sizzles as an additional means of raising funds for the 13 11 14 Crisis Line. These have proved very popular with local customers.

### **Plant Sales**

The bi-annual plant sales and monthly stall at the Traralgon Kay Street Market have continued to generate a substantial amount of income. Our longstanding volunteers Marg Hinson and Barb Sibly spend a great deal of time cultivating the plants and the ladies are well known by the customers for their extensive knowledge of the plants that they sell. Patricia Nalder, the former CEO of Lifeline Gippsland and Sandra Luxford, the former Telephone Crisis Supporter Training Officer also support the monthly plant stall. We have welcomed Maria Rogers back to Lifeline, assisting with the cultivating of plants. Bunnings Morwell also supports us with regular donations of plants.

This year Marg Hinson officially retired from assisting with the plants and working in the Traralgon shop, after 48 years of volunteering for Lifeline. We again thank Marg for her enormous contribution to Lifeline.

### **Black Dog Ride**

This was the second year that the 1 day event was held in Gippsland on 20th March 2016. The bikers rode from Sale and finished in Maffra. Staff, volunteers and Board Members helped out on the day. A big thank you must go to the Gippsland Vehicle Collection Shed for hosting the finish. Sale Lions also provided a BBQ breakfast and donated the proceeds.

### **Retro Sale**

Lifeline Gippsland had a stall at the Rosedale Retro Fair on 22nd May. The event was bigger than previous years and many volunteers including Jodie Pieters helped out on the day to staff the stall. Karan Salisbury, Gail Humphries, Hazel Pieters and warehouse volunteers did a fantastic job sorting, pricing and selling the retro goods for the event.

### **Book Fair**

This year Lifeline Gippsland held a giant book fair at the warehouse on 14th and 15th April 2016. Our volunteers and participants Betty Williamson, Patrick Hogarth, Alan Killups and Eddie Janeczek worked tirelessly to sort and price the books for the sale. We would also like to thank the Yarragon Book Fair for their donations and the CFA volunteers who helped us transport the surplus books to the warehouse.

### **Other volunteer news**

The Traralgon Shop Coordinators Sue McLean and Ineke Morris resigned after completing just over two years in the role at the end of October 2015. We would like to thank them for their contribution to the shop and Lifeline Gippsland.

# Donors 2015 - 2016

Apex Club of Bairnsdale  
Badger, Mr C  
Bairnsdale Uniting Church  
Bank Australia  
Blue Rock Classic  
Crowe Horwath Warragul  
CWA Bairnsdale Amaroos Branch  
CWA Bengworden Branch  
CWA Drouin Branch  
CWA Korumburra Branch  
CWA Moe Branch  
CWA Morwell Branch  
CWA Traralgon Branch  
CWA Woodleigh Vale Branch  
CWA Yarram Branch  
DHHS Housing Call Centre  
DHS - Latrobe Smart Centre  
Drouin & District Community Bank  
Dyers Transport  
Gary Jones Transport  
Gatford, Mr J  
Gippsland Waste Resource & Recovery Group  
Gippsland Water  
Hall, M & J  
Interchange Gippsland  
Igniting Change Foundation  
Kurnai College  
Latrobe Regional Hospital  
Lions Club of Churchill & District  
Lions Club of Drouin  
Lions Club of Korumburra  
Lions Club of Leongatha  
Lions Club of Loch Sport  
Lions Club of Moe  
Lions Club of Phillip Island  
Lions Club of Sale  
Lions Club of Strzelecki  
Lions Club of Trafalgar  
Lions Club of Traralgon  
Lions Club of Yarragon  
Lioness club of Lindenow  
Mallacoota P-12 college  
Maryvale Friendly Society  
Morwell Legends  
Morwell RSL

Newborough Pub  
Paynesville Uniting Church – Friendship Shed  
Peckish Café  
Ritchies IGA Store (Churchill)  
Rogers, Mrs R  
Rotary Club of Morwell  
Sale Greyhound Racing Club  
Shopnate  
St Brendans Parish Op Shop Lakes Entrance  
Taste Tempta  
Thorpdale Bakery  
Uniting Church in Australia  
Wonthaggi Golf Club  
Wylding, Mr J

With special thanks to:



# Volunteers

## **MORWELL SHOP, OFFICE & WAREHOUSE**

Aled HUNT  
Andrew SZCZEPANEK  
Betty WILLIAMSON  
David WILLIAMS  
Dean MUNRO  
Dianne MCCRACKEN  
Frank GERMANO  
Glen NALDER  
Hazel PIETERS  
Jacob PHILLIPS  
James SMITH  
Jenny POLKINGTON  
Jerry EXELL  
Jock WALLER  
John WILDING  
Karan SALISBURY  
Kevin CURRAN  
Kim WALLACE  
Lucy LAMBOURN  
Maria RODGERS  
Maureen RAY  
Nada ZAKIC  
Patrick HOGARTH  
Paul FILDES  
Peter STEINKELLER  
Phyllis BOWMAN  
Radha LAKSHUMI  
Ray CORDELL  
Raymond PEARSE CLARK  
Raymond STEVENSON  
Reg HOWELL  
Stuart MURFETT  
Sue FRENCH  
Susan JEFFERY

## **CHURCHILL**

Annette DEPPELER  
Barbara BLACKBURNE  
Bernice VAN ROSSUM  
Betty DUGGAN  
Bev ZYGARLICKI  
Elizabeth SHORE  
Emma POOLEY  
Eric DEPPELER  
Erin LAWRENCE  
Ernie COOPER  
Helen MITCHEM  
Heather WHELAN  
Jacqueline MCLURE

Janet FYFE  
Janet LEE  
Jarrod PENCO  
Jeanette DREWERY  
Joan SIKKEMA  
Joy DOWNS  
Kath PARKER  
Karen COOPER  
Margaret DAL POZZA  
Marie GUNN  
Mary YOUNG  
Max ZYGARLICKI  
Melissa PENCO  
Meryl WILLIAMS  
Pam DAY  
Pauline PARKES  
Rafe PISANI  
Ray SHARMAN  
Sharyn MCNAMARA  
Tania BATESON

## **WONTHAGGI**

Ann DEMPSTER  
Ann MCLOUGHLIN  
Carolyn BECKERLEG  
Chris JOHNSTON  
Dawne GRANT  
Diana TAYLOR  
Grace UTANO  
Janice MILKINS  
Jan HALLEY  
Jeanne STEDMAN  
John HOGAN  
Judy MILNES  
Karen BLUHM  
Phil DEMPSTER  
Ted STEDMAN

## **MOE**

Alan FLETCHER  
Ashley HUGHES  
Barbara HUMPHEY  
Carole BRIERLEY  
Casey CARPENTER  
Cheryle WILSON  
Frances DANIELS  
Greta HARGREAVES  
Hannah LEHANE  
Ina SKINNER  
Lorraine SOUTHON  
Lynda BILTON  
Margaret O'BRIEN  
Margaret STANBRIDGE

Marla RANA  
Noelene ROONEY  
Pauline ARROWSMITH  
Samantha POLLOCK  
Spencer ROSE  
Sue STEWART  
Wendy CARPENTER  
Wendy SMITH

## **LAKES ENTRANCE**

Annie TINDLEY  
Carol FITZGERALD  
Gayle NEILSON  
Graham JENNIS  
Jan SCHAEFFER  
Jeanette WORKMAN  
John GORDON  
Joyce GRIMER  
Katrina SCOTT  
Kaye BAABE  
Linda GORDON  
Lynne ASHTON  
Madeline ROBERTS  
Margery COGGER  
Marilyn HOGG  
Marlene HANKIN  
Paula AUSTIN  
Roslyn NOETZEL  
Peter AUSTIN  
Val RYAN

## **SALE**

Alan NORTH  
Anne PEAVEY  
Annette EVANS  
Beryl WALDEN  
Beverley TIERNEY  
Charles JAMES  
Cheryl COLSON  
Christina ENTWISTLE  
Elizabeth TABUTEAU  
Esther RIDDLE  
Gillian GREGORY  
Gwenda LIVINGSTONE  
Hazel TREWIN  
Heather ACCARDI  
Heather TANCRED  
Janeane ROBERTSON  
Jill STEINBERGER  
Joanne WALSH  
June NORTH  
Karin KING

Kim BICKERY  
Lancy PRETTY  
Lynne DEACON  
Mary BAILEY  
Mona McClelland  
Noelle MAGUIRE  
Pamela EDGLEY  
Rhonda OLIVER  
Shirley JAMES

## **TRARALGON**

Anne ARCHIBOLD  
Anna FIELD  
Barbara CROSS  
Bernadette TUDOR  
Bev STEIN  
Beverly BURGESS  
Coral KOMEN  
Dana OTTREY  
Debbie DIBBEN  
Heather O'CONNOR  
Helen JUNKER  
Helen VAN DER WEES  
Ineke MORRIS  
Jackie BOX  
Jan HARDING  
Janet MACGREGOR  
Jenny POCKLINGTON  
Margaret HINSON  
Merrilyn MCDONALD  
Meryl HUNT  
Nancy KESBY  
Shirley-Anne BRIDGES  
Sonia SCOLYER  
Stanis ALEXANDER  
Sue MCLEAN  
Yvonne HIGGINS

## **OTHER**

Barb SIBLY\*  
Craig LYON  
Dick SIBLY\*  
Katelyn HARRISON  
Marg HINSON\*  
Patricia NALDER\*  
Robyn JENNINGS\*  
Sandra LUXFORD\*  
Maria ROGERS

## **\*Plant Sales**

Telephone Crisis Supporters from Drouin and Morwell phone rooms – these people are anonymous due to the nature of the volunteering they do on the 13 11 14 Crisis Line



**Lifeline Gippsland Incorporated** (ABN 32 683 432 663)  
**Financial Statements for the year ended 30 June 2016**

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**AUDITORS INDEPENDENCE DECLARATION UNDER SUBDIVISION  
60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS  
COMMISSION ACT 2012 TO THE BOARD OF LIFELINE GIPPSLAND  
INC.**

I declare that, in relation to our audit of the financial report of Lifeline Gippsland Inc for the financial year ended 30 June 2016, 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.

*Crowe Horwath Vic*

**CROWE HORWATH VIC**



**MARY WINTER**  
**Partner**

Date: 25 October 2016

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
Revenue	2	1,151,890	1,061,571
Other revenue	2	72,024	69,419
Cost of Sales		(10,619)	(15,574)
Employee Benefits		(611,527)	(453,620)
Depreciation & amortisation		(44,918)	(42,319)
Advertising & Recruitment		(10,318)	(10,788)
Affiliation & Membership		(10,933)	(17,138)
Amenities		(5,197)	(5,077)
Audit & Accounting Fees		(3,625)	(7,994)
Consultancy Expenses		(31,558)	(66,564)
Bad and Doubtful Debts Expense		(2,220)	(2,366)
Functions & Catering		(10,361)	(8,473)
Gas & Electricity		(29,509)	(31,682)
Insurance		(23,838)	(28,889)
Motor Vehicle Expenses		(56,303)	(48,691)
Postage & Printing		(12,914)	(8,657)
Program Expenses		(16,003)	(7,214)
Rates & Taxes		(19,456)	(15,621)
Rent		(119,041)	(113,096)
Repairs & Maintenance		(20,022)	(20,247)
Telephone, Internet & Fax		(13,229)	(12,491)
Training		(34,155)	(22,803)
IT Expenses		(8,640)	(8,443)
Other Expenses		(42,788)	(40,467)
<b>Surplus before income tax</b>		<b>86,740</b>	<b>142,776</b>
Income tax expense	1(a)	-	-
<b>Surplus for the year</b>		<b>86,740</b>	<b>142,776</b>
<b>Other comprehensive income, net of income tax</b>			
Other comprehensive income for the year, net of income tax		-	-
<b>Total comprehensive income for the year</b>		<b>86,740</b>	<b>142,776</b>
<b>Surplus attributable to:</b>			
Members of the Association		86,740	142,776
<b>Surplus for the year</b>		<b>86,740</b>	<b>142,776</b>
<b>Total comprehensive income attributable to:</b>			
Members of the Association		86,740	142,776
<b>Total comprehensive income for the year</b>		<b>86,140</b>	<b>142,776</b>

The accompanying notes form part of these financial statements.

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	807,579	695,291
Trade and other receivables	4	26,840	39,013
<b>TOTAL CURRENT ASSETS</b>		<b>834,419</b>	<b>734,304</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	1,363,691	1,361,453
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,363,691</b>	<b>1,361,453</b>
<b>TOTAL ASSETS</b>		<b>2,198,110</b>	<b>2,095,757</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	57,816	60,248
Provisions	7	39,506	24,796
<b>TOTAL CURRENT LIABILITIES</b>		<b>97,322</b>	<b>85,044</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	7	5,361	2,026
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>5,361</b>	<b>2,026</b>
<b>TOTAL LIABILITIES</b>		<b>102,683</b>	<b>87,070</b>
<b>NET ASSETS</b>		<b>2,095,427</b>	<b>2,008,687</b>
<b>EQUITY</b>			
Grants Reserve	8	33,468	11,718
Retained surplus		2,061,959	1,996,969
<b>TOTAL EQUITY</b>		<b>2,095,427</b>	<b>2,008,687</b>

The accompanying notes form part of these financial statements.

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2016**

	Grants Reserve \$	Retained Surplus \$	Total \$
<b>Balance at 1 July 2014</b>	-	1,865,911	1,865,911
Surplus for the year	-	142,776	142,776
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	-	142,776	142,776
Net transfer to/from reserves	11,718	(11,718)	-
<b>Balance at 30 June 2015</b>	<b>11,718</b>	<b>1,996,969</b>	<b>2,008,687</b>
<b>Balance at 1 July 2015</b>	<b>11,718</b>	<b>1,996,969</b>	<b>2,008,687</b>
Surplus for the year	-	86,740	86,740
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	-	86,740	86,740
Net transfer to/from reserves	21,750	(21,750)	-
<b>Balance at 30 June 2016</b>	<b>33,468</b>	<b>2,061,959</b>	<b>2,095,427</b>

**STATEMENT OF CASH FLOWS  
FOR YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from sales of goods to customers		947,173	911,020
Receipts from operating grants		219,463	166,069
Receipts from donations		56,818	40,704
Payments to suppliers and employees		(1,076,643)	(968,784)
Interest received		14,593	17,218
<b>Net cash provided by operating activities</b>	9(b)	<b>161,404</b>	<b>166,227</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from the sale of property, plant and equipment		13,250	-
Payments for plant and equipment		(62,366)	(9,612)
<b>Net cash (used in) investing activities</b>		<b>(49,116)</b>	<b>(9,612)</b>
Net increase in cash and cash equivalents		112,288	156,615
Cash and cash equivalents at beginning of year		695,291	538,676
<b>Cash and cash equivalents at end of year</b>	9(a)	<b>807,579</b>	<b>695,291</b>

The accompanying notes form part of these financial statements.

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements cover the Association of Lifeline Gippsland Inc., incorporated and domiciled in Australia.

### Financial reporting framework

The Association is not a reporting entity because in the opinion of the Committee there are unlikely to exist users of the financial report who are unable to command the preparation of reports tailored so as to satisfy specifically all of their information needs. Accordingly, these special purpose financial statements have been prepared to satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, the *Associations Incorporation Reform Act 2012*, and meet the needs of the members.

For the purposes of preparing the financial statements, the Association is a not-for-profit.

### Statement of Compliance

The financial statements have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012, the recognition and measurement requirements specified by all Australian Accounting Standards and Interpretations, and the disclosure requirements of Accounting Standards AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

### Basis of Preparation

The financial statements, except the cash flow information, has been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement of fair value of selected non-current assets, financial assets and financial liabilities. Historical cost is generally based on the fair values of the consideration given in exchange for assets. All amounts are presented in Australian dollars, unless otherwise noted.

### Accounting Policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements, except as explained under changes in accounting policies.

#### (a) Income Tax

As the incorporated Association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

#### (b) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments.

#### (c) Property, Plant and Equipment

Land and Buildings are shown at fair value, based on periodic valuations by external independent valuers, less subsequent depreciation and impairment for buildings. Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset. Increases in the carrying amounts arising on revaluation of land and buildings are credited in other comprehensive income through to the revaluation surplus reserve in equity. Any revaluation decrements are initially taken in other comprehensive income through to the revaluation reserve to the extent of any previous revaluation surplus of the same asset. Thereafter the decrements are taken to profit or loss.

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(c) Property, Plant and Equipment (continued)**

Plant and equipment are brought to account at cost less, where applicable, any accumulated depreciation and impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the assets.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the entity and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are

The carrying amount of plant and equipment is reviewed annually by Committee 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 been discounted to their present values in determining recoverable amounts. The cost of plant and equipment constructed within the Association includes the cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

*Depreciation*

The depreciable amount of all plant and equipment including capitalised lease assets, are depreciated over their useful lives to the Association 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.

The depreciation method and rates used for each class of depreciable asset are:

<b>Class of Plant and Equipment</b>	<b>Depreciation rates</b>	<b>Depreciation method</b>
Buildings	2.5%	Straight line method
Motor Vehicles	22.5%	Reducing balance method
Plant and equipment	10%-50%	Straight line method

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each statement of financial performance date.

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.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of comprehensive income.

**(d) Impairment of Assets**

At each reporting date, the Association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and replacement cost, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of profit or loss and other comprehensive income.

## NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### (e) Financial Instruments

#### Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the Association becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Association commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transaction costs, except where the instrument is classified at fair value through profit or loss in which case transaction costs are expensed to profit or loss immediately.

#### Classification and Subsequent Measurement

Finance instruments are subsequently measured at fair value, amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as:

- (i) the amount at which the financial asset or financial liability is measured at initial recognition;
- (ii) less principal repayments;
- (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and
- (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

#### *i. Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are stated at amortised cost.

#### *ii. Financial liabilities, including trade and other payables*

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

#### Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

#### Impairment

At each reporting date, the Association assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment loss has arisen. Impairment losses are recognised in the statement of profit or loss and other comprehensive income.

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(e) Financial Instruments (continued)**

**Derecognition**

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

**(f) Provisions**

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

**(g) Employee Benefits**

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to reporting date. 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, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred.

**(h) Revenue**

Revenue relating to the sale of goods is recognised at the point of delivery as this corresponds to the transfer of significant risks and rewards of ownership of the goods and the cessation of all involvement in those goods.

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the Association 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 Association 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.

Donations and sponsorships are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets is the rate inherent in the instrument.

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

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(i) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the taxation authority. In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority 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 taxation authority, are presented as operating cash flows.

**(j) Leases**

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

Lease payments under operating leases, where substantially all the risk and benefits remain with the lessor, are charged as expenses on a straight line basis over the period of the lease.

**(k) Critical Accounting Estimates and Judgments**

The Committee evaluates estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

**Key Estimates**

*i. Impairment*

The Association assesses impairment at each reporting date by evaluation of conditions and events specific to the Association that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

No impairment has been recognised in respect of property, plant and equipment at reporting date.

*ii. Employee benefits provision*

As per Note 1(g), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at present value of the estimated future 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.

**Key Judgments**

*i. Provision for impairment of receivables*

The Association's policy for allowance for doubtful receivables is based on the assessment of recoverability and ageing analysis of outstanding accounts and on management's estimates. A considerable amount of estimation is required in determining the ultimate realisation of these receivables, including the current financial status and past collection history of each customer.

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

**(l) Comparative Figures**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

**(m) Adoption of new and revised accounting standards**

During the current year, the Group has adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory.

The adoption of these standards has not significantly impacted the recognition and measurement of transactions and the presentation and disclosures of the financial statements.

**(n) New Accounting Standards for Application in Future Periods**

Management assessment indicates that there are no new Australian Accounting Standards that have been issued but are not yet effective with an expected material impact on the Group's financial report in the period of initial application.

	Note	2016 \$	2015 \$
<b>NOTE 2: REVENUE</b>			
<i>Revenue from operating activities</i>			
Revenue from Sale of Goods		775,307	788,993
Grants		219,463	166,069
Training Courses		87,677	13,301
Fundraising Income		23,610	38,627
Facility Hire		45,833	54,581
		1,151,890	1,061,571
<i>Other revenue</i>			
Interest		13,234	15,726
Donations Received		56,818	40,704
Insurance Recoveries		-	12,989
Other Income		1,972	-
		72,024	69,419
		1,223,914	1,130,990
<b>NOTE 3: CASH AND CASH EQUIVALENTS</b>			
Cash at bank		365,217	251,276
Cash held in term deposits		439,932	441,835
Cash on hand		2,430	2,180
		807,579	695,291
<b>NOTE 4: TRADE AND OTHER RECEIVABLES</b>			
Current			
Trade receivables		11,007	24,533
Less: Provision for doubtful debts		(402)	(3,025)
		10,605	21,508
Payments in Advance		9,201	8,052
Other receivables		7,034	9,453
Total trade and other receivables		26,840	39,013

	Note	2016 \$	2015 \$
<b>NOTE 5: PROPERTY, PLANT &amp; EQUIPMENT</b>			
<i>Land:</i>			
At valuation		400,000	400,000
<i>Buildings:</i>			
At valuation		900,000	900,000
Accumulated depreciation		(45,000)	(22,500)
		<u>855,000</u>	<u>877,500</u>
Total land and buildings		<u>1,255,000</u>	<u>1,277,500</u>
<i>Motor Vehicles:</i>			
At cost		123,623	118,002
Accumulated depreciation		(82,544)	(84,613)
<i>Plant and equipment:</i>			
At cost		165,849	140,227
Accumulated depreciation		(98,237)	(89,663)
		<u>67,612</u>	<u>50,564</u>
Total property, plant and equipment		<u><u>1,363,691</u></u>	<u><u>1,361,453</u></u>

The accompanying notes form part of these financial statements.

**NOTE 5: PROPERTY, PLANT & EQUIPMENT (Continued)**

**Movements in Carrying Amounts**

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land \$	Buildings \$	Motor Vehicles \$	Plant and Equipment \$	Total \$
<b>2016</b>					
Balance at beginning of the year	400,000	877,500	33,389	50,564	1,361,453
Additions	-	-	30,532	31,834	62,366
Disposals	-	-	(13,298)	(1,912)	(15,210)
Depreciation	-	(22,500)	(9,544)	(12,874)	(44,918)
Balance at end of the year	<u>400,000</u>	<u>855,000</u>	<u>41,079</u>	<u>67,612</u>	<u>1,363,691</u>
<b>2015</b>					
Balance at beginning of the year	400,000	900,000	43,083	51,076	1,394,159
Additions	-	-	-	9,613	9,613
Depreciation	-	(22,500)	(9,694)	(10,125)	(42,319)
Balance at end of the year	<u>400,000</u>	<u>877,500</u>	<u>33,389</u>	<u>50,564</u>	<u>1,361,453</u>

*Land and buildings carried at valuation*

An independent valuation of the entity's land and buildings was performed by Tim Shaw, API of CJA Lee Property, to determine the fair value of land and buildings. The valuation, which conforms to Australian Valuation Standards, was determined by reference to the basis of the value of the land and site improvements, together with an assessment of the "in use" written down value of the structural improvements on the land. The effective date of the valuation was as at 1 September 2014, however the committee have elected to adopt the valuation as at 30 June 2014.

	Note	2016 \$	2015 \$
<b>NOTE 6: TRADE AND OTHER PAYABLES</b>			
<b>Current</b>			
<i>Unsecured liabilities</i>			
Trade payables		13,613	24,870
Accrued expenses		15,511	16,917
Other payables		24,484	18,461
Net GST payable		4,208	-
		57,816	60,248

**NOTE 7: PROVISIONS**

**Current**

Annual leave		33,482	20,083
Long service leave		6,024	4,713
		39,506	24,796

**Non-current**

Long service leave		5,361	2,026
		5,361	2,026

Total provisions		44,867	26,822
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**NOTE 8: GRANTS RESERVE**

Opening Grants Reserve		11,718	-
Transfers in		33,468	11,718
Payments made		(11,718)	-
Closing Grants Reserve		33,468	11,718

The grants reserve represents funds that have been received during the year. These funds have not yet been expended by Lifeline Gippsland Inc., however there is no contractual obligation to repay these funds, and therefore there is no liability at 30 June. These funds will be isolated in the Grants Reserve until they have been expended in the following financial year.

**NOTE 9: CASH AND CASH EQUIVALENTS**

(a) *Reconciliation of cash and cash equivalents*

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial performance as follows:

Cash at bank	365,217	251,276
Cash held in term deposits	439,932	441,835
Cash on hand	2,430	2,180
Total cash and cash equivalents	807,579	695,291

(b) *Reconciliation of cash flows from operations with surplus for the year*

Surplus for the year	86,740	142,776
Non-cash flows in surplus for the year		
(Profit)/Loss on disposal of plant and equipment	1,961	-
Net Loss on Revaluation	-	-
Depreciation and amortisation expense	44,918	42,319
Changes in assets and liabilities:		
Decrease/(Increase) in trade and other receivables	12,173	4,021
Increase/(Decrease) in trade and other payables	(2,432)	2,364
Increase/(Decrease) in provisions	18,044	(25,253)
	161,404	166,227

Note	2016 \$	2015 \$
<b>NOTE 10: LEASING COMMITMENTS</b>		
<b>Operating Lease Commitments</b>		
Payable - minimum lease payments		
- not later than one year	107,499	58,281
- later than one year and not later than five years	228,981	70,947
- greater than five years	-	-
Present value of minimum lease payments	<u>336,480</u>	<u>129,228</u>

The operating leases relate to rental arrangements for the opportunity shops located in Churchill, Lakes Entrance, Traralgon Moe, Sale, and the sub centre in Drouin under non-cancellable operating leases expiring within one to five years with, in some cases, options to extend. The leases have various escalation clauses.

**NOTE 11: AUDITOR'S REMUNERATION**

Remuneration of the auditor of the Association for:

- Auditing and review of the financial statements	4,245	4,120
- Other services	<u>1,590</u>	<u>1,545</u>
	<u>5,835</u>	<u>5,685</u>

**NOTE 12: CONTINGENT LIABILITIES**

There are no contingent liabilities at reporting date (2015: \$nil).

**NOTE 13: EVENTS AFTER REPORTING DATE**

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

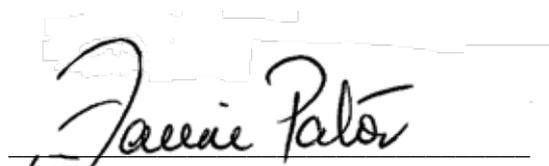
## STATEMENT BY THE MEMBERS OF THE COMMITTEE

The members of the Committee have determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements

In the opinion of the members of the Committee the financial statements set out on pages 5 to 17 present a true and fair view of the financial position of Lifeline Gippsland Inc. as at 30 June 2016 and its performance for the year ended on that date. The members of the Committee declare that:

1. At the date of this statement, there are reasonable grounds to believe that the Lifeline Gippsland Inc. will be able to pay its debts as and when they become due and payable; and
2. The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013:



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Laurie Paton  
Board Chair



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Matt Vella  
Chair of Board Governance, Audit  
and Risk Committee

Dates this 20 day of October, 2016

## INDEPENDENT AUDITOR'S REPORT

To the Members of Lifeline Gippsland Inc

We have audited the accompanying financial report, being a special purpose financial report of Lifeline Gippsland Inc, which comprises the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

### Committee's Responsibility for the Financial Report

The members of the committee are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Reform Act 2012*, the *Australian Charities and Not-for-profits Commission Act 2012*, and the needs of the members. The responsibility of the members of the committee also includes such internal control as the members of the committee determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view 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 association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the members of the committee, as well as evaluating the overall presentation of the financial report.

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

### Independence

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

25 October 2016

Committee Members  
Lifeline Gippsland Inc.  
PO Box 678  
MORWELL VIC 3840

Dear Sir(s)

## CLOSING LETTER IN RELATION TO THE AUDIT FOR THE YEAR ENDED 30 JUNE 2016

We have completed our audit of the financial statements of Lifeline Gippsland Inc. for the year ended 30 June 2016. Our audit was conducted in accordance with applicable Australian Auditing Standards with the objective of expressing an opinion on the financial report.

As explained in the engagement letter issued on 26 February 2016, the financial audit and its procedures are designed to enable the auditor to express an opinion on the annual financial report. Whilst the audit considered internal controls relevant to the preparation of the financial reports, the audit does not express an opinion on the effectiveness of those controls.

In accordance with Australian Auditing Standards, we have an obligation to communicate with those charged with governance any significant matters identified during the course of our audit, including significant weaknesses in the internal controls relevant to the preparation of the financial reports. During the course of our audit of the financial statements of Lifeline Gippsland Inc. for the year ended 30 June 2016 there were no matters that came to our attention that in our opinion required us to report to those charged with governance of Lifeline Gippsland Inc..

We have also assessed the services that we have provided to Lifeline Gippsland Inc. which included:

- Audit of the financial statements for the year ended 30 June 2016; and
- Assistance with the preparation of the financial statements for the year ended 30 June 2016.

Our assessment indicates that we have complied with the independence requirements of legislation and the professional accounting bodies.

We would like thank management and the staff of Lifeline Gippsland Inc. for the assistance provided to Crowe Horwath during the course of the audit.

Please contact Mary Winter or Jennifer Hasan on (03) 5622 7500 if you would like to discuss any of the matters included in the letter.

Yours sincerely



**Mary Winter**  
**Partner**  
Crowe Horwath Vic

Reg No. A0012126C

## **Administration Office:**

2 Fleming Street  
PO Box 678  
Morwell, VIC, 3840

Telephone: 03 5136 3500  
Fax: 03 5136 3555  
Email: [reception@llg.org.au](mailto:reception@llg.org.au)  
Website: [www.llg.org.au](http://www.llg.org.au)

## **Crisis Support Centres**

Centres are at Morwell & Drouin,  
Providing 24-hour, confidential crisis support.  
Telephone: 13 11 14

## **Opportunity Shops**

### **Churchill**

Shop 12, Hazelwood Village  
Phone: 03 5122 2606

### **Lakes Entrance**

343 The Esplanade  
Phone: 0458 585 078

### **Moe**

12-14 Fowler Street  
Phone: 03 5127 4511

### **Sale**

260 York Street  
Phone: 03 5144 7113

### **Traralgon**

60 Franklin Street  
Phone: 03 5174 5525

### **Wonthaggi**

175 Graham Street  
Phone: 03 5672 5092

### **Morwell Shop & Warehouse**

2-8 Fleming Street, Morwell  
Phone: 03 5136 3500