

2024/25 Annual Report

Lifeline Gippsland

“I spoke with this incredible woman when I was at my lowest point, and she gave me the strength to carry on. I was on the verge of giving up, but her support gave me just enough strength to keep going” - LLG Help Seeker

Acknowledgement of Country

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

Acknowledgement of lived experience and living experience

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

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LLG Strategic Plan

2021-2026

LLG’s strategic pillars underpin its ability to strengthen its presence in the Gippsland community to sustainably deliver on its mission for years to come.

Services

We provide high quality services that deliver tangible outcomes valued by our community.

Community, Customer & Partnerships

We partner with our community to deliver services in a collaborative manner, addressing local needs.

Finance, Organisation Sustainability & Infrastructure

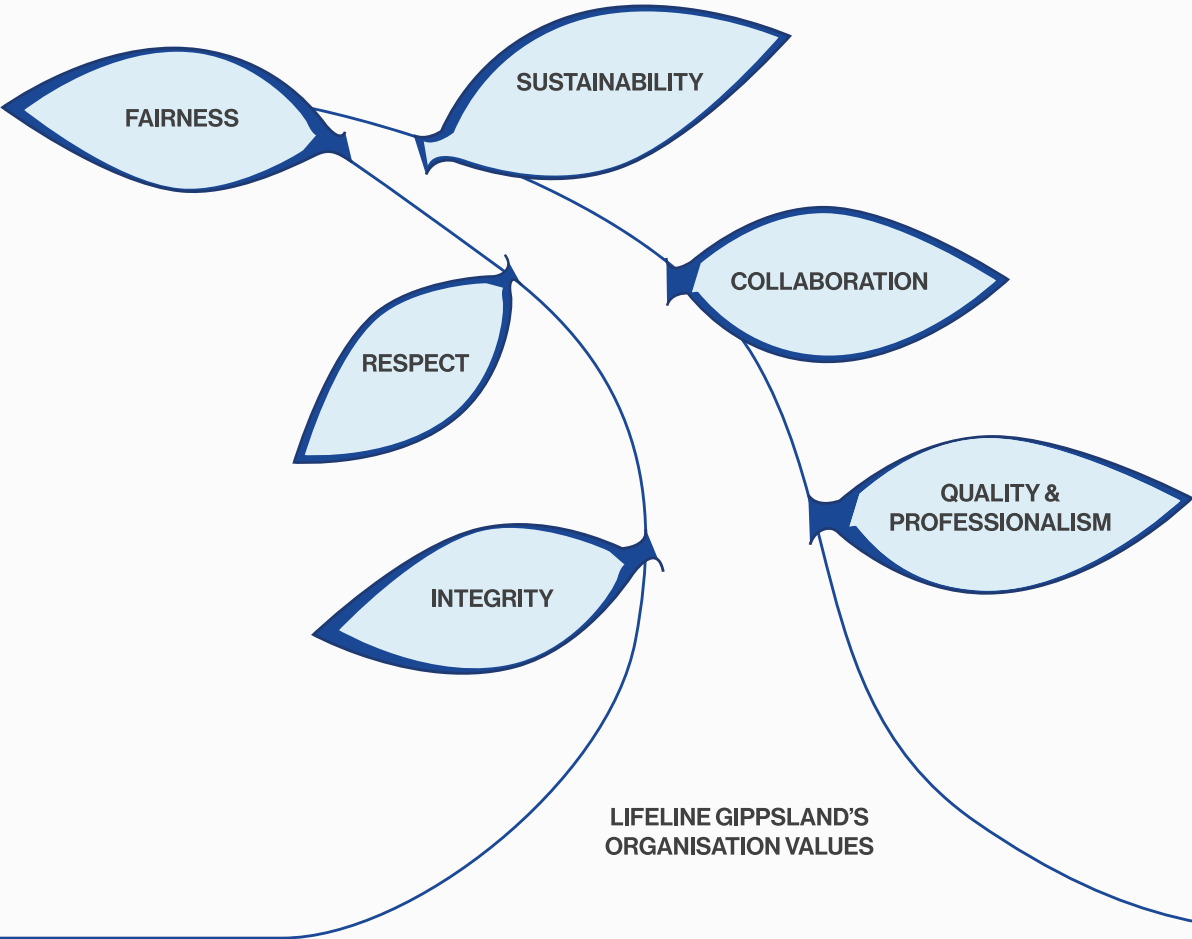
We are an organisation with strong and diverse revenue streams that supports the growth of services to our community.

Governance, Operations, Risk & Quality

We ensure robust governance maintains our safe and high-quality provision of services.

People & Culture

Our people are purpose-driven and thrive in a high performing and supportive workplace culture.



Strategic Pillars

01

Services

LLG must identify community and customer needs and deliver aligned, high quality, and innovative services.

Goals

1. Our services respond to our community's needs
2. We are our community's provider of choice
3. We are rewarded for the quality of our services

Objectives

- Community needs are regularly assessed and analysed
- LLG's impact for community, funders and other stakeholders is regularly highlighted
- Service delivery is consistently measured to ensure quality and effectiveness
- Viability of fee-for-service offerings is explored
- Develop innovative early intervention services that align with our mission
- Improve data collection around our core services
- Continue to differentiate our services in a crowded market

02

Community, Customer & Partnerships

LLG continuously listens to, and partners with, its community to ensure it proactively and collaboratively creates a more resilient Gippsland.

Goals

1. We understand our community
2. We establish and maintain valuable partnerships
3. We understand our community needs and respond appropriately
4. We develop the required service partnerships that enable delivery of all our services

Objectives

- Processes are developed that inform and enhance our understanding of community needs
- LLG partnerships potential is maximised
- Service gaps are identified that are informed by community needs
- LLG is fully engaged with its community

03

Finance, Organisational Sustainability & Infrastructure

LLG will continue to diversify its revenue streams, strengthen retail results, and ensure all available grant opportunities are maximised.

Goals

1. We remain financially viable by diversifying our revenue streams
2. We drive sustainable growth
3. We maximise return on our assets

Objectives

- All programs and services are financially viable
- LLG's retail decision-making is guided by a strategy to enable internal alignment
- LLG has diverse revenue streams that support the ongoing financial viability of the organisation
- Increase our share of the charitable retail market
- Ensure financial management systems maximise the potential of agreed revenue streams

04

Governance, Operations, Risk & Quality

LLG will ensure its governance structures continuously improve, increase operational efficiencies through technology, and take control of risks whilst providing high-quality services and goods

Goals

1. We have robust governance systems and processes
2. We identify and manage risk
3. We consistently deliver high quality and effective services

Objectives

- LLG maintains existing high levels of organisational governance supporting internal systems, processes and structures
- LLG is a data driven organisation that ensures data collection and utilisation improves service delivery and decision-making
- Our quality framework is informed by our strategic plan and utilised effectively
- LLG adequately manages risk across the entire organisation through a robust risk management framework
- Clinical governance plans, policies and processes are in place, and purpose-fit governance is deployed and maintained

05

People & Culture

LLG strives to be an organisation of choice for its people, and fosters an effective and supportive internal culture

Goals

1. We strive to be an employer of choice
2. We foster an exceptional working environment for our employees and volunteers
3. We enable a high-performing workforce

Objectives

- Ensure LLG's organisational structure is fit-for-purpose
- Ensure there are no capability gaps in the organisational structure and proactively recruit to bridge critical deficiencies
- Ensure all significant issues that arise from internal feedback channels are addressed and lessons are noted and learnt
- Increase LLG's ability to attract and retain staff and volunteers



Michelle Blackburn
Chair



Cindy Pullar
CEO

Message from the Chair & CEO

We are proud to present the Lifeline Gippsland Annual Report for the past year — a year defined by resilience, dedication, and a steadfast commitment to ensuring that no one faces their darkest moments alone.

Acknowledging Our People

At the heart of our work are our volunteers, whose tireless efforts continue to sustain and strengthen Lifeline Gippsland. From answering life-saving crisis calls to sorting donations in our warehouse and supporting our retail operations, every action makes an extraordinary difference. We acknowledge and thank every volunteer for the hours you give, the empathy you show, and the hope you provide to those in need.

We also recognise the outstanding contribution of our staff. Your leadership, adaptability, and unwavering professionalism have ensured that we remain a trusted and responsive organisation for our community. Whether managing crisis support operations, overseeing compliance, or driving innovation in retail and fundraising, your work underpins everything we do.

From Strength to Strength

It's a bittersweet moment as we close this chapter with the WES. From its very first concept to the milestones we've achieved together, this program has been a labour of passion and purpose. We've seen it grow into something that truly makes a difference, and that has been an incredible privilege to be part of.

While saying goodbye is never easy, it's also a moment of pride. The program transitioned in November 2024, and now continues its journey with Wellways Australia, and we know it's in the hands of people who share the same vision and commitment to its success.

Thank you to everyone who has supported, contributed, and believed in this initiative. Together, we've built something that will continue to create impact long after this transition. Here's to new beginnings for the WES and the community it serves.

Farewell

This year has been one of transition and farewell to respected Board members whose contribution of time and subject matter expertise, helped shape the organisation. We wish Rita Sanderson, Andrew Weekes, and Mark Johnson all the best, knowing they will remain valued advocates of Lifeline Gippsland beyond their formal volunteer roles with the organisation.

We also farewelled Yaniesha Pillay as CEO. We thank Yaniesha for her contribution to the organisation and wish her well in her future endeavours.

We were also very grateful to Mark Johnson, who stepped in as our interim CEO during the transition and thank him for his steady hand in guiding the organisation through this period.

Welcome

In March 2025, we were extraordinarily fortunate to welcome Cindy Pullar to the role of CEO of Lifeline Gippsland. The organisation has been delighted to see Cindy hit the ground running, working with Board, staff, volunteers, stakeholders and the community to help set the foundations for a period of

strong organisational growth. We all look forward to continuing to work with Cindy to build on these foundations over the coming years.

Key Achievements This Year

Crisis Support: Our trained volunteers responded to 9,463 calls to 13 11 14, providing immediate and confidential support to individuals experiencing emotional distress, crisis, and thoughts of suicide.

Retail & Warehouse: Our five retail stores and central warehouse processed thousands of donations, generating vital revenue totalling \$1,218,928 to fund our crisis services while promoting sustainability through recycling and re-use. Combined we re-directed 198,001kg of landfill through our partnership with Recycle Charity Australia and through rag sales to businesses across Gippsland.

Volunteer Contribution: Over 140 volunteers collectively gave approximately 36,400 hours of service, reflecting the strength and generosity of our community.

Community Engagement: We expanded our presence and delivered 30+ training sessions reaching more than 300 participants, and 15 community sessions of awareness campaigns, education sessions, and events that promote mental health and suicide prevention.

Challenges and Resilience

The year was not without its challenges. Rising operational costs, increased demand for crisis support, and workforce pressures required us to adapt and innovate. Despite these obstacles, we maintained stability and continued to provide critical services, thanks to the dedication of our people and the support of our community partners.

Looking Ahead

Our priorities for the coming year include:

- **Expanding Capacity:** Recruiting and training more crisis support volunteers to meet increasing demand.
- **Promoting Volunteerism:** Caring for our current volunteers across crisis support, retail, warehouse and admin. Through word of mouth becoming an organisation of choice for volunteering.
- **Strengthening Retail:** Enhancing efficiency and customer experience across all stores to sustain revenue streams.
- **Innovation in Service Delivery:** Leveraging technology and partnerships to enhance our presence and to improve accessibility and support.
- **Building Partnerships:** Deepening collaborations with local organisations, businesses, and government to amplify our impact.
- **Wellbeing of Our People:** Continuing to invest in training, supervision, and reflective practice to support those who support others.
- None of this would be possible without our incredible volunteers, committed staff, generous donors, retail customers, partners and Board members. Your support ensures that we can continue to answer the call for help—24 hours a day, 7 days a week. Together, we are saving lives and building a stronger, more connected Gippsland.

Achievements by the numbers



9,463

Calls responded through the 13 11 14 support line.



\$1.2m+

Raised through retail to fund our crisis services.



198 tonnes

Items redirected from landfill through recycling partnerships



36,400

Hours volunteered across Lifeline Gippsland areas.



30+

Community awareness training sessions delivered.



300+

Participants undertook LLG training sessions.

● Statutory regulations :

Lifeline Gippsland is an independent Lifeline Australia centre accredited by, and accountable to, Lifeline Australia for the governance of its operations. The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensures Lifeline Gippsland meets its governance requirements as a Lifeline Member.

The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, workplace health and safety, policy and procedures and volunteer engagement.

Board Members are required to govern the operations of Lifeline Gippsland in accordance with the Act and with the Association's Constitution.

Board and Governance

Michelle Blackburn

Board Chair



Board member since:	2018
Meetings attended:	9/9

Michelle has practiced as a planning and environmental lawyer for over 20 years. She has also been a Director of Interchange Gippsland Inc since 2010 and Director of Latrobe Magnesium Ltd since 2022. Michelle has a Masters of Social Science (Planning and Environment), a Bachelor of Laws (Honours), a Bachelor of Arts and is a Graduate of the Australian Institute of Company Directors.

Lauren Carey

Secretary



Board member since: 2019
Meetings attended: 7/9

Lauren is an experienced communications professional who has demonstrated proven success in the implementation of communication strategies, along with the delivery of innovative community consultation and stakeholder engagement activities in a diverse and challenging environment. Lauren's expertise is in strategic thinking and positioning, issues management and working with communities and stakeholders in complex circumstances. Lauren specialises in proactive media, issues management and crisis communications, and is an experienced and certified International Association for Public Participation (IAP2) engagement practitioner.

Lauren has strong ties to Gippsland having been born and educated in Sale, before completing a Bachelor in Public Relations, Majoring in Journalism at Deakin University.

Justin Brook

Treasurer



Board member since: 2023
Meetings attended: 9/9

Justin is a recognised business professional who has significant experience with boards and audit & risk committees. He has a thorough understanding of the health sector through his previous roles as external auditor and internal auditor on a numerous public hospitals in Gippsland, combined with providing external audit services to numerous community health service and aged care organisations.

Justin holds the positions of Treasurer and as Chair of the Board Governance Audit and Risk Committee at Lifeline Gippsland.

Justin has a Bachelor of Commerce degree, is a chartered accountant, registered company auditor and a member of the AICD.

Board and Governance - Continued

Belinda Bywaters

Board Member



Board member since:	2024
Meetings attended:	8/9

With over 25 years of experience in HR and Organisational Development, Belinda is the Principal Consultant at Harp Coaching & Consulting, where she helps clients achieve their strategic goals and enhance their performance and culture. Belinda holds a Master's degree in Leadership and Management, and a Graduate Certificate in Innovation and Service Management.

Belinda is passionate about supporting people, organisations, and the community to grow, learn, and adapt in a dynamic and uncertain environment. In particular, she is interested in the "space in between" relevant to transitions, where she can apply her expertise in action research and systems thinking to address complex organisational challenges and opportunities. Belinda is a proud Gippslander, and Nannybelle to her 3 grandchildren.

Mary Manescu

Board Member



Board member since:	2024
Meetings attended:	7/9

Mary is the CEO of Rochester and Elmore District Health Service. Prior to her appointment, she held a range of clinical nursing and senior leadership roles in the private and public health sector. She also worked extensively for the Department of Health (Victoria) in various areas including regulation, major capital works, performance and information management.

Mary holds a Master of Health Services Management and is a graduate of the Australian Institute of Company Directors.

Beyond her substantive role, Mary is an accreditation surveyor with the Australian Council on Healthcare Standards and is a board member of a number of not-for-profit organisations.

Georgia Pentifallo

Board Member



Board member since:	2021
Meetings attended:	8/9

Georgia is a seasoned leader with over nine years of financial leadership experience across both CBA and National Bank. She is a passionate learner, having completed a Bachelor of Business majoring in Accounting, Economics and Finance, a Master of Business Administration and is a graduate of the Australian Institute of Company Directors.

Georgia enjoys spending time with her family and friends, cooking up a storm on the weekends and is a busy mum of two, which keeps her on her toes.

Rita Sanderson

Board Member - **Retired**



Board member since:	2023
Departure date:	September 2024

Rita is a psychologist who has worked in a variety of settings and organisations within the Gippsland region including community, hospital, and government. She has held roles in the areas of direct mental health clinical work, governance/ quality project management and management.

Rita is a Master trainer in both Standard and Youth Mental Health First Aid and is passionate about improving mental health literacy. Rita is a member of Australian Health Practitioner Regulation Agency (AHPRA), is an associate member of the Australian Psychological Society (APS) and is an Associate Fellow with the Institute of Managers and Leaders.

Rita has completed her Masters in Health Services Management and holds a Graduate Certificate in Commerce.

Board and Governance - Continued

Andrew Weekes

Board Member - Retired



Board member since: 2023
Departure date: October 2024

Andrew is an experienced Information Technology Executive having an extensive consulting career and held Senior Executive positions in four multi-national consulting companies across his 30 plus year IT career.

Andrew has led large complex engagements undertaking business and technology transformations in a number of industries. He is passionate about emerging technologies and how they can play a part to build trust in society and solve important problems.

Mark Johnson

Board Member - Retired



Board member since: 2023
Departure date: December 2024

Mark is a skilled leader with over 20 years experience in the role Chief Executive Officer of Victorian public health services.

Mark's interest lie in governance, community and leadership development.

Mark holds a Bachelor of Economics (Economics & accounting) Master in Public Policy and Management. He is a graduate of the Australian Institute of Company Directors (GAICD).

FINISH

A photograph of three men standing under a large black inflatable banner that reads 'FINISH' in white capital letters. The man on the left is wearing a dark blue polo shirt with a 'T' logo and 'TRARALGON HARRIERS' text, blue jeans, and a dark cap. The man in the center is wearing a dark blue hoodie with a large 'T' logo and 'TRARALGON HARRIERS EST. 1967' text, dark shorts, and yellow running shoes. The man on the right is wearing a dark blue hoodie with a large 'T' logo and 'TRARALGON HARRIERS EST. 1967' text, dark shorts, and a cap. They are standing on a paved road with yellow cones in the background.

Celebrating
the Harriers'
commitment to
community and
mental health.

Traralgon Harriers show their ongoing support to LLG.

On 6th October 2024, the Traralgon Harriers Athletic Club held their Annual Memorial Run raising \$2,300 for Lifeline Gippsland services and supports.

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Operations Report

01 Crisis & Community Services

Crisis Services

Thanks to the dedication of our volunteers, we provided 4,558 hours of support and answered 9,463 calls this year. As part of the 13 11 14 network, our centre's overall contribution was 8,757 hours and 22,231 calls answered in FY25.

In May, we welcomed our new CEO, Cindy Pullar, whose wealth of sector experience and passion for Gippsland has been an exciting addition to our leadership team. Cindy prioritised engaging with our volunteers, and the volunteers have enjoyed the opportunity to share their experience, and ideas, for Lifeline Gippsland.

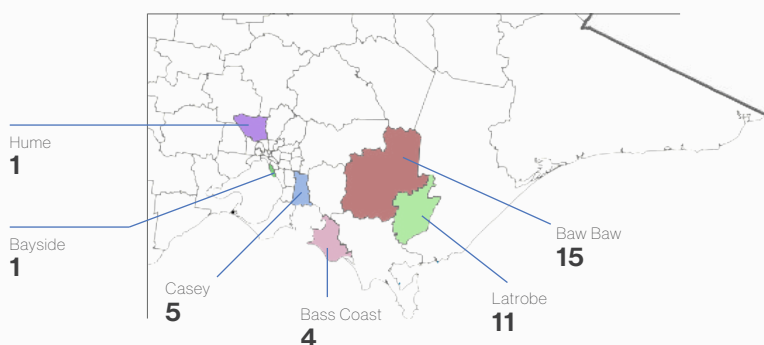
We were proud to welcome seven new Crisis Supporters to our team. In the latter half of the financial year, Lifeline Australia introduced a revised Crisis Supporter training program featuring:

- Updated assessment tools aligned to unit learning outcomes
- Digitised observation forms
- Enhanced student progress tracking through Moodle

Our Crisis Supporters engaged in a diverse range of professional development opportunities, further strengthening their skills in areas such as domestic and family violence, non-suicidal self-injury, and mental health first aid. Additional learning was provided through Lifeline Australia's e-learning platform, while Reflective Practice remained central to our approach—encouraging continuous improvement through self-reflection, debriefing, and knowledge sharing.

The team also completed professional development in cultural diversity and disability awareness, highlighted by guest presentations from Brendan Witt (Ramahyuck representative) and Tessa Jenkins (adventurer and youth/disability inclusion advocate).

LLG Crisis Services Volunteers across the region:



During National Volunteer Week, we celebrated the incredible achievements of our volunteers, including one Crisis Supporter who reached the milestone of 10 years of service, recognised with the prestigious Golden Wattle Award from Lifeline Australia. We also celebrated two Crisis Supporters



8

Mental Health First Aid (MHFA) sessions

Along with 21 other training and community awareness sessions help in Gippsland.

4,558

Hours of support

Thanks to the dedication of our volunteers, we answered 9,463 calls this year on the 13 11 14 network

7

New Crisis Supporters welcomed

Our Crisis Supporters engaged in a diverse range of professional development opportunities

who reached their Eucalypt Award, for five years of service. This annual celebration allows us to honour the contributions of all volunteers across crisis support, retail, warehouse, and administration—each playing a vital role in our shared vision of a resilient, suicide-safe Gippsland, and ultimately, an Australia free of suicide

Community Training and Events

Our commitment to supporting, engaging, and educating the Gippsland community continued through the delivery of a wide range of workshops and training programs, including:

- Mental Health First Aid (MHFA) – 8 sessions
- Youth MHFA-1 session
- Accidental Counsellor – 8 sessions
- DV Aware – 7 sessions
- Mind Your Mates – 3 sessions
- Non-Suicidal Self-Injury (NSSI) – 1 session
- Conversations About Suicide – 1 session
- Psychological First Aid, RU OK?, and other tailored workshops

Delivered through flexible modalities, these programs attracted strong participation, demonstrating the community's commitment to equipping themselves with the knowledge and confidence to support others experiencing mental health challenges, trauma, self-harm, or suicidal ideation.

We were also privileged to collaborate with local secondary schools and community colleges, supporting key awareness initiatives including R U OK? Day, Wear it Purple Day, IDAHOBIT Day, Say No to Domestic Violence, and Mental Health Week. These partnerships reinforce our presence within the community and our role in promoting safe, open conversations about mental health and suicide.

On World Suicide Prevention Day (September 10th), we hosted our annual Out of the Shadows Walk, remembering the lives lost to suicide, supporting those who grieve, and continuing the important work of reducing stigma around help-seeking.

Looking Ahead

In the year ahead, our focus will be on:

- Expanding our Crisis Supporter pool to meet increasing service demand
- Broadening our training programs to reach new audiences and sectors
- Building new partnerships to extend our impact across Gippsland
- Enhancing connectedness through regular face-to-face catchups, call coaching, and targeted professional development opportunities
- Continuing to celebrate our collective achievements as a centre

We remain humbled by the privilege of supporting people in their darkest moments and deeply committed to strengthening both our local community and the national Lifeline network.

What we heard :

“Bless all the volunteers who do such a wonderful job for very vulnerable, lonely and desperate people. Sending my love to all your staff”

LLG Help Seeker

“The support provided by the Lifeline call takers has helped make significant breakthroughs and progress on many issues and challenges that once felt insurmountable and impossible to overcome”

LLG Help Seeker

“I spoke with this incredible woman when I was at my lowest point, and she gave me the strength to carry on. I was on the verge of giving up, but her support gave me just enough strength to keep going”

LLG Help Seeker

“The skills I have learnt in this training are not only potentially lifesaving, but life changing for me. To be able to support someone in their darkest moments, and to feel confident and effective in supporting someone in a Crisis is priceless”

LLG Crisis Supporter

“Being a Crisis Supporter is hands down the most important and valuable role I have ever done, in a decade's long life. I only wish I had signed up years ago”

LLG Crisis Supporter

Operations Report

02 Retail & Warehouse

Over the past year, Lifeline Gippsland has experienced a period of growth, change, resilience, and community impact across our Retail Operations. Building on the strong foundations of last year, we have expanded opportunities, refined our processes, and continued to support not only the Lifeline Crisis Support Line but also the wider Gippsland community.

In FY25, we saw significant changes in leadership, both within the organisation and across our retail operations. Notably, Laura Perkins stepped into the role of Supervisor at our flagship Morwell Superstore, where she has been dedicated to strengthening volunteer engagement and ensuring our team feels supported and valued. Laura has also brought a fresh new energy to the Morwell store, with a strong focus on making the very best use of the generous donations we receive.

Throughout these developments, our priorities have remained clear: efficiency, sustainability, and meaningful impact. The continued success of the Lifeline Crisis Support Line is only possible thanks to the extraordinary team of staff and volunteers who run our five retail locations across Gippsland. Day in and day out, our teams sort community donations, restock shelves, and provide outstanding customer service. Their commitment ensures that our retail operations remain both sustainable and impactful allowing us to keep supporting those who need us most.

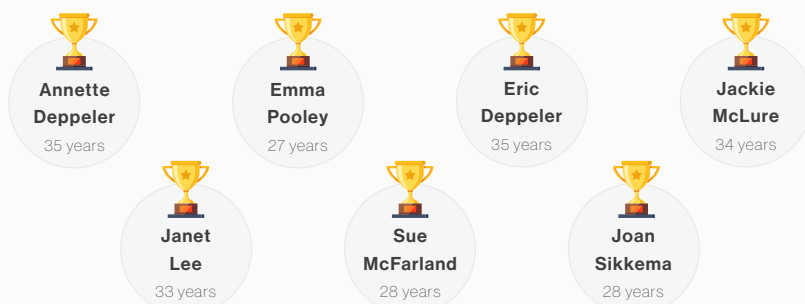
Our efforts this year have delivered:

- FY25 Shops +13.4% increases in income from FY24
- Total revenue from our retail team for FY25 was 1,218,928
- 144 volunteers actively engaged across 5 Retail Helping a Total of 9,7172 Customer

Volunteers Making a Difference: Our Retail Story

Our volunteers are, as always, the heart of our retail operations. Without their dedication, our shops simply would not be possible. The commitment they show to one another, to our customers, and to our shops each and every day goes well beyond what we could ever expect. The support they provide to our staff across all locations does not go unnoticed, and we extend our heartfelt thanks to every single volunteer for the incredible contribution they make.

Below is our longest servicing Volunteers with an amazing 221 year of service between them:





By the numbers :


 **36,400**
Volunteer hours

 **198+**
Tonnes of items
redirected from landfill


LLG store income :

 **\$620,493**
Morwell store

 **\$209,922**
Traralgon store

 **\$139,537**
Wonthaggi store

 **\$115,404**
Churchill store

 **\$42,527**
Sale store

Operations Report

03

Heartfelt thanks for supporting Lifeline Gippsland

Lifeline Gippsland is generously supported by a huge number of organisations and individuals every year. We would like to acknowledge and thank everyone who conducted fundraising events on our behalf, individual donors, and those who made anonymous donations.

We would also like to recognize the contributions of local community groups that support the work of Lifeline Gippsland, in particular;

The Push Up Challenge

The Push-Up Challenge initiative aims to raise awareness and funds for mental health services. Lifeline is proud to partner with the successful event which brings fitness and mental health together while raising much needed funds.

It was wonderful to see so many individuals and organisations take up the challenge and achieve the goal of 3214 push ups in 23 days. The number of push-ups represents the number of people lost to suicide in Australia in 2023, a number that we aim to decrease.

\$12,000 received in October 2024 as a result of the June 2024 event.

Out of the Shadows Walk

World Suicide Prevention Day, 10th of September, saw us hosting our community walk at Kernot Lake as part of the Lifeline Out of the Shadows campaign. The campaign is aimed at raising awareness about suicide, providing support for those impacted by suicide, and to inspire hope to reduce the stigma around help seeking behaviors. We are always grateful for the community support around the Out of the Shadows campaign from the Gippsland community, with many people showing up to walk, raise funds, and to share stories of hope and survival.

Tee Up For Mental Health Golf Day (27/09/2024)

The 'Tee Up for Mental Health' Golf Day event was a success again in 2024. The event, held at the Traralgon Golf Club, focuses on raising awareness and funds for mental health. The initiative supports Lifeline Gippsland's suicide prevention efforts, while also backing mental health projects run by the Rotary Club of Traralgon and ACSO (Australian Community Support Organisation).

Forty-eight teams and more than 100 players took part, enjoying a relaxed round of golf in a friendly and welcoming atmosphere. The day is gracely supported by the ACSO Substance Abuse Support (SAS) group volunteers

\$12,500 was raised for Lifeline Gippsland.

Traralgon Harriers Memorial Run

On 6th October 2024, the Traralgon Harriers Athletic Club held their Annual Memorial Run. The event recognises the link between mental health and physical activity, and the importance of checking in with your mates, whilst



The Push Up Challenge
\$12,000 raised

8

Mental Health First Aid (MHFA) sessions

Along with 21 other training and community awareness sessions help in Gippsland.

4,558

Hours of support

Thanks to the dedication of our volunteers, we answered 9,463 calls this year on the 13 11 14 network

7

New Crisis Supporters welcomed

Our Crisis Supporters engaged in a diverse range of professional development opportunities

Operations Report

raising funds for Lifeline Gippsland. The Traralgon Harriers are passionate about running but also about helping their community. We appreciate the ongoing support of the Harriers.

\$2,300 was raised for Lifeline Gippsland.

LV Line Dancers



In October 2024, our long-term supporters – LV Line Dancers, handed over a cheque to Lifeline Gippsland for \$44,758, bringing their tally to over \$122,000 raised since 2018. It was an incredible moment. Raising almost \$45,000 in one year was their biggest effort yet. It included a sell-out concert at the Italian Australian Club; Elvis Forever. It takes a collective effort to raise these funds which is largely driven by the passion of Linda Pink.

Latrobe City Walk Against Family Violence

On the 28th of November 2024, Lifeline Gippsland staff members walked in solidarity with Latrobe City and other agencies to make a stand against family violence. The event was part of the National 16 Days of Activism initiative, aimed at raising awareness and showing our unwavering commitment to ending all forms of abuse.

Family violence has no place in our community, and by coming together, we can foster a safer and more compassionate world. Let's continue to speak up, stand strong and support initiatives that break the cycle of violence.

Pat Bazzina Weblease: Pat has been an enduring supporter of Lifeline Gippsland with the donation of two fleet vehicles inclusive of operational costs. Pat also provides the use of a bus when needed, to support the connection of our retail staff who work from Wonthaggi through to Sale.

Keith Chenhall Charitable Trust: a successful grant application saw the installation of a defibrillator and first aid kit at our Traralgon Shop. These items increase the safety and wellbeing of not just our volunteers but also local customers.

CMV Foundation: CMV Trucks continue to be great supporters of Lifeline Gippsland as they recognise the importance of improving mental health for all.

Loy Yang B: A donation was made directly to Lifeline Gippsland in recognition of Loy Yang B staff participating in the Push-Up Challenge. We hope to partner with Loy Yang B in the future in some exciting initiatives.

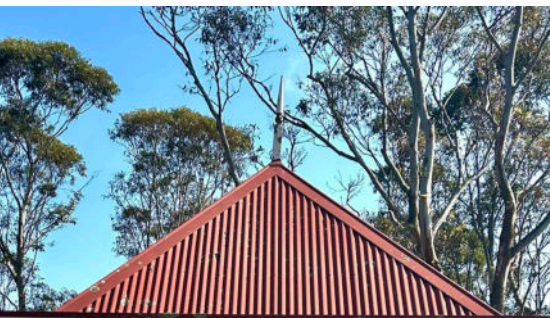
Businesses/Organisations :

- Australian Online Giving Foundation
- Bairnsdale Uniting Church
- CMV Foundation
- CWA Bairnsdale Amaroo Branch
- CWA Mirboo North Night Owls
- CWA Traralgon Branch
- CWA Yarram
- Dyers Transport
- Earthborn Yoga + Wellbeing
- GiveNow
- Latrobe Smart Centre
- Lavalla Catholic College
- Lioness Club of Lakes Entrance
- Lions Club of Drouin
- Lions Club of Lindenow
- Lions Club of Moe
- Lions Club of Paynesville
- Lions Club of Strzelecki
- Lions Club of Toora - Donation Received
- Lions Club of Trafalgar
- Lions Club of Warragul
- Lions Club of Willow Grove and District
- Lions Club of Yarragon
- LV Country Line Dancers
- LYB Operation & Maintenance Pty Ltd
- Moartz
- Neighbourhood Watch Latrobe
- Paypal Giving Fund
- Phillip Island RSL
- Red Knights MC Latrobe Valley
- Jinx Consulting
- Ritchies IGA Stores
- Rotary Club of Drouin
- Rotary Club of Traralgon
- Rotary Club of Warragul
- Samantha Bingham Wholeness
- Show Me Some Art Festival
- Traralgon Harriers Athletic Club
- Ultra Tune Traralgon
- Uniting Church in Australia Yallourn Parish
- Victorian Container Deposit Scheme
- Weblease

Individuals :

- Chow, HK
- Crosier, A
- Gatford, J
- Giddens, AR & MH
- Pullar, C
- Court, P
- Diamente, J & V
- Elliot, J
- Hunt, A
- Hall, M
- Huxtable, J
- Kong, E
- Morgan-Gibson, G
- Watson, B

2024/25 in photos



Financial Report

Statement of Comprehensive Income for the year ended 30 June 2025

	Notes	2025 \$	2024 \$
Continuing operations			
Revenue	2	2,005,423	2,179,530
Other revenue	2	134,802	254,300
Cost of sales		(10,253)	(9,954)
Employee benefits		(1,543,630)	(1,553,614)
Depreciation and amortisation		(295,567)	(314,593)
Advertising and recruitment		(16,327)	(4,981)
Affiliation and membership		(18,073)	(16,473)
Amenities		(5,824)	(7,174)
Audit and accounting fees		(7,800)	(7,500)
Consultancy expenses		(42,384)	(6,402)
Bad and doubtful debts expense		(141)	(1,160)
Functions and catering		(1,479)	(5,613)
Gas and electricity		(27,306)	(23,710)
Insurance		(68,373)	(79,672)
Motor vehicle expenses		(35,131)	(36,495)
Postage and printing		(5,365)	(6,061)
Program expenses		(19,371)	(81,277)
Rates and taxes		(20,518)	(22,673)
Rent		(63,363)	(53,707)
Repairs and maintenance		(35,457)	(16,321)
Telephone		(2,155)	(9,871)
Training		(9,344)	(6,333)
IT expenses		(16,038)	(13,284)
Other expenses		(111,681)	(95,783)
Net result for the year		(215,355)	61,179
TOTAL COMPREHENSIVE RESULT FOR THE YEAR		(215,355)	61,179

Financial Report

Statement of Financial Position as at 30 June 2025

	Notes	2025 \$	2024 \$
ASSETS			
Current assets			
Cash and cash equivalents	3	1,806,629	2,054,786
Other financial assets	4	246,545	235,258
Accounts receivable	5	108,872	115,736
Total current assets		2,162,046	2,405,780
Non-current assets			
Property, plant & equipment	6	1,636,968	1,703,703
Right of use assets	7	886,398	1,048,249
Total non current assets		2,523,366	2,751,952
TOTAL ASSETS		4,685,412	5,157,732
LIABILITIES			
Current liabilities			
Trade and other payables	8	105,098	224,034
Employee provisions	9	94,987	82,689
Lease liabilities	10	205,841	189,021
Total current liabilities		405,926	495,744
Non current liabilities			
Employee provisions	9	17,333	16,282
Lease liabilities	10	718,574	886,772
Total non current liabilities		735,907	903,054
TOTAL LIABILITIES		1,141,833	1,398,798
NET ASSETS		3,543,579	3,758,934
EQUITY			
Retained earnings		3,159,778	3,375,133
Asset revaluation reserve		383,801	383,801
TOTAL EQUITY		3,543,579	3,758,934

Financial Report

Statement of Changes in Equity for the year ended 30 June 2025

	Retained earnings \$	Asset revaluation reserve \$	Total \$
Balance at 30 June 2023	3,313,954	383,801	3,697,755
Net result for the year	61,179	-	61,179
Balance at 30 June 2024	<u>3,375,133</u>	<u>383,801</u>	<u>3,758,934</u>
Net result for the year	(215,355)	-	(215,355)
Balance at 30 June 2025	<u>3,159,778</u>	<u>383,801</u>	<u>3,543,579</u>

Financial Report

Statement of Cash Flows for the year ended 30 June 2025

	Notes	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		1,302,787	1,245,438
Receipts from operating grants		709,359	1,011,710
Interest received		33,567	32,024
Donations received		101,235	136,890
Payments to suppliers and employees		(2,193,802)	(2,159,998)
Net GST received/(paid)		5,378	(24,977)
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES		(41,476)	241,087
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		(24,924)	(71,747)
Payment for other financial assets		(11,287)	(235,258)
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES		(36,211)	(307,005)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of lease liabilities		(170,470)	(201,978)
NET CASH PROVIDED BY/(USED IN) FINANCING ACTIVITIES		(170,470)	(201,978)
NET INCREASE/(DECREASE) IN CASH HELD		(248,157)	(267,896)
CASH AT BEGINNING OF FINANCIAL YEAR		2,054,786	2,322,682
CASH AT END OF FINANCIAL YEAR	3	1,806,629	2,054,786

Financial Report

Notes to the Financial Statements for the year ended 30 June 2025

Note 1: Statement of Material Accounting Policies

The financial statements cover the Association of Lifeline Gippsland Inc., incorporated and domiciled in Australia. Lifeline Gippsland Inc. is an association incorporated in Victoria under the Associations Incorporations Reform Act (Vic) 2012 is also a registered charity under the Australian Charities and Not-for-Profits Commission Act 2012.

Statement of compliance

These financial statements comply with the recognition and measurement requirements specified by the Australian Accounting Standards the presentation requirements in those standards as modified by AASB 1060 General Purpose Financial Statements - Simplified Disclosures For-Profit and Not-for-Profit Tier 2 entities (AASB 1060) and the disclosure requirements in AASB 1060. Accordingly, the financial statements comply with Australian Accounting Standards - Simplified Disclosures.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial statement containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of this financial statement are presented below. They have been consistently applied unless otherwise stated. For the purposes of preparing the financial statements, the Association is a not-for-profit.

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.

(a) 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 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 the profit and loss.

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

Depreciation

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Note 1: Statement of Material Accounting Policies (Cont.)

(a) Property, plant and equipment cont.

The depreciation rates used for each class of depreciable assets are:

Buildings	2.5% - 10%
Motor vehicles	22.50%
Plant and equipment	5% - 25%

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated Association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

(b) Revenue and other income

Operating grants, donations and bequests

When the Association receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the Association:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Association:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards;
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from contract with

customer); and
-recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

Capital grants

When the Association receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Association recognises income in profit or loss when or as the Association satisfies its obligations under the terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

Note 1: Statement of Material Accounting Policies (Cont.)

(c) Employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for long service leave not expected to be settled within 12 months of the reporting date are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and year's of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

(d) Leases

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and corresponding lease liability are recognised by the Association where the Association is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Association uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentive;
- variable lease payments that depend on an index or rate, initially measured using the index or the rate at the commencement date;
- the amount expected to be payable by the lessee under the residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

All leases held by the Association are either short term or low value leases.

Note 1: Statement of Material Accounting Policies (Cont.)

(e) Key estimates and judgements

Key Estimates

Impairment

The Association assesses impairment at the end of each reporting period 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 incorporates various key assumptions.

Key Judgements

Provision for impairment of receivables

Management has completed an assessment of receivables outstanding and conclude that no provision is to be recognised.

Employee benefits

For the purposes of measurement, AASB 119: Employee benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the Association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the Association believes that obligations for annual leave, time in lieu and purchased leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

Lease term and option to extend under AASB 16

The lease term is defined as the non-cancellable period of a lease together with bond periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Association will make. The Association determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the Association.

Performance obligations under AASB 15

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/type, cost/value, quantity and the period of transfer to the goods or services promised.

	Note	2025 \$	2024 \$
Note 2: Revenue			
Revenue			
Revenue from sale of goods		1,218,930	1,075,335
Grants		709,359	1,011,710
Training courses		53,623	73,126
Fundraising income		12,038	9,634
Faculty hire		11,473	9,725
Total revenue		2,005,423	2,179,530
Other revenue			
Interest		33,567	32,024
Donations received		101,235	136,890
Insurance claim		-	84,476
Other income		-	910
Total other revenue		134,802	254,300
Note 3: Cash and cash equivalents			
Cash at bank		1,388,036	1,652,197
Cash held in term deposits		416,399	400,639
Cash on hand		2,194	1,950
		1,806,629	2,054,786

Cash and cash equivalents includes cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts.

	2025 \$	2024 \$
Note 4: Other financial assets		
Term deposits - current	246,545	235,258
	<u>246,545</u>	<u>235,258</u>
Note 5: Trade and other receivables		
Current		
Trade receivables	15,203	25,473
Less: Provision for doubtful debts	(500)	(2,044)
	<u>14,703</u>	<u>23,429</u>
Payments in advance	9,182	12,182
Other receivables	84,987	80,125
Total trade and other receivables	<u>108,872</u>	<u>115,736</u>

	2025 \$	2024 \$
Note 6: Property plant & equipment		
Land		
At independent valuation	<u>775,000</u>	<u>775,000</u>
Buildings		
At independent valuation	735,000	735,000
At cost	30,345	30,345
Accumulated depreciation	(42,818)	(21,409)
	<u>722,527</u>	<u>743,936</u>
Total land and buildings	<u>1,497,527</u>	<u>1,518,936</u>
Leasehold improvements		
Leasehold improvements at cost	134,483	134,483
Accumulated depreciation	(110,399)	(92,369)
	<u>24,084</u>	<u>42,114</u>
Total land and buildings	<u>1,521,611</u>	<u>1,561,050</u>
Plant and equipment		
Plant and equipment at cost	211,611	186,687
Accumulated depreciation	(110,519)	(89,195)
Total plant and equipment	<u>101,092</u>	<u>97,492</u>
Motor vehicles		
Motor vehicles at cost	153,138	153,138
Accumulated depreciation	(138,873)	(107,977)
Total motor vehicles	<u>14,265</u>	<u>45,161</u>
Total property, plant and equipment	<u>1,636,968</u>	<u>1,703,703</u>

Note 6: Property plant & equipment (Cont.)

(a) Reconciliation of the carrying amounts of each class of asset:

	Land	Buildings	Leasehold improvements	Plant and equipment	Motor vehicles	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2024	775,000	743,936	42,114	97,492	45,161	1,703,703
Additions	-	-	-	24,924	-	24,924
Disposals	-	-	-	-	-	-
Depreciation	-	(21,409)	(18,030)	(21,324)	(30,896)	(91,659)
Carrying amount at 30 June 2025	775,000	722,527	24,084	101,092	14,265	1,636,968

Land and buildings carried at valuation

An independent valuation of the entity's land and buildings was performed by Tim Shaw, API of Lee Property Valuers & Advisors, 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 8 June 2023, however the committee have elected to adopt the valuation as at 30 June 2023.

	2025 \$	2024 \$
Note 7: Right of use assets		
Buildings - right of use	1,607,114	1,684,963
Accumulated depreciation	(720,716)	(636,714)
	886,398	1,048,249
Note 8: Trade and other payables Current		
Trade payables	36,354	44,957
Accrued expenses	36,866	44,827
Other payables	25,918	133,668
Net GST payable	5,960	582
Total current	105,098	224,034
Note 9: Employee provisions		
Current		
Annual leave	57,970	53,233
Long service leave	37,017	29,456
Total current	94,987	82,689
Non current		
Long service leave	17,333	16,282
Total non-current	17,333	16,282
Total employee provisions	112,320	98,971

	2025	2024
	\$	\$
Note 10: Lease liabilities		
Current		
Lease liability		
	205,841	189,021
Non current	718,574	886,772
Total lease liabilities	924,415	1,075,793

The future minimum lease payments arising under the Association's lease contracts at the end of the year are as follow:

No later than one year	205,841	189,021
Later than one year and not later than five years	718,574	886,772
Later than five years	-	-
	924,415	1,075,793

Note 11: Auditor's remuneration

Remuneration of the auditor of the Association for:

- Auditing and review of financial statements	5,100	4,680
- Other services	3,000	3,000
	8,100	7,680

Note 12: Related party transactions

Related parties include close family members of the KMP and entities that are controlled or jointly controlled by those KMP individually or collectively with their close family members. Transactions with related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated.

Transactions with related parties

There were no transactions with related parties during the financial year.

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Key management personnel

Any persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including and director (whether executive or otherwise) is considered key management personnel.

	2025	2024
	\$	\$
Key management personnel compensation:		
- Total compensation	183,431	162,283

Note 13: Contingent liabilities

There are no contingent liabilities at reporting date (2024: nil)

Note 14: Events after the reporting period

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

Note 15: Entity details

The registered office of the entity is:

Lifeline Gippsland Inc. 2-8
Fleming Street
Morwell Victoria 3840

The board of the registered entity declare that, in the board's opinion:

1. the attached financial statements and notes, are in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 , the Australian Charities and Not-for-profits Commission Regulation 2022 and other mandatory professional reporting requirements;
2. the attached financial statements and notes also comply with Australian Accounting Standards as issued by the Australian Accounting Standards Board;
3. the attached financial statements and notes give a true and fair view of the association's financial position as at 30 June 2025 and of its performance and cash flows for the financial year ended on that date; and
4. there are reasonable grounds to believe that the association 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.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2022.



Michelle Blackburn
Board Chair

Dated at Melbourne on 9 October 2025

Auditors opinion



INDEPENDENT AUDIT REPORT TO THE MEMBERS OF LIFELINE GIPPSLAND INCORPORATED

Opinion

We have audited the financial report of Lifeline Gippsland Incorporated, which comprises the statement of financial position as at 30 June 2025, the statement of comprehensive income, statement of changes in equity, and the cash flow statement for year then ended, and notes to the financial statements, including a summary of material accounting policies and statement by members of the board.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Lifeline Gippsland Incorporated as at 30 June 2025, and its financial performance and its cash flows for the year then ended in accordance with the financial reporting requirements of the *Associations Incorporation Reform Act (VIC) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*.

Basis of 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 Lifeline Gippsland Incorporated in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist Lifeline Gippsland Incorporated in complying with the to meet the requirements of the *Associations Incorporation Reform Act (Vic) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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

The Board is responsible for the preparation of the financial report in accordance with the requirements of the *Associations Incorporation Reform Act (Vic) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Lifeline Gippsland Incorporated's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Lifeline Gippsland Incorporated or to cease operations, or has no realistic alternative but to do so.

The Board is responsible for overseeing Lifeline Gippsland Incorporated'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 this financial report.

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Auditors opinion (cont.)



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 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 Lifeline Gippsland Incorporated'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 Lifeline Gippsland Incorporated'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 Lifeline Gippsland Incorporated to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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.

McLaren Hunt

MCLAREN HUNT
AUDIT AND ASSURANCE

C.J. Kol

C.J. KOL
PARTNER

Dated at Warrnambool, 16 October 2025

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Show your support

Your support
shapes brighter
futures across
Gippsland

None of this is possible without the generosity of people who donate; individuals, organisations and community champions. Lifeline Gippsland operates thanks to the dedication of volunteers, the support of sponsors, and crucially, your financial contributions.

Every dollar donated powers life-saving services. It ensures we can recruit, train and support crisis supporters; sustain our operations; expand outreach in underserved areas; and deliver training courses like Mental Health First Aid, ASIST, Mind Your Mates and Lifeline's Accidental Counsellor.

How you can help

Make a financial donation via GiveNow, PayPal or direct bank transfer.

Donate goods such as clothing, books or furniture via our op shops and donation bins.

Become a volunteer or support our retail and warehouse operations, your time is also a gift.

We send every donor a tax receipt and a heartfelt thank you, and we invite you to include your contact details so we may express our gratitude personally.

By giving today, you become part of a powerful movement, one that affirms that Gippsland is a region where no one is alone, where help is just a call or click away. Please consider supporting Lifeline Gippsland now.



Want to support Lifeline Gippsland?

Scan the QR code to learn more, donate, or join our volunteer network.

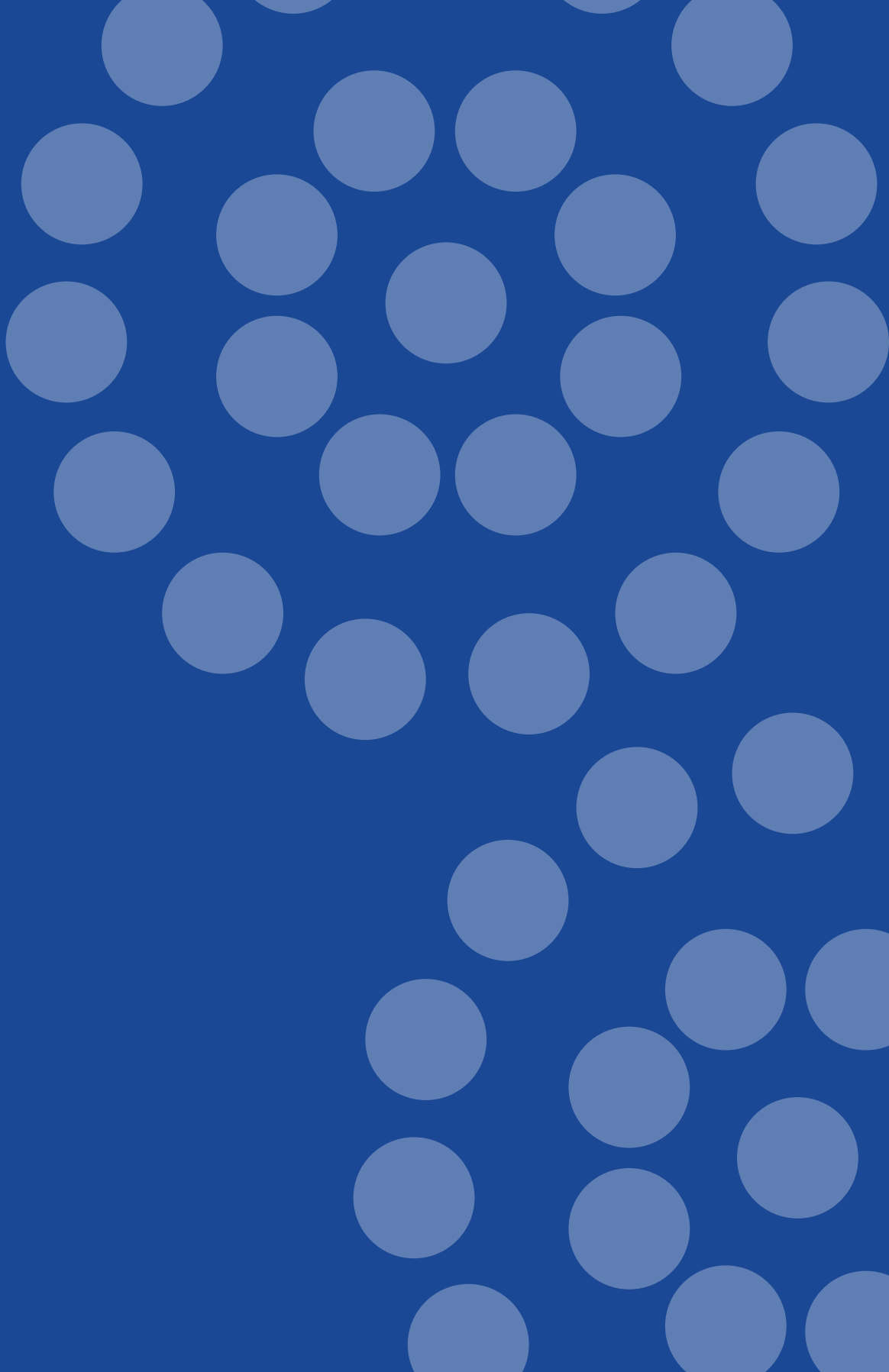
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Phone (03) 5136 3500

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www.llg.org.au



A vital link in Lifeline's national chain of compassion and hope.

