



**2016/17
Annual
Report**

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

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

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

Lifeline Macarthur is a Public Benevolent Institution (PBI) and is endorsed to access the following tax concessions; Income Tax Exemption, Goods and Services Tax concession, and Fringe Benefits Tax rebates.

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About Us

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

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

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

Our services include:

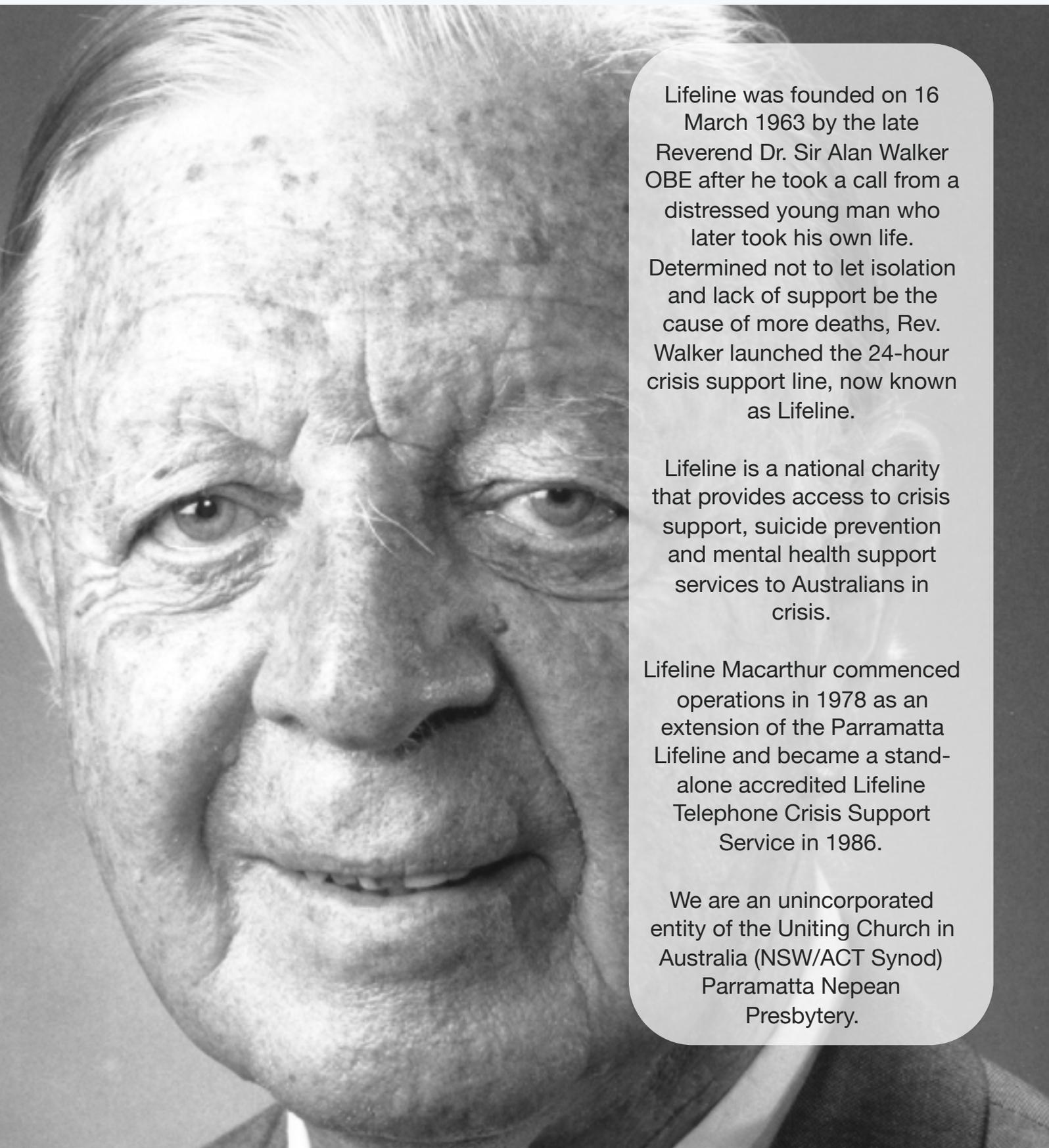
- ✦ Telephone Crisis Support 13 11 14
- ✦ Suicide Prevention
- ✦ Suicide Bereavement Support
- ✦ Financial Counselling
- ✦ Community and Corporate Education

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

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

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

Our History



Lifeline was founded on 16 March 1963 by the late Reverend Dr. Sir Alan Walker OBE after he took a call from a distressed young man who later took his own life. Determined not to let isolation and lack of support be the cause of more deaths, Rev. Walker launched the 24-hour crisis support line, now known as Lifeline.

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

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

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

Our Strategic Framework

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

OUR VISION

An Australia Free of Suicide

OUR PURPOSE

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

OUR STRATEGIC FOUNDATION

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

Provide emotional wellbeing

Build community capacity

OUR SERVICES

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

Pathfinder to services
Promoting emotional health and wellbeing
Promoting volunteering
Advocacy

Community education
Community information
Corporate education
Retail shops
Volunteering
Partnerships

OUR STRATEGIC PRIORITIES

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

From the Chairman

Brad Hannagan

Chairman Lifeline Macarthur



“On behalf of the Board of Lifeline Macarthur, I am privileged to present my first Chairman's report for the financial year 2016/17.”

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

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

Unfortunately, the demand for 13 11 14 phone and financial counselling services outstripped our capacity to address both locally and across the nation, with suicide rates increasing to 8 per day nationally, an all time record. In support of such a growing need, Lifeline Macarthur increased its paid shifts by 50% from November 2016 which then enabled Lifeline Macarthur to increase our 13 11 14 calls answered year on year to 39,500, one of only a small number of Lifeline Centres to increase their call rate performance.

Furthermore, Lifeline Macarthur answered more calls per 13 11 14 seat than any other Centre in Australia, a wonderful achievement considering the challenges that were upon us.

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

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

Finally, to my fellow board members I offer my most sincere thanks. They all give their time freely and without their guidance and support, our centre would not be the centre of excellence it has become.

Our Highlights In 2016-17



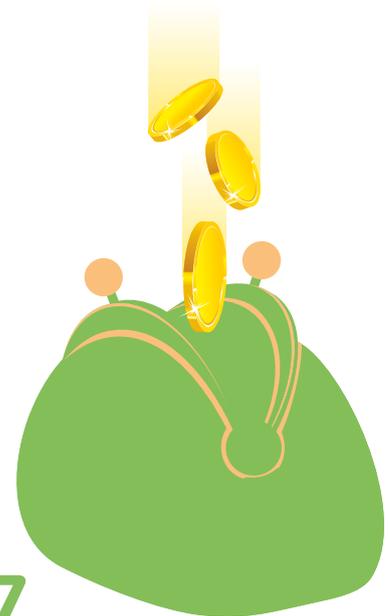
Lifeline nationally answered
85% of **933,408**
crisis support calls to 13 11 14
(thats **793,397** calls
answered!)

107 calls
answered per day
by Lifeline
Macarthur

Lifeline
Macarthur



answered **39,058** of
National calls (**4.9%!**)



867
clients assisted
by our **Financial
Counselling** services



Trained 35
new telephone
crisis supporters



Volunteers

427 volunteers
gave **90,000**
hours of their time.
\$1.6m in value

Retail

242,923
customers donated
in our **7** retail
stores

Staff

90 staff
61%
permanent
positions

FINANCIAL HIGHLIGHTS

	<u>2017</u>	<u>2016</u>	<u>Change</u>
Total Revenue	\$4,279,347	\$4,226,981	1.2%
Total Expenses	\$4,263,401	\$3,972,904	(7.3%)
Net Results	\$15,946	\$254,077	(93.7%)
Total Assets	\$4,479,570	\$4,497,620	(0.4%)
Net Assets	\$2,898,924	\$2,882,978	0.5%



Our Services

Telephone Crisis Support

13 11 14

Volunteers are the silent achievers of our Community. They don't volunteer for payment, glory or acknowledgement, they volunteer because they have a kind open heart and a deep sense of caring for their fellow man and this is the foundations of Lifeline Macarthur.

Crisis supporters answer the phone with "hello this is Lifeline, may we help you?" and they never know what the response will be. It may be someone who is lonely, it could be someone who is experiencing domestic violence, someone who is homeless or someone who wants to end their life. Regardless of the situation our Crisis Supporters treat every caller with compassion, empathy, respect and genuine care. We truly listen, and sometimes that can be the difference between despair and optimism.

In the 2016/17 financial year there have been over 850,000 contacts supported by Lifeline staff and volunteers Nationally either by 13 11 14 or chat. Lifeline Macarthur answered 39,058 of those calls. This equates to 107 calls answered per day with our Crisis Supporters spending 11,734 hours on the crisis line last year at our office in Smeaton Grange.

Unfortunately the suicide statistics are at an all-time high with 3,027 Australians taking their life in 2016. Suicide remains the leading cause of death for both males and females aged 15 to 44 and while men are 4 times likely to end their life by suicide, females are more likely to attempt. For every death by suicide, it is estimated that as many as 30 people attempt to end their lives. That is approximately 65,300 suicide attempts each year.

Lifeline Macarthur was in the top 10 in the Lifeline network for the number of calls answered in 2016/17.

Number of Calls Answered



Suicide Prevention

The Macarthur Suicide Prevention Network was established in February 2016 and has been working towards a Macarthur free of suicide through advocacy, training and education and reducing means. The Network has been advocating with local Council and the Road and Maritime Services to have signs erected near the three bridges on the M5 motorway between Campbelltown and Mittagong. Douglas Park, Moolgun and Pheasants Nest bridges. These are identified spots where people take their life and over the past 8 years 11 people have tragically died at the bridges. After a lengthy process the Network has been advised by the RMS that signage has been approved and will be installed shortly. I would like to acknowledge Chris Patterson, Member for Camden, and Ken Barnard and the members of the Macarthur Suicide Prevention Network for their unwavering support in this project.



Suicide Bereavement

Lifeline Macarthur provides a Suicide Bereavement Support Group for those who have lost a loved one to suicide. The group meets at Smeaton Grange and offers a safe, non-judgemental environment for those who are left behind. Quite often the loved ones are left with the question "why?" By connecting with others who have experienced a similar loss and understand their intense pain, members can share their journey and be supported in managing and moving through their grief. New groups will be established in Bankstown, Fairfield, Liverpool and the Southern Highlands from July 2017.

Lifeline Macarthur in conjunction with World Suicide Prevention Day hosts an annual Out of the Shadows Walk. The walk is held to raise awareness, remember those lost to suicide, and unite in a commitment to prevent further deaths by suicide. In September 2016, 80 community members gathered at The Botanical Gardens Mount Annan to remember and reflect. Thank you to David Olsen and Mary Ellen Bland, Chairman and Director, from Campbelltown Catholic Club who sponsored the refreshments, Ken Moroney and Margaret Appleby.

While Lifeline's core business is Telephone Crisis Support we also offer free companion services for people in our community in crisis.

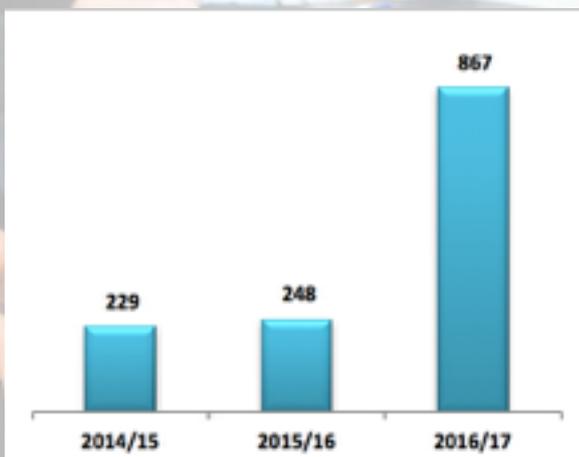
Financial Counselling

Community and Corporate Training

Lifeline Macarthur employs two Financial Counsellors who support people experiencing financial hardship. They are trained to assist with a number of issues including advocacy, negotiations, referral services, debt recovery, bankruptcy and budgeting. They also offer community education and work closely with other organisations in the area.

Often it can be financial distress that leads to suicidal ideation so Lifeline Macarthur offer free Financial Counselling at Smeaton Grange, Campbelltown, Bowral and Penrith.

Over the past 12 months there have been 867 client sessions across the four sites and we would like to acknowledge MDS, MDSI and Stafford Cottage for the generous use of their rooms and Campbelltown Catholic Club and Wests Leagues Club for their continued support in funding this vital service.



Providing our services to the community for free is funded by Lifeline Macarthur's retail operations, generous sponsors and supporters and Corporate and Community Training. Lifeline Macarthur delivers training in Mental Health First Aid, MH Aware, DV Alert, DV Aware, safeTALK and ASIST (Applied Suicide intervention skills). Funds received from training are directed to 13 11 14 so by Lifeline Macarthur presenting training at your workplace you could be directly saving lives.

Over the past twelve months our training team have delivered 26 courses and had 366 attendees.

I would also like to acknowledge the Crisis Support staff who works tirelessly to ensure we deliver the an outstanding service and best outcomes for our callers, the Financial Counselling staff who support people who are going through extremely emotional and difficult times, and the wonderful ladies who give their time freely to facilitate the Suicide Bereavement Support Group. Also a special thank you to our wonderful supporters, Ambassadors and our Patron Ken Moroney. Your support is priceless and we would not be able to deliver our services, which are vital in the community, without the support of all associated with Lifeline.

Jacky Moore
Crisis Support Manager

A close-up, slightly blurred photograph of a woman sitting down. She is wearing a black top with white buttons and blue jeans. Her hands are holding a silver smartphone. She has pink nail polish and is wearing a silver bracelet on her left wrist. The background is out of focus, showing what appears to be a concrete surface.

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

Our Fundraising & Events

Our Fundraising & Events

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

Our Retail Stores

Retail experienced a strong performance until December 2016. The decline in sales post-December was due to the lack of quality donations. The export market is particularly weak, providing buyers with the ability to negotiate lower prices.

Lifeline Macarthur secured funding to upgrade its Moss Vale & Campbelltown stores and simultaneously located 19 extra clothing bins across the Macarthur region to increase the number of clothing donations it received.

The focus from here on is to increase Lifeline Macarthur's marketing activities, which will support retail store sales. This includes the introduction of a customer loyalty card, social media promotion and

attendance and co-promotion of local community events. The Macarthur area is the fastest growing region of NSW, and Lifeline Macarthur is best positioned to grow in tandem with the region.

Last year, the retail and distribution teams started the process of standardising and documenting processes and procedures across the network. This will bring efficiencies across the business and the ability to manage its resources more effectively.

Retail and Distribution Centre is looking to grow its donation intake, through corporate partnerships and creating a network of donation collect Bins across the Macarthur, Liverpool and Southern Highlands area.



Sandra Cartwright
Retail & Distribution Manager

OUR EVENTS

2016/17 was a busy year for the Fundraising and Events team. We hosted our own events, participated in community happenings and joined forces with various partners to deliver quality experiences.

Here are a few of the highlights:

Annual Dinner 5th November 2016



This event is Lifeline Macarthur's major annual fundraiser, raising much needed funds to increase shifts for our 13 11 14 telephone crisis support service and suicide prevention services in our local community.

The evening was held on 5th November 2016 at the Cube, Campbelltown Catholic Club with a theme "cocktail with a touch of sparkle", with Hennings Jewellers providing the main prize, a custom design magnificent diamond pendant. Over 280 supporters attended for a night of fun with party band Jellybean Jam. Special guests included Ken Moroney, AO and former Police Commissioner of NSW and Lifeline Macarthur Patron, Chris Patterson State Member for Camden NSW Government Whip, Greg Warren State Member for Campbelltown, Mark Henderson, Acting CEO for Lifeline Australia and Alessandra Donagh-De Marchi, Youth Advocate for Headspace.

Macarthur Lions Anzac Run 1st May 2016



A special thanks to the Macarthur Lions for their ongoing support and donation from the annual Anzac Run. This 10km run and 5km run & walk held on 1st May 2016 included over 300 participants, raising \$6,000 for Lifeline Macarthur.

Our Events

Out of the Shadows Walk 10th September 2016



Lifeline's Out of the Shadows and into the light national prevention walk was held to coincide with World Suicide Prevention Day on 10th September 2016. The walk, sponsored by Campbelltown Catholic Club was held at the Australian Botanical Gardens Mount Annan and attended by 80 participants including Ken Moroney, AO and former Police Commissioner of NSW and Lifeline Macarthur Patron.

Marsdens Business Lunch December 2016



A special thanks goes to the Marsdens Law Group for the luncheon held on 6th December 2016 with key business leaders in creating awareness about suicide and raising significant funds for Lifeline Macarthur crisis support services.



Camden Show 31st March - 1st April 2016

Our Events

McDonalds Charity Night



Our longstanding relationship with McDonalds in Macarthur involved our staff and volunteers to help raise much need funds for McDonald's charity and Lifeline Macarthur.

Xmas Gift Wrapping December 2016



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





Lifeline
Macarthur

South West Sydney, Macarthur
and the Southern Highlands

Macarthur provides

- Telephone Crisis Support
24/7 - 13 11 14
- Suicide Prevention
- Wide Remotement Support
- Financial Counselling
- Community & Corporate Education

02 4645 7200

www.lifeline.com.au/macarthur

Make a call to Lifeline every minute
of every day

Thank you - you give help to save lives

Lifeline Saving Lives
Crisis Support, Suicide Prevention





Our People

Our Board



Chairman
Brad Hannagan



Deputy Chairman
Tony Ross



Secretary
John K Martin



Board Member
Russell Bott



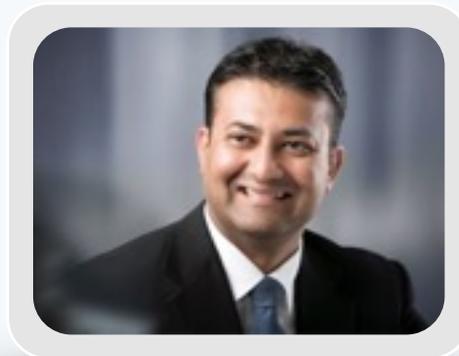
Board Member
Erin McKerral



Board Member
Bill Blakey



Board Member
Sharon Gudu



Board Member
Salesh Nandan

PICTURE

Our Executive Team

CEO

Tony Hercok

Crisis Support Manager

Jacky Moore

Operations Manager

Des Egan

Finance Manager

Carol Zdelar

Our Staff

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

Jacqueline Hammonds

Crisis Support Coordinator

Martin Jess

Training Coordinator

Catherine Dineen

In Shift Support Team Leader

Nicole Soto

In Shift Supporter

Lisa Miller

In Shift Supporter

Aileen Narayan

In Shift Supporter/Trainer

Mary Brasile

Suicide Aftercare Services Coordinator

Catherine Allen

Suicide Prevention Services Coordinator

Emylee Tuzon

Financial Counsellor

Caroline Summerfield

Financial Counsellor

Sandra Cartwright

Retail & Distribution Manager

Katrina Woods

Camden Shop Manager

Tracy Darrell

Campbelltown Store Manager

Debbie Gurney

Ingleburn Store Manager

Helen Sahin

Liverpool Store Manager

Michelle Khaoula

Moss Vale Store Manager

Pat Wallace

Narellan Store Manager

Colin Calder

Tahmoor Store Manager

Maria Matriano

Distribution Centre clerical assistant

Ellen George

Marketing & Communications Manager

Sara Morton-Stone

Retail Marketing Manager

Alissa Jones

Events, Fundraising & Grants Manager

Jenny Potter

HR Consultant

Michelle Pearson

Office Administrator

Kerry Valentine

Volunteer Coordinator

Our Volunteers

Serenity Financial Professionals continued their support of the annual volunteer awards night which was held at the Campbelltown Catholic Club (the Cube) on 20th May 2017. It was a wonderful night to recognise our volunteers.

The award winners were:

Volunteer of the Year	Bob Inglis
Excellence in Customer Service	Kay Bitfield
Helping Hands Award	Neville Shaw
Dedication to Best Practice	Pam Shortland
Dedication to Service	Margaret Appleby
	Trish Quigg
	Nerina Bonura

Looking Ahead

Lifeline Macarthur values its employees and volunteers and will continue to focus on building a workplace culture where our people feel valued and are able to contribute in a way that supports the organisation's vision and purpose.

Volunteer of the Month

The Good Guys again partnered with Lifeline Macarthur to acknowledge the contribution of individual volunteers.

Volunteers that were recognised during the 2016/17 year include Joan Miller, Jock Findlay, Teresa Burling, Karilyn Taylor, Sharon Brown, Elsa Anzora.





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

Our Governance

BOARD

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

**CHIEF
EXECUTIVE
OFFICER**

**EXECUTIVE
MANAGEMENT**

BOARD COMMITTEES

AUDIT & COMPLIANCE COMMITTEE

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

FINANCE COMMITTEE

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

CRISIS SUPPORT & FINANCIAL COUNSELLING

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

GOVERNANCE, NOMINATION & REMUNERATION

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





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

**Our
Thanks**

Reverend Alan Walker Fellowship

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

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

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

Members of the Reverend Alan Walker Fellowship will receive:

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

To register your interest please contact events@lifelinemacarthur.org.au or call 02 46457200

Our Reverend Alan Walker Fellows



THANK YOU FOR YOUR SUPPORT

Our Supporters

Patron

Ken Maroney AO APM

Government Funding Bodies

Department of Social Services

NSW Ministry of Health

South Western Sydney Local Health District

South West Sydney Primary Health Network

Local Government

Camden Council

Campbelltown City Council

Fairfield City Council

Liverpool City Council

Wingecarribee Shire Council

Wollondilly Shire Council

Media

C91.3 FM

89.3 FM 2GLF

100.3 FM 2MCR

Camden-Narellan Advertiser

Campbelltown-Macarthur Advertiser

Daily Telegraph Online

Liverpool City Champion

Liverpool Leader

Macarthur Chronicle

Penrith Press

South West Voice

South Western Rural Achiever

Southern Highland News

The District Reporter

Wollondilly Advertiser

Vintage FM

Parliamentary Friends

Member for Macarthur

Member for Werriwa

Member for Fowler

Member for Camden

Member for Campbelltown

Member for Macquarie Fields

Member for Wollondilly

Member for Liverpool

Memberships

Camden Chamber of Commerce

Campbelltown Chamber of Commerce

Greater Narellan Chamber of Commerce

Liverpool Chamber of Commerce

Moss Vale Chamber of Commerce

NSW Business Chamber

Industry Collaborators

Camden Interagency

Kids of Macarthur

Macarthur Mental Health Interagency

Red Cross

Partners in Recovery

Sector Connect

St Vincent De Paul

Youth Solutions



Our Supporters

AGL
Around the Clock Pest Control
Aspect Macarthur School, Mater Dei Estate
Ausflow Plumbing Services
Australian Botanic Garden Mount Annan
Avon
Bambino Kindergarten
Bankstown District Sports Club
Black Dog Institute
Bowman Recruitment Specialists
Blue Tongue Homes
Bradcorp
Bret Quinn The Good Guys Campbelltown
Bundanoon Good Yarn
Camden Golf Club
Camden Show Society
Campbelltown Catholic Club
Campbelltown Mall
Campbelltown Police
Campbelltown TAFE
Centrelink Liverpool
Club Menangle
Cobbitty Grove Kitchens
Community Kids Horningsea Park
Country Comfort Hunts Liverpool
D & M Consulting Pty Ltd
Department of Corrective Services
Dhollandia Australia
Flower Power Mount Annan
Fowlers Carpets Pty Ltd
Fuso
Goulburn Workers Club Goulburn Soldiers Club
Gregory Hills Corporate Park
Great Beginnings Gregory Hills & Oran Park
Grill'd Macarthur Square
Grimes Finance and Mortgages
Gunlake Concrete
Hazcorp Pty Ltd
Hennings Jewellers
HOSPICE South Highlands
Illawarra Coal
Inglis Property Management
John Dickie & Co
Liverpool Volunteer Resource Centre
Macarthur Workplace Learning Centre
Macarthur Automotive
Macarthur Lions Club
Marsdens
Max Solutions
McDonalds in Macarthur
Mingay Hospitality Services
Mittagong RSL
Narellan Library
Narellan Police
Narellan Town Centre
Nestle Purina
Northside Macarthur Clinic
Officeworks Gledswood Hills
Perich Group
Rotary Club of Ingleburn
Rotary Club of Narellan
Sector Connect
Serenity Financial Professionals
Solutions Outsourced
Southern Cross Truck Rentals
Stockland Community
Sydney Trucks & Machinery Centre
Target Macarthur Square
Tim's Garden Centre Campbelltown
TLD Logistics
Tony Wolf & Son Quality Printers
Transport & Equipment Finance
Transurban
Tri City Smash Repairs
Unique Truck Bodies
Website Design & Marketing
Western Suburbs Leagues Club
Wingecarribee Volunteer Centre
World of Learning- Leumeah, Narellan, Bow
Bowling



Menangle Drive In Movies
Supporting Lifeline Club Menangle

Disney PIXAR FINDING DORY

Saturday March 11, 2017
Car \$25 or Grassed Area - Children \$5 Adults \$10
6:30pm Gates Open - 7:30pm Movie Start
Book Now: (02) 4645 2200



Shine Bright like a Diamond

HENNINGS JEWELLERS
They're for good reasons and she

WIN!
\$40 Jewellery key draw



A YEAR IN PICTURES



**Every Lifeline Volunteer
Helps Save Lives**



Our Finance Report



UCA - Lifeline Macarthur

ABN 72 419 187 282

Financial Report

For The Year Ended 30 June 2017

UCA - Lifeline Macarthur

ABN 72 419 187 282

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UCA - Lifeline Macarthur

ABN 72 419 187 282

Statement of Comprehensive Income

For The Year Ended 30 June 2017

	Note	2017	2016
		\$	\$
INCOME			
Grant income			
- State Government - telephone crisis support		283,057	240,436
- State Government - SWSPHN		20,706	-
- State Government - capital grant		31,045	24,225
- Federal Government - telephone crisis support		89,900	87,700
- Federal Government - financial counselling		55,751	54,563
Fundraising / donations		263,110	293,670
Sales revenue		3,248,034	3,264,983
Counselling income			
- Training course fees		135,939	132,776
- Other income		1,612	18,940
Interest received		1,567	2,943
Sundry income		80,339	40,966
Property income		64,357	66,292
Net loss on disposal of plant and equipment		3,862	(616)
Dividends Received		68	102
		<u>4,279,347</u>	<u>4,226,981</u>
Cost of goods sold		263,671	267,135
Gross surplus		<u>4,015,676</u>	<u>3,959,846</u>
EXPENDITURE			
Administrative costs		86,413	86,795
Labour costs		2,794,441	2,483,177
Management costs		15,242	18,042
Occupancy costs		693,203	709,648
Operating costs		298,927	275,701
Amortisation and depreciation costs		45,537	38,995
Interest and finance costs		53,000	71,317
Sundry Expenses		12,967	22,092
		<u>3,999,731</u>	<u>3,705,769</u>
Net operating surplus for the year	2	<u>15,946</u>	<u>254,077</u>
Other comprehensive income:			
Revaluation Surplus	2b	-	258,611
		-	258,611
Total comprehensive income for the year		<u>15,946</u>	<u>512,688</u>

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	3	363,731	527,231
Trade and other receivables	4	136,707	118,460
Inventories		20,050	17,734
Other assets	5	18,567	50,275
		539,055	713,700
NON-CURRENT ASSETS			
Property, plant and equipment	6	3,939,404	3,782,809
Shares In Public Company		1,111	1,111
		3,940,515	3,783,920
TOTAL ASSETS		4,479,570	4,497,620
CURRENT LIABILITIES			
Bank overdraft	3	5,989	10,998
Trade and other payables	7	212,866	171,147
Income in advance	8	82,368	36,312
Employee benefits and other provisions	9	174,282	235,339
Loans	10	62,308	56,804
		537,812	510,600
NON-CURRENT LIABILITIES			
Employee benefits and other provisions	9	61,995	49,921
Loans	10	980,838	1,054,120
		1,042,834	1,104,041
TOTAL LIABILITIES		1,580,646	1,614,641
NET ASSETS		2,898,924	2,882,978
ACCUMULATED FUNDS			
Retained surplus		2,898,924	2,882,978
TOTAL ACCUMULATED FUNDS		2,898,924	2,882,978

UCA - Lifeline Macarthur

ABN 72 419 187 282

Statement of Changes in Equity*For The Year Ended 30 June 2017*

	Note	2017
		\$
Balance at 1 July 2015		2,370,290
Surplus for the year		254,077
Revaluation Surplus		258,611
Balance at 30 June 2016		2,882,978
Surplus for the year		15,946
Other comprehensive income		-
Balance at 30 June 2017		2,898,924

Statement of Cash Flows

For The Year Ended 30 June 2017

	Note	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		3,377,684	3,350,778
Receipt of grants		526,514	429,211
Net fundraising receipts		263,110	293,670
Other revenue received		282,248	259,076
Payments to suppliers and employees		(4,290,566)	(3,914,695)
Interest paid		(53,000)	(71,317)
Interest received		1,567	2,943
Net cash (used in)/generated from operating activities	12	107,557	349,666
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		-	-
Payments for property, plant and equipment		(198,270)	(85,314)
Net cash (used in)/generated from investing activities		(198,270)	(85,314)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(67,778)	(79,379)
Repayment of finance leases		-	-
Net cash (used in)/generated from financing activities		(67,778)	(79,379)
Net increase/(decrease) in cash held		(158,491)	184,973
Cash and cash equivalents at beginning of financial year		516,233	331,260
Cash and cash equivalents at end of financial year	3	357,742	516,233

PICTURE

PICTURE

PICTURE

Notes to the Financial Statements

For The Year Ended 30 June 2017

Note 1 Summary of significant accounting policies

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

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

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

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

Accounting policies

a. Revenue

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

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

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

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

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

Notes to the Financial Statements

For The Year Ended 30 June 2017

Note 1 Summary of significant accounting policies (continued)

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

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

Interest revenue is recognised upon receipt.

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

b. Inventories

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

acquired at no cost are not brought to account.

c. Property, plant and equipment

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

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

Plant and equipment

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

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

Depreciation

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

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

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

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

Notes to the Financial Statements

For The Year Ended 30 June 2017

Note 1 Summary of significant accounting policies (continued)

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

d. Leases

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

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

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

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

e. Employee benefits

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

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

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

f. Cash and cash equivalents

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

Notes to the Financial Statements

For The Year Ended 30 June 2017

Note 1 Summary of significant accounting policies (continued)

g. Goods and services tax (GST)

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

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

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

h. Income tax

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

i. Trade and other payables

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

2016	2017
\$	\$

Note 2 Operating surplus

a. Expenses

Auditor's remuneration - audit of financial report	12,600	12,000
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Notes to the Financial Statements

For The Year Ended 30 June 2017

	2017	2016
	\$	\$
Note 3 Cash and cash equivalents		
Cash at bank	358,481	521,981
Cash on hand	5,250	5,250
	<u>363,731</u>	<u>527,231</u>
Reconciliation of cash		
Cash and cash equivalents	363,731	527,231
Bank overdraft	5,989	10,998
	<u>357,742</u>	<u>516,233</u>
Note 4 Trade and other receivables		
Trade debtors	91,528	90,044
GST receivable	24,320	19,686
Bonds (rental)	20,860	8,730
	<u>136,707</u>	<u>118,460</u>
Note 5 Other assets		
Prepayments	18,567	50,275
	<u>18,567</u>	<u>50,275</u>
Note 6 Property, plant and equipment		
Land and buildings - at revaluation	3,600,000	3,600,000
Plant and equipment - at cost	309,647	189,174
Accumulated depreciation	(109,184)	(87,252)
	<u>200,463</u>	<u>101,922</u>
Office equipment - at cost	250,863	234,143
Accumulated depreciation	(217,171)	(207,347)
	<u>33,692</u>	<u>26,795</u>
Motor vehicles - at cost	150,979	161,632
Accumulated depreciation	(45,730)	(108,848)
	<u>105,249</u>	<u>52,784</u>
Leased plant and equipment	32,820	32,820
Accumulated amortisation	(32,820)	(31,512)
	<u>-</u>	<u>1,308</u>
	<u>3,939,404</u>	<u>3,782,809</u>

Notes to the Financial Statements

For The Year Ended 30 June 2017

	2017	2016
	\$	\$
Note 7 Trade and other payables		
Trade creditors and accruals	212,866	170,995
Staff fringe benefits payable	-	152
	<u>212,866</u>	<u>171,147</u>
Note 8 Income in advance		
DSS Grant - Financial Counselling	14,025	14,025
Rent	354	1,687
Grants	47,989	20,600
Event income in advance	20,000	-
	<u>82,368</u>	<u>36,312</u>
Note 9 Employee benefits and other provisions		
Current		
Annual leave	121,442	154,874
Time in Lieu	2,252	22,890
Long service leave	50,588	57,575
	<u>174,282</u>	<u>235,339</u>
Non-current		
Long service leave	61,995	49,921
	<u>61,995</u>	<u>49,921</u>
Note 10 Loans		
Current		
UFS - 20 years (exp. 2030)	62,308	56,804
	<u>62,308</u>	<u>56,804</u>
Non Current		
UFS - 20 years (exp. 2030)	980,838	1,054,120
	<u>980,838</u>	<u>1,054,120</u>

Notes to the Financial Statements*For The Year Ended 30 June 2017*

	2017	2016
	\$	\$
<hr/>		
Note 12 Cash flow information		
Reconciliation of cash flows from operating activities		
Operating surplus / (deficit)	15,946	512,688
Non-cash flows in surplus / (deficit):		
- depreciation	45,537	38,995
- revaluation surplus	-	(258,611)
- loss/(gain) on sale of assets	(3,862)	616
Changes in assets and liabilities:		
- (increase) / decrease in receivables	(18,247)	(48,911)
- (increase) / decrease in inventories	(2,316)	32,904
- (increase) / decrease in other current assets	31,708	(17,003)
- increase / (decrease) in payables	41,719	10,701
- increase / (decrease) in income in advance	46,056	22,287
- increase / (decrease) in provisions	(48,983)	55,999
Net cash from operating activities	<u>107,557</u>	<u>349,666</u>

UCA - Lifeline Macarthur

ABN 72 419 187 282

Declaration by the Board of UCA - Lifeline Macarthur

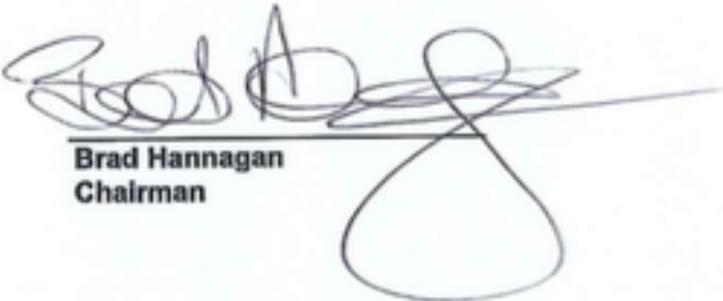
The Board of UCA - Lifeline Macarthur declares that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The Board of UCA - Lifeline Macarthur declare that:

1. The financial statements and notes, as set out on pages 1 to 11, present a true and fair view of the financial position of UCA - Lifeline Macarthur as at 30 June 2017 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 of the financial statements.
2. In the Boards opinion there are reasonable grounds to believe that UCA - Lifeline Macarthur will be able to pay its debts as and when they become due and payable.

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

Dated this 18th September 2017



Brad Hannagan
Chairman



John Martin
Board Secretary

UCA – Lifeline Macarthur
ABN 72 419 187 282

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

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of Lifeline Macarthur, which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Lifeline Macarthur Board ("the Board") declaration.

Directors' responsibility for the financial report

The Board of Lifeline Macarthur are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial report, are appropriate to meet the needs of Lifeline Macarthur and the Uniting Church in Australia - New South Wales Synod. The Board's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

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

Independence

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

Audit opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Lifeline Macarthur as at 30 June 2017, and of its financial performance and its cash flows for the year then ended, in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of accounting

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



John Dickie & Co
Chartered Accountants



John Dickie
Principal

Dated This 18th Day of September 2017

**how
can you
help**



**Every dollar
raised helps
us save lives.**



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



Partnerships

Become a Reverend Alan Walker Fellow
Sponsorship opportunities for programs and events
Host a Corporate Clothing Drive or Clothing Collection Point
Undertake corporate training and invest in the wellbeing of your organisation

Volunteering

Become an accredited Telephone Crisis Supporter
Volunteer within our retail shops, distribution or events activities
Host a fundraising event or clothing drive
Help us raise awareness of suicide prevention

Donating

Make a financial or gift in kind donation
Workplace Giving
Attend one of our events
Donate pre-loved goods for our Lifeline shop

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



Lifeline
Macarthur

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