



# Annual Report

2022/23





## Acknowledgement of Country

Lifeline South Coast acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land and community. We pay our respects to them and their cultures, and to the Elders both past and present.

## Acknowledgement of Lived Experience

Lifeline South Coast acknowledges the lived and living experiences of suicide and the profound impacts this has across individuals and our communities.

## Legacy

Jasmine Sarin

Developed for Lifeline South Coast by Jasmine Sarin, a proud Kamilaroi and Jerrinja woman from NSW.

This artwork is the collective 'legacy' symbols of Lifeline South Coast staff. Legacy symbols are representative of how we want to be remembered when we leave this world.



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# FY23 Impact Summary



**32,634**

calls answered  
by Lifeline South  
Coast



**100**

emergency  
suicide  
interventions



**10,678**

hours worked by  
crisis support  
volunteers



**267,729**

Items sold in our  
Lifeline Shops



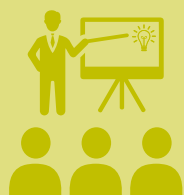
**76,457**

hours worked by  
Shop and Book  
Fair volunteers



**158,867**

books packed for  
Big Book Fair and  
Lifeline Shops



**357**

people trained in  
suicide awareness  
and prevention



**357**

free financial  
counselling  
appointments



**14k**

people who  
attended a  
LLSC event



**1.2m**

people reached  
on social media



**30k**

interacting with  
our page



**50k**

visits to our  
website

# Message from the Chair

Once again we have experienced a very busy year! As we emerged from lock down and the challenging pandemic years, our Lifeline Team bravely faced the pressures and ever-increasing needs of help seekers. With many families and individuals facing critical economic and relational stress, demand for services has substantially increased.

A highlight of this past year has been celebrating the 60th Anniversary of Lifeline Australia. The reception at Government House was a reminder of the beginnings of Lifeline and assurance that the goal of supporting a community via crisis support and suicide prevention services has never wavered. It was a pleasure to attend and talk with volunteers and staff at our local screening of the 60th Anniversary Documentary. Thanks to our dedicated management team for organising this and all your hard work and commitment in so many ways.

I take this opportunity to acknowledge the staff and volunteers who show up every day for our community. Thank you to all at Lifeline South Coast.

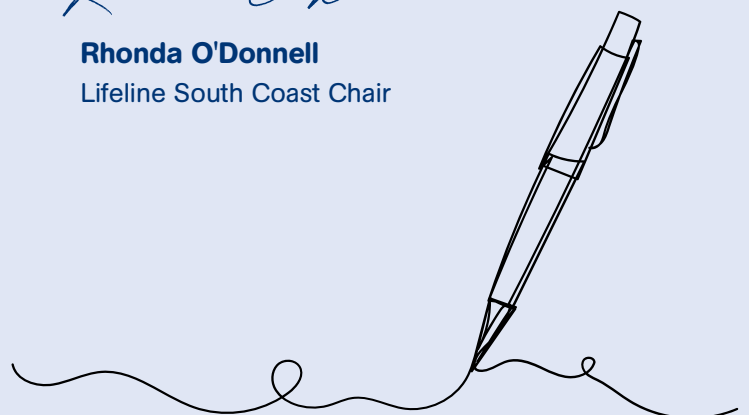
Our volunteers include Telephone Crisis Support Workers, retail workers (in shops and behind the scenes sorting donations), book sorters, book fair volunteers, community ambassadors and my dedicated co-directors who make up the board and accept responsibility for financial and governance decisions. It has been a great pleasure to welcome new, dedicated and skilled board members this year who have demonstrated their enthusiastic commitment to Lifeline.

Despite the ongoing mental health challenges of loneliness, isolation, grief, loss, family violence and financial stress, I look forward to the next 12 months with hope and enthusiasm and commit to continuing our work together and supporting the brave help seekers who put their trust in us.

Kind regards,



**Rhonda O'Donnell**  
Lifeline South Coast Chair



# Message from the CEO

We are responding to more calls than ever on 13 11 14, 13 HELP and 13 YARN. That we have been able to grow and respond to 30% more calls that we were just 3 years ago is incredible and is testament to our volunteers and the staff who support them. Of course it's not just about quantity, we invest significant effort to ensure that our services are provided at the highest quality and, based on the feedback we receive from our callers, we know we are achieving this.

We are grateful for the financial support we receive from government however this covers only around half of the costs associated with providing our telephone crisis support services. The next biggest financial contributor are our Shops and Big Book Fair. We have invested in the growth of this area of our business, and the returns we are seeing are due to the amazing efforts of our volunteers and the staff who support them.

The year unfortunately saw the closing of our financial counselling service due to a lack of sustainable funding.

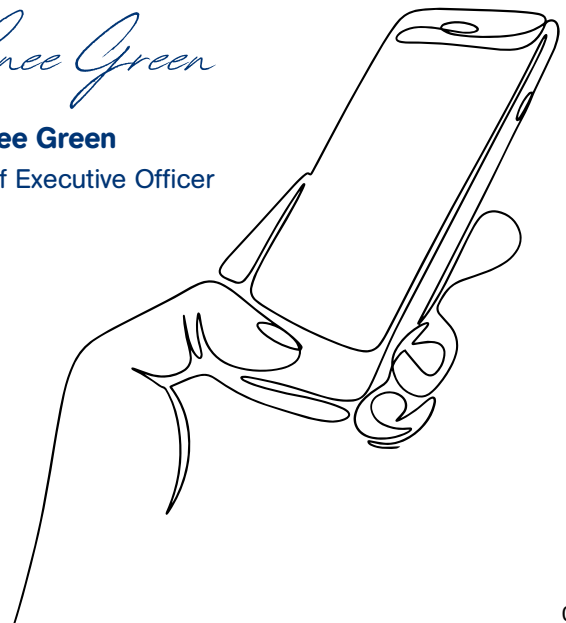
Our financial counselling team put in a tremendous effort to see the finalisation or referral of all clients. We know the unique skills and abilities of our financial counsellors will be missed by the community and their colleagues.

I'd like to thank everyone who has contributed to Lifeline South Coast and help us work towards our mission to empower and support our communities to be suicide-safe through connection, compassion and hope. From those who donate their pre-loved items, our customers, our fundraisers and financial contributors to our volunteer teams and to our staff you make the achievements of Lifeline South Coast possible.

Sincerely,



**Renee Green**  
Chief Executive Officer







# Treasurer's Report

The financial results for the 2023 year improved on the prior year but have not yet bounced back to pre COVID-19 results. Lifeline South Coast provides outstanding support to the region and the community continues to support our fund raising activities.

Income generated from the sale of donated goods through our shops and the ever popular book fairs almost doubled in 2023 over 2022 levels and the continued focus of Lifeline in providing support to the community resulted in the opening of a new shop at Dapto. This initiative and the unwavering support of our volunteers will ensure that this new shop becomes a popular community networking hub.

The Board had the unenviable task of closing down the Financial Counselling business unit at year end.

Lifeline South Coast was unsuccessful in our grant application to fund this service and it was determined that the resources being applied to this service could be best allocated to another service. We thank the staff associated with service over many years.

Lifeline South Coast recorded a deficit of \$241,733 for the year (2022 \$388,876). As the 2024 year commences, we are confident that we can continue to offer services to the community.

I would like to thank the staff at Lifeline South Coast and the many volunteers who ensure that we can continue to provide high quality suicide prevention counselling and training to the South Coast community.

**Kathy Dickson**  
Treasurer



11 SEPTEMBER 2023

TO WHOM IT MAY CONCERN,

The following snapshot of financial information has been produced from the audited financial statements of Lifeline South Coast (NSW) of which I signed an unqualified audit report on 11 September 2023. A copy of the full financial report is available on request.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'B. Fock'.

**Ben Fock**  
Registered Company Auditor



# Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2023

	2023 \$	2022 \$
Revenue	2,983,175	2,341,315
Other Income	42,312	174,440
Cost of Goods Sold	(62,565)	(37,942)
Motor vehicle expenses	(30,978)	(23,902)
Employee benefit expense	(2,045,425)	(1,913,008)
Depreciation & amortisation expense	(622,861)	(484,248)
Advertising & promotion expense	(73,114)	(82,030)
Insurance expense	(62,315)	(57,748)
Training expense	(47,527)	(62,776)
Volunteer expenses	(23,349)	(29,606)
Repairs & maintenance expense	(15,976)	(20,693)
Telephone & internet expense	(39,129)	(43,900)
Other expenses	(244,161)	(148,778)
Surplus/(deficit) for the year	(241,733)	(388,876)

Lifeline South Coast prepares general purpose financial reports in line with Australian Accounting Standards. A full copy of the reports are available on request.

# Statement of Financial Position

For the year ended 30 June 2023

ASSETS	2023 \$	2022 \$
<b>Current Assets</b>		
Cash and cash equivalents	217,995	143,057
Trade and other receivable	46,734	70,850
Financial assets	757,411	1,005,132
Other assets	99,991	134,000
<b>Total Current Assets</b>	<b>1,122,131</b>	<b>1,353,039</b>

<b>Non-Current Assets</b>		
Other Assets	96,900	58,400
Financial Assets	800,000	800,000
Property, plant and equipment	3,491,836	3,595,687
Right-of-use Assets	1,594,338	1,000,310
<b>Total Current Assets</b>	<b>5,983,074</b>	<b>5,454,397</b>

<b>Total Assets</b>	<b>7,105,205</b>	<b>6,807,436</b>
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LIABILITIES	2023 \$	2022 \$
<b>Current Liabilities</b>		
Trade and other payables	134,311	167,400
Other liabilities	51,549	114,338
Lease liabilities	470,347	320,735
Provisions	195,431	228,488
<b>Total Current Liabilities</b>	<b>851,638</b>	<b>830,961</b>

<b>Non-Current Liabilities</b>		
Lease liabilities	1,198,967	698,375
Provisions	33,068	14,035
<b>Total Current Liabilities</b>	<b>1,232,035</b>	<b>713,210</b>

<b>Total Liabilities</b>	<b>2,083,673</b>	<b>1,544,171</b>
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<b>Net Assets</b>	<b>5,021,532</b>	<b>5,263,265</b>
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<b>EQUITY</b>		
Asset Revaluation Reserve	3,349,366	3,349,366
Retained Surplus	1,672,166	1,913,899
<b>Total Equity</b>	<b>5,021,532</b>	<b>5,263,265</b>

# Thank you to our major supporters



Health



Health

Illawarra Shoalhaven  
Local Health District





We couldn't have  
done it without your  
generous *support.*

**Thank you**

**to all our donors  
and volunteers.**

We extend a special thank you to our generous donors and members of the public who have donated time, money and resources to Lifeline South Coast. Without community support, Lifeline South Coast could not continue to provide vital crisis support services to the people of the Illawarra and South Coast.

**We are truly grateful.**



# We're here for you

If you or someone you care for needs support or is thinking about suicide, please contact Lifeline.

**13 11 14**

24 hours • 7 days

**13 92 76**

For mob, call 13YARN

Lifeline South Coast (NSW) Wollongong Mission (ABN 16 968 890 469) was established in March 1969 as an unincorporated institution of the Uniting Church in NSW. It holds accreditation from Lifeline Australia Inc. and through that body is affiliated with Lifeline International. The Lifeline South Coast (NSW) Board is appointed by the Uniting Church in Australia, Wollongong Mission Church Council. Lifeline South Coast (NSW) is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient. Lifeline South Coast (NSW) is a Public Benevolent Institution (PBI) and endorsed to access the following tax concessions; Income Tax Exemption, GST concession, and FBT rebates.

✉ [admin@llsc.org.au](mailto:admin@llsc.org.au)

🌐 [lifelinesouthcoast.org.au](http://lifelinesouthcoast.org.au)

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