



ANNUAL REPORT

2021/22



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.

**We are here to listen, without judgement
We're here for you.**

**Call Lifeline anytime on 13 11 14.
For mob, call 13YARN (13 92 76).**

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.

Table of Contents

CONTENTS

01.

Acknowledgement of country

03.

What we've achieved

04.

From the Chair

05.

Message from the CEO

06.

Treasurer's Report

07

Financials

09.

Gratitude

What we've achieved



31,407

calls answered
by Lifeline South
Coast



113

emergency
suicide
interventions



11,719

hours worked by
crisis support
volunteers



156,040

Items sold in our
Lifeline Shops



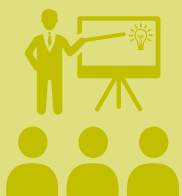
40,666

hours worked by
Shop and Book
Fair volunteers



105,081

books packed for
Big Book Fair and
Lifeline Shops



730

people trained in
suicide awareness
and prevention



392

free financial
counselling
appointments



14k

people who
attended a
LLSC event



1.3m

people reached
on social media



60k

interacting with
our page



45k

visits to our
website

From the Chair

It has been a busy but rewarding year, and I feel proud to be part of this well-oiled machine that is Lifeline South Coast. So many things have changed over the past pandemic years, but our teams have adjusted and continued to deliver services to people in need of a helping hand.

The challenges of lockdowns, working from home, loneliness and isolation, and grief and loss, have contributed to a decline in mental health and an increase in serious issues like family violence and financial stress. The demand for our services has increased substantially, and Lifeline South Coast continues to be a consistent presence in support of this increased demand.

Our 13 11 14 call levels reached a new record high of over 31,000 responded to by our telephone crisis support team. Along side this the team onboarded and trained up three additional cohorts of Crisis Support students to meet the current call demands and prepare for the year ahead. We are thankful to our all our volunteers from Wollongong to Nowra for their mammoth effort this year.



"The demand for our services has increased substantially, and Lifeline South Coast continues to be a consistent presence in support of this increased demand."

- Rhonda O'Donnell

We are fortunate to have an amazing Management Team to steer the ship, support and guide staff and volunteers across all services, and generate new ideas to grow Lifeline South Coast.

Motivation and a positive approach to new and innovative challenges is inspiring – whether this is opening new shops, moving to new locations, supporting funding applications for specific projects and training, there is always a ‘can do’ attitude and drive forward.

I look forward to the next 12 months with hope and enthusiasm as we welcome in new Board members.

Rhonda O'Donnell

Message from the CEO

Year on year, Lifeline South Coast has grown our services and operations to be able to support and build individuals and communities in times of crisis and distress. 2021/22 has seen us grow again—providing more crisis support and suicide prevention services across our region through 13 11 14, the newly established 13 YARN, financial counselling, training, and community engagement. This has been possible through the financial contribution of our shops, Big Book Fair, and community fundraising support, as well as important financial contributions from local organisations and government departments.

Our mission is to empower and support our communities to be suicide-safe through connection, compassion, and hope. The year saw over 350 volunteers contribute their time and knowledge to support our activities. I am inspired and motivated in my role by the ongoing commitment of our volunteers and staff, in all the different ways they contribute to our mission.

Particular highlights for 2021/22 include the:

- Launch of 13 YARN, a 24/7 crisis support and suicide prevention service providing culturally safe and appropriate services for and by Aboriginal and Torres Strait Islander peoples
- Successful relocation of our Wollongong Shop after 30+ years at Auburn St, and the successful relocation of our book sorting team.

Looking to the new year we are committed to continuing our crisis support and suicide prevention services and excited about the opportunities that expanding our retail operations and growing our Community Ambassador program will create.

Renee Green
Chief Executive Officer (CEO)



"I am inspired and motivated in my role by the ongoing commitment of our volunteers and staff, in all the different ways they contribute to our mission."

- Renee Green, CEO

Treasurer's Report

The 2022 financial year was again impacted by Covid-19 and lockdown restrictions. While this posed a challenge, Lifeline South Coast was able to provide record support to the region, and in response our South Coast community responded by showing their support in return.

Sadly, the retail shops at Corrimal, Wollongong and Nowra were required to close during the Covid-19 lockdown. We are fortunate that our volunteers have returned, and the shops were re-opened as soon as possible.

Our Big Book Fair was cancelled in October 2021, however the overwhelming community support for the March 2022 Big Book Fair made it the most successful Lifeline South Coast history.

The annual deficit is \$388,876 as expected.

The decision was made by the Board to reinvest previous years surpluses back into supporting the community around suicide prevention help seeking, training and financial counselling.

In conclusion I would like to thank all the staff at Lifeline South Coast as well as all of our community partners who enable us to achieve what we do.

Ross Johnson FCPA FGIA
Treasurer



28 September 2022

TO WHOM IT MAY CONCERN

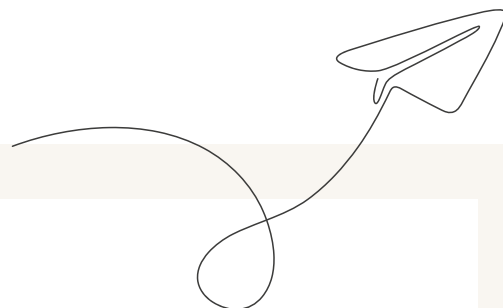
The following snapshot of financial information has been produced from the audited financial statements of Lifeline South Coast (NSW) of which we signed an unqualified audit report on 12 September 2022.

A copy of the full financial report is available on request.

Yours faithfully

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

Benjamin Fock
Registered Company Auditor



Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2022

	2022 \$	2021 \$
Revenue	2,341,315	3,186,684
Other Income	174,440	211,553
Cost of Goods Sold	(37,942)	(38,348)
Motor vehicle expenses	(23,902)	(17,907)
Employee benefit expense	(1,913,008)	(1,663,572)
Depreciation & amortisation expense	(484,248)	(350,754)
Rental expense	-	(14,802)
Advertising & promotion expense	(82,030)	(88,313)
Insurance expense	(57,748)	(53,105)
Training expense	(62,776)	(67,150)
Volunteer expenses	(29,606)	(33,471)
Repairs & maintenance expense	(20,693)	(36,458)
Telephone & internet expense	(43,900)	(58,315)
Other expenses	(148,778)	(249,357)
Surplus/(deficit) for the year	(388,876)	726,685

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 2022

ASSETS	2022 \$	2021 \$	LIABILITIES	2022 \$	2021 \$
Current Assets			Current Liabilities		
Cash and cash equivalents	143,057	296,639	Trade and other payables	167,400	131,372
Trade and other receivable	70,850	129,125	Other liabilities	114,338	286,880
Inventories	-	-	Lease liabilities	320,735	249,621
Financial assets	1,005,132	1,300,000	Provisions	228,488	194,671
Other assets	134,000	96,372	Total Current Liabilities	830,961	862,544
Total Current Assets	1,353,039	1,822,136			
Non-Current Assets			Non-Current Liabilities		
Other Assets	58,400	61,977	Lease liabilities	698,375	608,085
Financial Assets	800,000	800,000	Provisions	14,035	36,411
Property, plant and equipment	3,595,687	3,637,574	Total Current Liabilities	713,210	644,496
Right-of-use Assets	1,000,310	837,494	Total Liabilities	1,544,171	1,507,040
Total Current Assets	5,454,397	5,337,045	Net Assets	5,263,265	5,793,824
Total Assets	6,807,436	7,159,181	EQUITY		
			Asset Revaluation Reserve	3,349,366	3,349,366
			Retained Surplus	1,913,899	2,444,458
			Total Equity	5,263,265	5,793,824

GRATITUDE

Thank you to all our generous government, corporate and major community supporters including:



Health



Health

Illawarra Shoalhaven
Local Health District



community
PARTNERS

The Shellharbour Club



Communities
& Justice



SOUTHERN . IML
PATHOLOGY



uniting
church
in Australia,
Synod of NSW & ACT



Wollongong
Golf Club



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

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.

**THANK YOU TO
ALL OUR DONORS
AND VOLUNTEERS.**



✉ admin@llsc.org.au

🌐 lifelinesouthcoast.org.au



Lifeline South Coast
PO Box 404, Wollongong NSW 2500



02 4228 1311

Lifeline South Coast's vision
is an Australia free of suicide

