



**Annual  
Report**  
2008-2009

 **Lifeline**  
Hobart

Connecting people with care

**13 11 14**



## Table of Contents

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Lifeline Hobart is part of the National network of Lifeline centres providing the 13 11 14 Telephone counselling service.

Lifeline Hobart also provides a range of services for the local Tasmanian community, including:

- **Support After Suicide** (support group)
- **The Standby Response Service**  
(supporting those affected by the loss of someone to suicide)
- **Chats** (social activities and connection calls)
- **The Community Visitors Scheme**  
(community visiting)
- **Community training** in suicide awareness and intervention skills (ASIST & safeTALK)

For more information on any of these please contact (03) 6224 3450

# Table of Contents

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<b>From the President</b> .....	<b>4</b>
<b>From the CEO</b> .....	<b>6</b>
<b>About Lifeline</b> .....	<b>7</b>
Our Purpose and Values .....	7
Contacts .....	7
Organisational Chart .....	8
<b>Our Strategic Plan</b> .....	<b>9</b>
<b>Our Strategic Performance</b> .....	<b>10</b>
Focus Area One – Safety Net and At Risk Support Programs	
• Telephone Counselling Service .....	10
• Telephone Counselling Caller Issues .....	11
• Support After Suicide Group .....	11
• StandBy Response Service .....	11
• Victims of Crime Service .....	12
Focus Area Two – Community Awareness, Education and Training	
• Suicide Prevention and Awareness Training .....	13
• Telephone Counselling Training .....	14
• E-learning Trial Project .....	14
Focus Area Three – Resilience and Capacity Building	
• Chats Program .....	15
• Chats Program’s <i>Telling Tales</i> book .....	15
• Community Visitors Scheme (CVS) .....	16
• Connections Research Project .....	16
<b>Our Organisational Performance</b> .....	<b>17</b>
Focus Area One – Community Contributions and Profile	
• 13 Hour Bike Challenge .....	17
• Volunteer Organisation of 2009 – Award for Best Practice .....	17
• Raffles .....	18
• Donations .....	18
• Stress Down Day .....	18
• 35 Year Celebrations .....	18
Focus Area Two – Service and Operational Systems	
• Telephone Counselling Services Systems Review .....	19
• LASP (Lifeline Accreditation Standards Program) .....	19
Focus Area Three – People Management and Leadership	
• Employee Collective Agreement .....	20
• Best Practice Award .....	20
• Staff Movements .....	20
• Staff Achievements .....	20
• Special Recognitions .....	21
• Acknowledgment of Volunteers .....	21
• Governance and Management .....	22
Focus Area Four – Sustainable Infrastructure and Financial Viability	
• Retail Centre .....	24
• Government Funding .....	24
• Fundraising and Donations .....	24
• Sponsors and Donors .....	25
• Financial Report .....	26
<b>Can You Help Lifeline Continue Its Work in the Community?</b> .....	<b>33</b>
<b>Make a Donation</b> .....	<b>34</b>

## From the President

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On behalf of Lifeline Hobart's Board I am delighted to present the Annual Report for 2008–2009. It has been another busy and productive year for Lifeline in which we've made significant progress in a range of areas.

Lifeline Hobart launched its *Strategic Plan 2008–2013* twelve months ago and this Annual Report follows the same structure. It shows how we're delivering in providing a "Continuum of Care" (our purpose) based on the three legs of our strategy:

- Providing a safety net – for those in crisis or at immediate risk
- Raising awareness – so members of the community are able to provide help when it's needed
- Building resilience – to help Tasmanians deal with the challenges that life often presents.

The other component of the Strategic Plan is to build our internal capacity and performance so we're able to provide the breadth and quality of Lifeline services to the community. This includes our immediate and longer-term financial position, the calibre and commitment of staff and volunteers and Lifeline Hobart's external profile and reputation.

This reporting format allows us to share not only what we've achieved and delivered externally in the past year but also on our operational performance as an organisation. Together they give a strong indication of Lifeline Hobart's ability to continue supporting the community in line with our stated purpose into the future.

In a year of many highlights, Lifeline Hobart's 35 year anniversary stands out. Over 200 people joined our thirty-fifth birthday party to celebrate a magnificent record of continuous volunteering since October 1973. Tom O'Toole and the Choir of High

Hopes were certainly inspiring, but even more so was the amazing group of volunteers (past and present) who were able to attend. These people are Lifeline's lifeline. A huge thank-you to you all on behalf of the tens of thousands of Tasmanians you've 'connected with care' over more than three decades.

Some who attended have been associated with Lifeline for more than a quarter of a century, others for a few months. Over 200 people of all ages and backgrounds attended, sharing a common commitment to put something (and often a huge amount) back into our community. And these people are just a fraction of the thousands of volunteers, family members, staff and donors who have supported Lifeline in so many ways over the past 35 years.

It is particularly pleasing that this year Lifeline Hobart received the "Volunteer Organisation of 2009 – Award for Best Practice" from the Hobart City Council. Achieving these standards doesn't come easily. It's based on a strong partnership between our volunteers and our staff who have worked closely together to identify the things that matter to volunteers and our clients and then to take the actions to address them.

Two other highlights for 2008-09 are:

- Answering 15,066 calls through the Telephone Counselling service, 13.5% more than the previous year. This was built on a larger number of volunteer counsellors answering a higher proportion of incoming calls from clients than ever before.
- Completing the Connections Project Research into loneliness thanks to an Australian Government grant. This research was conducted with Lifeline Mount Gambier under the auspice of Lifeline Australia. The project enabled us to pilot a telephone and referral service for older people identified as experiencing loneliness and social isolation. The success of the pilot means that the service is now incorporated into the Chats program on an ongoing basis.

During 2009–2010 Lifeline will be focusing on a number of key projects including:

- Working with Lifeline Australia and other centres across the country to establish a consistent set of national standards and approaches for training, supervision and volunteer support.
- Participating in national coordination of volunteer rostering so that we can match more volunteering hours when calls are made.
- Continuing to focus on reducing suicide, particularly indigenous suicide as part of the

## From the President

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Make Your Mark campaign. With suicide among Indigenous Australians up to 40% higher than in the general Australian population, the Make Your Mark campaign calls for people to create a personalised hand print to show support for Indigenous healing, emotional wellbeing and suicide prevention. For every handprint created, Rugby League's One Community will also donate \$1 to Lifeline for this cause. I encourage you to participate in this at [www.lifeline.org.au](http://www.lifeline.org.au)

As always I want to acknowledge every staff member and each volunteer who has brought unwavering commitment and care to their roles and continue to make such a difference to people's lives. And a particular thank you to our CEO, Christopher John, who combines a focus on action and results with respect and support for everyone involved with Lifeline Hobart. Christopher was a deserved finalist in the 2009 Young Manager of the Year in the Tasmanian Business Leaders Awards, reflecting the significant contribution he has made to Lifeline since becoming CEO three years ago.

The Board continues to provide leadership and guidance to Lifeline Hobart and we are fortunate to have a team of people with such varied skills that shares a common purpose. Short profiles of each board member are included on page 22. Philip Parsons and Colin Adams are retiring from the Board this year and I want to thank them for their significant contribution during their time on the Board. Several high calibre individuals have expressed an interest in

joining the Board and we hope to have nominations for approval or election at the October AGM.

Thank you again to everyone involved in Lifeline in 2008-2009 for contributing to our services, to our clients and to our organisation. Through your skills, attitude and inspiring energy, Lifeline has further increased its capacity and capability to make a positive difference to Tasmanian's lives. I look forward to working with you all in 2009-2010 to build on these strong foundations to *benefit the social fabric and emotional wellbeing of all Tasmanians*.



**Graham Flower**  
President  
September 2009

## From the CEO

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The past 12 months again show that Lifeline Hobart has achieved great things within our community. A year on from launching our Strategic Plan, it is evident we have made progress.

We have made significant inroads into supporting those affected by suicide within our community. With the launch of the Support After Suicide Group, and the StandBy Response Service, Tasmanians now have new, much needed support in their time of need.

Lifeline Hobart also participated in the formation of Best Practice Standards created and published by Lifeline Australia for the support of people bereaved by suicide. These Standards are a world first, and we are proud to be part of this process.

A highlight for us this year was Lifeline Hobart's participation in the Lifeline Connections Research Project. Made possible with funding by the Australian government, this research project found that regular calls to older people isolated within the community from older volunteers led to a reduced sense of loneliness. Isolation and loneliness are significant challenges for our community and we see this research project as a strong reinforcement of the work Chats and Community Visitors Scheme (CVS) provide within our local community. The success of the Connections Research Project means that this service will continue to be offered through our Chats program.

There are a number of other significant highlights that occurred throughout 2008–2009. To name a few:

- Lifeline Hobart's 35 year celebrations.
- The 13 Hour Bike Challenge, which raised over \$15,000 to support our volunteers and victims of the Victorian bushfires.

- Receiving the Volunteer Organisation of 2009 – Award for Best Practice from Hobart City Council.
- An increase in the number of calls received by our Telephone Counselling Service (a 13.5% increase in the number of callers who successfully reached a Telephone Counsellor in Hobart – a total of 15,066 calls).

During the past 12 months we have also seen the impact of the financial crisis. Despite this, Lifeline Hobart's fundraising and donations increased over the last 12 months compared with previous years. The work of Lifeline Hobart's Chosen Pieces retail centre continues to underpin the resources required by the organisation to deliver support to those in need in our community. This means that financially, we are in a sound place and I would like to thank all those businesses and private individuals who continue to support the work of Lifeline Hobart.

The work of volunteers, Board and staff continue to underpin the way in which the organisation is able to contribute to supporting those in need within our community. Our heartfelt thanks go out to all of you for your continuing support. Thank you!

I would also like to thank Graham for his ongoing support for my role. Graham provides strong direction and leadership, ideal qualities for the role of President. Thank you Graham.

Ahead this year, we have a number of significant changes being led by Lifeline Australia in improving our services. These areas will focus on improving service quality and consistency, people management and service performance. This will involve some changes in the delivery of training, supervision and support provided to our volunteers.

Overall, the year has been productive and exciting. Thank you to all who have been a part of the year's activities. We still have more to do, and we have the willingness and desire to see the work that Lifeline does is maintained and improved for our callers, participants, residents and clients.

With appreciation,

A handwritten signature in black ink, appearing to read 'Christopher John'. The signature is written in a cursive style with a long horizontal stroke at the beginning.

**Christopher John**  
Chief Executive Officer  
October 2009

# About Lifeline

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## OUR PURPOSE AND VALUES

▶ **The essence of what we do:**

Connecting People with Care

▶ **Our purpose:**

To be an enduring provider of telephone counselling and related services that benefits the social fabric and emotional wellbeing of Tasmanians.

▶ **Our core values:**

**Engendering resilience:**

We strengthen the resources of people and communities. We help people to help themselves.

**Valuing individuals:**

We treat every person with respect, care and acceptance.

**Instilling optimism:**

We assist people to find their own way forward. We believe everyone has the possibility of creating a better future for themselves.

▶ **Our key attributes**

We encourage and value the attributes of honesty, acceptance, integrity, compassion, responsiveness, respect, humour and commitment in everything we say, decide or do.

We apply these behaviours in our working practices...

Empathy...Dedication...Confidentiality...

## CONTACTS

**Organisation Office**

Includes telephone counselling training enquiries  
5 Battery Square, Battery Point  
Phone: (03) 6224 3450  
Fax: (03) 6224 1675  
Email: [info.south@lifelinetasmania.com.au](mailto:info.south@lifelinetasmania.com.au)  
Web: [www.lifeline.org.au/hobart](http://www.lifeline.org.au/hobart)

**13 11 14**  
**24 Hour Telephone Counselling Line**

**Chief Executive Officer**

Christopher John  
Phone: (03) 6224 3450  
Fax: (03) 6224 1675  
Mobile: 0437 241 627  
Email: [christopher.j@lifelinetasmania.com.au](mailto:christopher.j@lifelinetasmania.com.au)

**LIFE MATTERS (Suicide Prevention)**

Phone: (03) 6224 3450  
Email: [connie.alomes@lifelinetasmania.com.au](mailto:connie.alomes@lifelinetasmania.com.au)

**Support after Suicide Group**

Phone: (03) 6224 3450

**StandBy Response Service**

24 hours **0400 183 490**

**Training (Community Education)**

Phone: (03) 6224 3450  
Email: [kathy.mason@lifelinetasmania.com.au](mailto:kathy.mason@lifelinetasmania.com.au)

**Chats Program**

Phone: (03) 6224 3450  
Email: [chats@lifelinetasmania.com.au](mailto:chats@lifelinetasmania.com.au)

**Community Visitors Scheme (CVS)**

Phone: (03) 6224 3450  
Email: [cvs@lifelinetasmania.com.au](mailto:cvs@lifelinetasmania.com.au)

**Victims of Crime (VOC) Service**

Phone: 1300 300 238

**Warehouse**

147 Argyle Street, Hobart,  
Phone: (03) 6231 1882  
Fax: (03) 6234 2231  
Email: [andrea.cordwell@lifelinetasmania.com.au](mailto:andrea.cordwell@lifelinetasmania.com.au)

**Lifeline's Chosen Pieces (Retail Outlets)**

147 Argyle Street, Hobart (03) 6231 1882  
1a Beach Road, Kingston (03) 6229 1319  
Email: [andrea.cordwell@lifelinetasmania.com.au](mailto:andrea.cordwell@lifelinetasmania.com.au)

# About Lifeline

## ORGANISATIONAL CHART

Our Organisational Chart is reflected differently this year as a result of our new Strategic Plan and our organisation's realignment with the focus on our three legged stool.

The Safety Net, Education and Resilience areas reflect the resources we are putting behind the strategic outcome focus areas, and these are supported by the retail, administrative and governance focus areas.



This Organisational Chart has been prepared with the support of Searson Buck. Thank you to Dain Cairns and his support team.



# Our Strategic Plan

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Lifeline Hobart's Strategic Plan 2008–2013 is informed by the service delivery model based on a continuum of care. This model underpins our **strategic purpose** and the **organisational performance** that enables this model to be delivered.

There are currently three key focus areas in our **strategic purpose**:

1. **Safety Net and At Risk Support**... aims to catch people at times of risk, in times of distress or despair
2. **Community Awareness, Education and Training**... aims to empower people with the knowledge, the skills and resources necessary to assist them in their circumstances.
3. **Resilience and Capacity Building**...aims to assist a wider range of people to build their life skills and resilience.

The analogy of a three legged stool demonstrates this:



Underpinning the Continuum of Care service delivery model are four key focus areas that direct and inform our **organisational performance**.

These focus areas provide high level guidance to a range of strategies and activities that ensure the ongoing growth and strength of Lifeline Hobart.

These focus areas are continually monitored, developed and adapted to meet our changing needs as we seek to provide relevant, viable and sustainable services to the Tasmanian community.

The four key focus areas for our **organisational performance** are:

1. **Community contributions and profile**...aims to increase our profile and reputation across the Tasmanian Community and build positive awareness of Lifeline Hobart's purpose. We also aim to see this awareness translated into increased community engagement via volunteering, financial and pro-bono support.
2. **Service and operational systems**... aims to ensure our support systems for volunteer management and service/retail are relevant, effective and efficient.
3. **People management and leadership**... aims to provide quality development and leadership opportunities to volunteers and staff so Lifeline can meet the needs of our clients in a manner consistent with our vision, purpose and values.
4. **Sustainable infrastructure and financial viability**...aims to ensure our ongoing business capability by improving the quality of our resources, technology and infrastructure, so we achieve our outcomes and purpose.

This Annual Report reflects the structure of our Strategic Plan, by reporting on our programs within the strategic or organisational focus areas.

# Our Strategic Purpose

## Focus Area One – Safety Net and At Risk Support Programs

### Our aim

We seek to provide targeted services that support people who are affected by emotional pain, loss, trauma and isolation. Our programs aim to preserve the sanctity of life, enhance emotional wellbeing and maintain connection with the support they need.

### ► Desired outcomes

- A Tasmanian community that acts proactively to address the issue of suicide and its impact on those affected.
- A stronger, more accessible network of support systems for those who are at risk of suicide or bereaved by suicide.

### ► Our performance 2008–2009

This year, four programs contributed to our progress in this area. Our **Telephone Counselling Service** received more calls than any other year. Our participation in the **Support After Suicide Group** contributed to our ability to provide quality support services to those affected by suicide. The **Standby Response Service** commenced to provide people bereaved through suicide with support, information and links to resources and services. The **Victims of Crime Service** continued to assist those impacted by violent crimes against them.

### TELEPHONE COUNSELLING SERVICE

Lifeline Hobart provides a strong and vital contribution to the 24 hour, 365 days a year **Telephone Counselling Service, 13 11 14**. The Telephone Counselling Service is a primary service for intervention for people considering suicide or dealing with the loss of someone from suicide.

The Telephone Counselling Service is funded through the Tasmanian Department of Health and Human Services; and through the efforts of Lifeline's Chosen Pieces retail and recycling operations, gifts from supporters and community car raffles.

A large number of volunteers make a regular ongoing contribution to provide this service. This year our number of Telephone Counsellors averaged between 110 and 120 each month. The total number of calls answered by Telephone Counsellors increased by 13%, from 13,287 in 2007–2008 to 15,066 this past financial year.

The total Hobart network answer rate is 99%, which is in line with or exceeds the national answer rate of 98%–99%. This means calls are answered by the network and are more likely to be answered by a volunteer.

This year saw the largest financial crisis in many decades, which raises concern for the years ahead, as suicides have traditionally increased in the years following economic downturns.

A strong focus of the coming years will be suicidal identification of those calling 13 11 14, with the aim of providing intervening support and referrals for those contemplating suicide.

In 2008-2009, our focus for the Telephone Counselling Service was the retention of volunteers. Our achievements were:

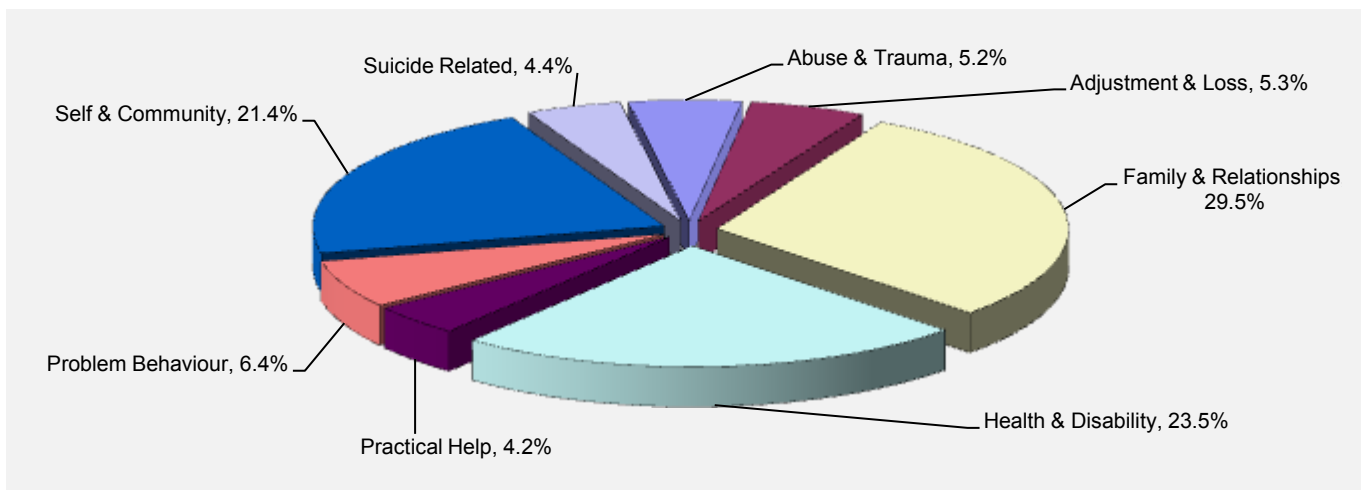
- A peer mentoring team of skilled Telephone Counsellors introduced to the Telephone Counselling Service in December. This provided opportunity for increased support, connection and skill development. To date the results of this are looking positive.
- There has been an improvement in the retention of Telephone Counsellors from the most recent intake, with a 93% retention rate compared to 50% of the intake earlier this year. The improved retention rate has increased the opportunity for volunteer support and debriefing after challenging calls, which has led to:
  - Increased feeling of support from the Service.
  - Increased opportunity for skills development.
  - Feedback and provision of statistics, which reinforces the value of individual Telephone Counsellor's contributions.
- This year the Telephone Counselling Reference Group was established to provide a feedback process for volunteering support training. The purpose of the group is to:
  - Provide additional opportunity for volunteers to have a say and give feedback about issues and concerns, either face-to-face or through a suggestion box.
  - Seek feedback from Telephone Counsellors about their concerns and issues through an annual survey that is posted out, and followed by a ring-around.

A review of the Telephone Counselling Service was held this year. More information about this can be found on page 19 of this Annual Report.

**For more information on becoming a volunteer Telephone Counsellor, contact the Lifeline Hobart Office on (03) 6224 3450.**

# Our Strategic Purpose

## Focus Area One – Safety Net and At Risk Support Programs



### TELEPHONE COUNSELLING CALLER ISSUES

As the graph above shows, during the last financial year Lifeline Southern Tasmania caller issues for Family & Relationships, Abuse & Trauma, and Adjustment & Loss decrease slightly. Given the financial pressures of the past 12 months it is not a surprise to see a slight increase in concerns about Self & Community and Health & Disability. Suicide related calls (and calls relating to concerns about suicide) have not changed this year, but are likely to increase over the next 12-24 months following previous trends in financial downturns.

### SUPPORT AFTER SUICIDE GROUP

During late 2008, Lifeline Hobart was part of a national Lifeline Australia project to develop training and standards of practice for suicide bereavement support group facilitators. Three facilitators from Hobart were part of the project.

The first Support After Suicide Group (SASG) started in September 2008 and was a closed group that ran for seven sessions over twelve weeks. This was a self-help group, focused on support and information provided by the facilitators. Initially there were eight participants, with around four to six participants attending on a regular basis.

The outcomes for SASG were positive. Consistent feedback indicated that strong positive aspects of the group were the opportunity to share with others who had been bereaved by suicide and the safety and guidance offered by the facilitators. An external evaluation process was conducted through Lifeline Australia.

Lifeline is now committed to continuing the SASG as an open group that meets monthly with follow-up contact and support between group meetings as needed.

There are two facilitators for the current group which has between five and nine members. New members are welcome to attend by contacting Connie Alomes on (03) 6224 3450.

### STANDBY RESPONSE SERVICE

The StandBy Response Program is a suicide bereavement service that provides a 24-hour co-ordinated community response to families, friends and communities who have been bereaved by suicide, anytime, anywhere. StandBy works in partnership with other local groups and services within the community.



StandBy responds to local immediate suicide loss; suicide that occurs elsewhere but affects local people; suicide loss that continues to affect individuals or groups within the StandBy response area and also school settings, community groups workplaces; and other types of multiple bereavement experiences.

The StandBy Response Service:

- Is funded by the Australian Government Department of Health and Ageing to provide a 24/7 response to people bereaved by suicide.
- Is a state-wide service run by Lifeline Hobart in the 62 region of Tasmania and by CLS (formerly Parakaleo) in the 63 and 64 regions.

# Our Strategic Purpose

## Focus Area One – Safety Net and At Risk Support Programs

- Is a co-ordinated community crisis response service for families, friends and associates who have been bereaved through suicide.
- Is the entry point for the Co-ordinated Community Response Plan.
- Offers initial and ongoing telephone support, outreach visits by the Crisis Response Team, and referrals to ongoing care and support through the StandBy Referral Pathway.
- Works closely with Tasmanian Ambulance Service and Tasmania Police as well as local community and government services.

Referrals to the service can come from any sector and StandBy responds only with permission of the bereaved.

The Service was launched in Launceston in July. It is in the process of developing referral pathways for local communities in the 62 region of Tasmania.

### VICTIMS OF CRIME SERVICE

Lifeline Hobart has been running the Victims of Crime Service for the past 16 years. The service offers a confidential and supportive service to those affected by crime.

This year, two co-ordinators shared the Victims of Crime Counsellor role in a job share arrangement providing counselling and support Monday to Friday and after hours telephone support. Victims experience trauma from a number of different ways, and this service has provided a significant support service in their time of need.



In October, a survey of 80 clients and 50 service providers reflected a high level of satisfaction with the service. This resulted in Victims of Crime Counsellors visiting some service providers and further raising awareness of the service.

The number of clients seen was down slightly on previous years (518 from 572 in 2007-2008). General and aggravated assaults comprised the majority of cases. Family violence and sexual assault cases were down, perhaps reflecting growing effectiveness of the 'Safe At Home' initiative.

This year Lifeline staff attended several professional development events including the annual Victims of Crime conference in Adelaide in October and a one day seminar about building resilience in March.

**From December 2009, due to a change in Government policy, the Victims of Crime service will no longer be provided by Lifeline.**

**The Department of Justice will be providing this service.**

**Please contact 1300 300 238 for enquires.**

# Our Strategic Purpose

## Focus Area Two – Community Awareness, Education and Training

### ► Our aim

We seek to heighten community awareness in emotional health and wellbeing and to provide a strong level of connection to available services, skills or activities.

### ► Desired outcomes

- An increased sense of engagement and connection in target population (youth, men, rural) within our community.
- A decrease in the flow on effects of relationship difficulties and breakdown in the community.
- A sense of increased connectedness to family, friends, work colleagues and the community for all Tasmanians.

### ► Our performance 2008–2009

In 2008–2009, **Suicide Prevention and Awareness Training** programs contributed to increasing the engagement of those most at risk of suicide. **Telephone Counselling Training** and the **E-learning trial** saw an increase in the skills of our volunteers.

### SUICIDE PREVENTION AND AWARENESS TRAINING

The SafeTALK program (*Suicide Alertness For Everyone – Tell, Ask, Listen, Keep safe*) aims for everyone to be alert to those at risk of suicide. SafeTALK started three years ago and runs once a month on the last Friday of the month (or as required by organisations).

ASIST (Applied Suicide Intervention Skills Training) was a two day workshop that focused on providing a bridge to other services for those identified as being at risk.

As highlighted in the graph below, this year 238 people were trained in the SafeTALK and ASIST programs, a 60% increase from the year before (145 people were trained in 2007-08).

**For more information about the SafeTALK or ASIST programs phone (03) 6224 3450.**

#### Feedback on SafeTALK:

*I now have more confidence and understanding of the issues of suicide*

*This is a workshop that many more people should experience*

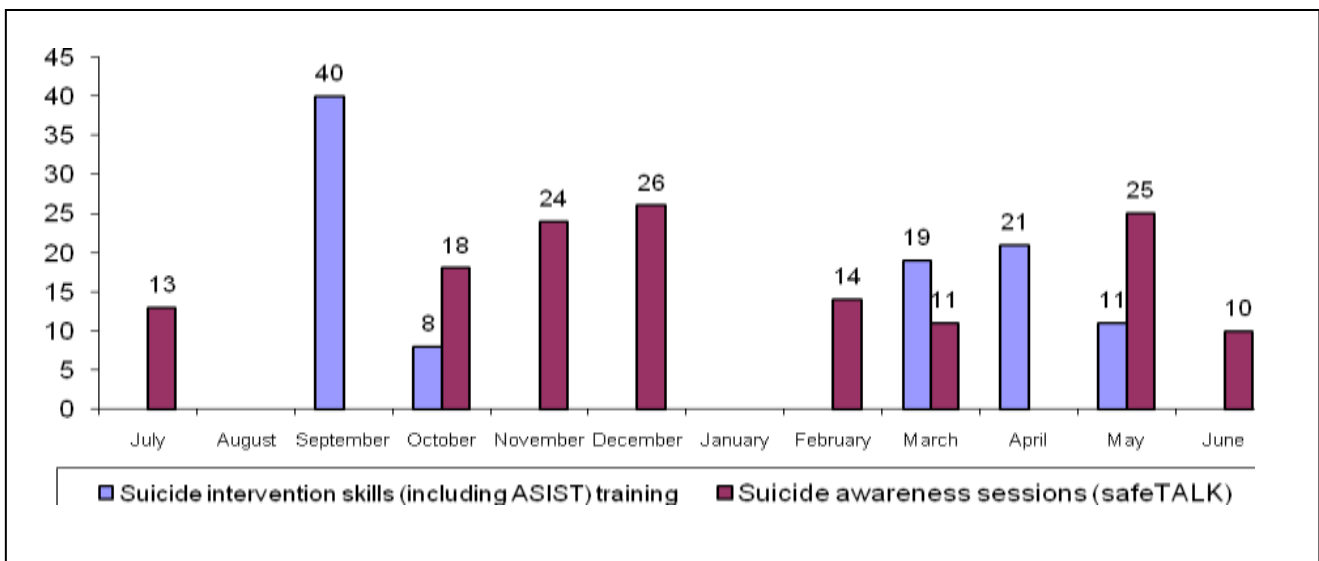
*Everyone should do this workshop*

*I would personally like to thank you for this training, wish I'd known about it 15 years ago*

#### Feedback on ASIST:

*I have been empowered by this workshop and feel able to assist a person who is thinking about suicide.*

*The trainers have a fantastic wealth of knowledge, fun and informative workshop*



# Our Strategic Purpose

## Focus Area Two – Community Awareness, Education and Training

### TELEPHONE COUNSELLING TRAINING

This year 90 information packs were sent out to prospective trainees. 60% of these people started the course, with 52 new Telephone Counsellors welcomed into Lifeline during 2008-2009.

Two courses were run and each course was 108 hours in duration. This year 12 volunteer trainers worked on the training team, each giving 200 hours. This is a total of 2,400 volunteer hours for the training program – a great effort from our volunteers – thank you!

#### **Feedback from In-Service Training Participants:**

*Passionate, knowledgeable speakers thank you*

*I always have a very high expectation of in-service sessions - so to exceed them is reaching a very high standard*

*I enjoyed this session so much I felt it finished too soon; it left me wanting more*

*As a telephone counsellor it is invaluable to revisit the "mother ship" regardless of session attended*

#### **Feedback from Pre-Service Training Participants:**

*I found the training to be very well structured and paced at a level that clearly suited the people that attended*

*I felt welcomed and supported from day one*

*I found the amount of support provided by the trainers was just fantastic; they all are truly amazing people*

*Fantastic course; I feel honoured to have done the course and been asked to join Lifeline Hobart*

*I hope I can make a good contribution to this fabulous service*

*I haven't connected with or felt such enthusiasm for anything outside my family for years - thank you for the opportunity*

### E-LEARNING TRIAL PROJECT

This year 16 Telephone Counsellors participated in an E-learning Trial of the online delivery of four units of competency for the Certificate IV in Telephone Counselling. Funded by the Innovations Program 2008 through Skills Tasmania, it ran from October to April.

Participants were able to work at their own pace online, contact each other and the teacher via a forum and submit assessment online. Seven participating Telephone Counsellors completed the trial.

The trial was a forerunner for future delivery of most units of the Certificate IV. Potential is seen for future development, with a national rollout to other centres potentially providing income for Lifeline Hobart.

The reduction in time taken and the convenience of self-paced learning (with individual support available) is just part of the benefit of this forward looking learning delivery style. Engaging activities and resources are seen as the key to stimulating learning and there has been an encouraging uptake of the new style of training among new Telephone Counsellors.



A big thank you to the trial participants who experienced a steep learning curve with a number of frustrations along the way – such is a trial. We are grateful for your persistence and patience as problems have been overcome. You are all now well on the way to achieving your Certificate IV.

# Our Strategic Purpose

## Focus Area Three – Resilience and Capacity Building

### ► Our aim

We seek to develop services that build the strengths and improve the capacity of people to handle daily and life challenges.

### ► Desired outcomes

- Increased sense of connection between people and their community.
- Increased awareness around 'a balanced lifestyle' and improved self care practices.
- Increased contribution to building wellbeing and a sense of positive self worth, so that people have a safe and accepting place to access where they feel valued.

### ► Our performance 2008–2009

In 2008–2009, the **Chats Program** and the **Community Visitors Scheme** continued to provide visits to members of our community who may feel isolated from others. The **Connections Research Project** contributed to our ability to continue to improving our performance in reducing loneliness and isolation. The launch of the **Chats Program's Telling Tales** book was a highlight of the year.

### CHATS PROGRAM

The Chats Program is a social activities and connection call service that provides support and companionship to older people still living in their own homes in the 62 region of Tasmania.

In 2008-2009, the Chats Program provided 3,712 hours of support to participants. This included 12 ongoing and regular activities.

This year saw the resignations of Jeannette Bray after twenty years of service to Lifeline (including the Chats Program) and Richard Randall after three years. Their contributions have been greatly appreciated by volunteers and participants.

The ongoing work of the Chats program provides opportunities for people to feel connected, make friendships and decrease isolation through socialising and participating in activities and functions.

**For more information on being part of the Chats Program, phone Lifeline on (03) 6224 6450.**

### CHATS PROGRAM'S TELLING TALES BOOK

This year a highlight of the Chats Program was the launch of the *Telling Tales* book. For the past 12 months the Chats Program has been holding a Book Writing Club, with 17 participants and volunteers recording the stories of their lives.



With its inspirational tales and experiences – from 'Hitler in Germany' to 'Growing up in Oatlands without running water or power' – it is a great read about the stories of being human. Copies are available from the Lifeline Office or the Lifeline Retail Centres Shops for \$18, making it a great present full of inspiration.

Lifeline Hobart thanks everyone who has been involved, particularly Pauline, Alastair and Jeannette for all their hard work in getting this off the ground.

**tales of a lifeline**  
MERYL NAIDOO

EIGHTEEN Hobart volunteers, who have provided hundreds of hours of phone-counselling through the Lifeline Chats program, are celebrating National Volunteers Week with a new book.

Lifeline Hobart celebrated the contribution of its volunteers with the launch of *Telling Tales* at the Concourse Visitor Centre in South Hobart yesterday.

*Telling Tales* includes stories and summaries written by 18 vol-

unteers over the past 15 months.

John Sargent, Lifeline's longest currently serving volunteer (66 years), launched the book.

The volunteers, most in their 80s, say it shares some of their life journey. Author Pauline Buckley, of New Town, volunteered her time to edit the book.

Her books include *Around Circular Head*, *Robbins Island Saga*, *Legends of Hobart Island* and *David Thorne - Devil or Saint*.

She spent many hours typing, editing, scanning photos and keeping the project progressing.

Lifeline Hobart CEO Christopher John and the Chats program's participants had made extraordinary contributions throughout their lives.

He said published authors Pauline Buckley and Alastair Johnston demonstrated the power of their voluntary contribution in assisting to capture these stories.

The book is available at the Lifeline office and stores for \$18.

**BOOK WORK:** volunteer book editor Pauline Buckley at the launch of *Telling Tales* yesterday in South Hobart. Picture: KIM EGGLE

# Our Strategic Purpose

## Focus Area Three – Resilience and Capacity Building

### COMMUNITY VISITORS SCHEME

In 2008-2009, the Community Visitors Scheme (CVS) continued to reduce the effects of isolation and loneliness for residents in aged care facilities. Through the friendship and companionship of sixty Community Visitors, the lives of residents have been enriched and feelings of isolation and loneliness reduced.

Lifeline has volunteers in 18 aged care homes in southern Tasmania. This year there were 1,290 visits to 65 residents from 60 volunteers – 10 male and 50 female, including eight participants from culturally and linguistically diverse backgrounds. This represents more than 1,600 hours of volunteering.

Recruitment for the Community Visitors Scheme has been by word of mouth, the Lifeline website, the Volunteering Tasmania website, promotional displays and Lifeline television advertisements.

Supporting CVS volunteers, there were many ongoing and regular activities, including a thank you afternoon tea and pamper afternoon with staff from the Body Shop to celebrate National Volunteers Week.

At the 2008 Lifeline AGM, Keitha Kean was awarded her fifteen year Community Visitors Service certificate and badge and a Lifeline Wattle Award for her 15 years volunteering with Lifeline Hobart.

#### ***Feedback from the Volunteers about their residents of the Community Visitors Scheme:***

*She has a cheeky sense of humour which didn't surface the first month of my visiting but now we usually end up roaring with laughter about life in general*

*I took my laptop and we watched a Chinese movie together*

*I took the wheelchair and we went for a stroll through the Botanical Gardens and had an iced coffee in the Café - great outing and we both enjoyed it very much*

*We discuss history of the area and any current sporting events. We are both fond of cricket and I find this of great interest. At no time do we find conversing difficult*

### CONNECTIONS RESEARCH PROJECT

The Lifeline Connections research project (the full title is *Lifeline Connections – Social Re-engagement for Older People*) was developed between November 2008 and June 2009 with funding from the Australian Government Department of Health and Ageing (DOHA). DOHA provided Lifeline Australia with a one-off funding grant to develop a program that would assist in addressing the issues of loneliness and social isolation in the elderly population (those over the age of 65).

Lifeline Connections aimed to determine if a telephone listening and referral process might be an effective tool and intervention method for alleviating loneliness and social isolation within a group of older people identified as experiencing these conditions. The program also aimed to refer and connect participants to existing services that are already available within their communities.

Specifically, the Lifeline Connections project aimed to:

- Develop a program that would assist in addressing the issues of loneliness and social isolation in the elderly population.
- Provide a regular, reliable, friendship telephone link between Lifeline Connections and lonely and socially isolated people in the elderly population.
- Provide a security check by maintaining up-to-date records or emergency contacts for clients.
- Act as an advocacy service for clients requiring information and/or support on any issue impacting on their wellbeing.

Conclusions from the project included:

- Loneliness can be identified as a personal issue among older people in the community but varies with each person's perception and situation.
- Telephone support will alleviate loneliness for some.
- Social re-engagement strategies vary with each individual's needs and situation.
- Telephone support can contribute to increasing an older person's re-engagement activities.

A final report has now been sent to DOHA and a presentation of the project was delivered at the Lifeline Australia conference in March 2009.

The Connections service is now incorporated into the Chats Program, with calls now to be made by volunteers on evenings and weekends.

**For more information on participating in the Chats Program please call (03) 6224 3450.**



# Our Organisational Performance

## Focus Area One – Community Contributions and Profile

### ► Our aim

We seek to increase community engagement with Lifeline Hobart and to convert this into an increased commitment to volunteering or financial and pro-bono assistance. *“Connecting people with care”.*

### ► Desired outcomes

- An above average level of access and call answer rate for southern Tasmania callers to 13 11 14.
- Recognition as a highly respected organisation through connection, partnerships and networking with other service providers, corporate entities and government sectors with a strong level of partnerships supporting service delivery.
- A profile of a responsible and conscientious organisation within the wider public and business sectors.

### ► Our performance 2008–2009

In 2008–2009, Lifeline undertook a number of successful activities to raise its community profile, with the **13 Hour Bike Challenge** a highlight. It was also rewarding to receive the Hobart City Council's **Volunteer Organisation of 2009 – Award for Best Practice**. A number of successful fundraisers were also held and our **35 Year Celebrations** were a further highlight.

### 13 HOUR BIKE CHALLENGE

This year Lifeline Hobart's major fundraising event was the 13 Hour Bike Challenge. This saw 13 riders ride for 13 hours on Friday the 13<sup>th</sup> to raise funds for the support and training of our Lifeline volunteers. It was also about having fun.

The 13 Hour Bike Challenge involved people in many ways – from organising workplace fundraising activities, to guessing how many laps may be completed or the average speed of the riders over 13 hours. A barbecue and quiz night were held at the end of the event.

The 13 Hour Bike Challenge was a great success. On the day, we saw 13 riders on track for 13 hours. Part of the funds raised were donated to the Victorian Bushfires. The Telephone Counselling Reference Group is now considering how we can best spend the remaining money to support volunteers and your work with us on the 13 11 14 Telephone Counselling line.

Lifeline Hobart would like to acknowledge Glenn Woodfall and Stuart Beltz from Aurora Energy for initiating and driving the fundraising activity.

We thank all the sponsors and donors, without whom the event would not have been held; in particular Aurora Energy (the major sponsor), Red Herring, Diamantis Family Trust, Quizzer of Oz, Logica, Searson and Buck and Hobart City Council.



Thanks to everyone who contributed generously to Christopher and Graham's Hero Pages online, to Lifeline directly and who attended the Quiz Night – the total sum collected was over \$15,000.



Thanks too to Paul Chambers for his First Aid Officer duties, all the volunteers who helped out during the day, the Telephone Counsellors on shift, and all the participants and riders of the 13 Hour Bike Challenge.

### VOLUNTEER ORGANISATION OF 2009 – AWARD FOR BEST PRACTICE

Lifeline is proud to accept on behalf of all the hard work put in by staff and volunteers in the prestigious Volunteer Organisation of 2009 – Award for Best Practice from Hobart City Council. In introducing the award, Mayor Rob Valentine talked enthusiastically about Lifeline's contribution to the community with special mention of Lifeline's volunteers and 'Best Practice' in training, induction, support, volunteer inclusion and diversity.

Well done to everyone and our heartfelt thanks for helping make this award possible for us.

# Our Organisational Performance

## Focus Area One – Community Contributions and Profile

### RAFFLES

This year the Royal Guide Dogs Society of Tasmania has been running raffles with great success, not only increasing sales but increasing the levels of donations that provide support for Lifeline's cause in our community. The funds from these donations and raffles give us the ability to continue to support those in need. Thank you to all those who supported us and bought a ticket for the raffles or made a donation.

### DONATIONS

Our fundraising efforts this year increased by \$75,000 on last year, mostly due to the effectiveness of the raffles held in the past financial year. This is a great success for the organisation in difficult financial times. \$15,000 of this was raised through the 13 Hour Bike Challenge; Aurora Energy and many other community partners contributed to the efforts both on and off the track.

### STRESS DOWN DAY

In July 2008 we held Stress Down Day as part of a national Lifeline campaign. Stress Down Day aims to raise Lifeline's profile and communicate that stress is an issue that requires everyone's acknowledgment and support. Stress Down Day encourages people to wear slippers or unusual clothing to work or school, while raising money for Lifeline and raising awareness of stress and how we can support each other to manage and reduce it. This will be an ongoing campaign in July every year.

A number of government and private organisations participated in Stress Down Day.

### 35 YEAR CELEBRATIONS

Lifeline's thirty fifth birthday party was an inspirational success with many people celebrating the magnificent record of continuous volunteering since October 1973. Over 200 attended a special dinner recognising the efforts of the past 35 years.



Tom O'Toole and the Choir of High Hopes were a highlight but just as moving was the attendance of past and present volunteers.



John Sargent (one of the local founders) graciously cut the organisation's birthday cake on behalf of all the people who have contributed to the organisation.

A heartfelt moment!

#### ***Feedback on 35 year celebrations:***

*I've been to many, many of these kinds of events and this is definitely the best*

*The choir was wonderful - their enthusiasm and enjoyment spread to the room*

*It was great to have John (and the other founding volunteers) present to cut the cake and celebrate with us*

*Tom's ability to turn his life round, with support from Lifeline, made his session particularly relevant and inspiring*

*You were absolutely right to spend money on celebrating 35 years and the people that have made it possible*

# Our Organisational Performance

## Focus Area Two – Service and Operational Systems

### ► Our aim

We seek to provide appropriate support systems for volunteer management and service/ retail delivery to ensure Lifeline Hobart remains a relevant and effective organisation.

### ► Desired outcomes

- High levels of user satisfaction by clients of Lifeline services
- Research based evidence models informing the services we provide
- Streamlined pathways for clients accessing services
- Our information reviewed and evaluated to re-inform our service delivery.

### ► Our performance 2008–2009

In 2008–2009, the **Telephone Counselling Services Systems Review** and **LASP** (the **Lifeline Accreditation Standards Program**) provided key information to inform us in improving our service and operational systems.

### TELEPHONE COUNSELLING SERVICES SYSTEMS REVIEW

This year the Telephone Counselling Services Systems Review was initiated to review our volunteering service delivery. The Review provided critical information about:

- Volunteer motivation and enthusiasm to contribute to Lifeline’s 13 11 14 service.
- The delivery of training and information.
- The support and satisfaction of Telephone Counsellors.
- The application of skills in environments external to Lifeline services.



The Review identified issues and concerns raised from surveys and enabled action to be taken to address them. As a result of the review, Telephone Counsellors are now invited and encouraged to take part in the Strategic Planning Process of organisation.

### LASP (LIFELINE ACCREDITATION STANDARDS PROGRAM)

In December, Lifeline Hobart participated in its LASP – the Lifeline Accreditation Standards Program run by Lifeline Australia. Every four years every Lifeline centre has a face-to-face visit to review how the organisation is providing services and support to our clients and volunteers. This process involved talking with the Board of Lifeline Hobart, various volunteers and staff members, government representatives, and community sector partners. This information was assessed against 17 different standard areas and, with the exception of a couple of minor action items, we achieved a positive assessment.

The couple of areas we needed to work on were feedback from 13 11 14 callers, and community partners (those outside Lifeline Hobart) regarding our Strategic Plan; and doing everything we can to ensure volunteers feel safe during nightshifts. We have reviewed the physical layout and sought further comments from our Telephone Counselling Reference Group to ensure a sense of safety and about any physical requirements that we can accommodate.

### **Feedback from LASP report:**

*Hard work and effort...high calibre of materials...*

*Sense of commitment...impressive group and centre...*

*Strong and positive culture...name and reputation of Lifeline is held in good stead...*

*Training is well presented...*

*External representatives hold Lifeline Hobart in high esteem*

*Good to have Reference Group for Telephone Counsellors - potential for other volunteers...*

# Our Organisational Performance

## Focus Area Three – People Management and Leadership

### ► Our aim

We seek to provide quality development and leadership opportunities to staff and volunteers so that Lifeline can continue to meet the needs of our stakeholders.

### ► Desired outcomes

- High levels of employee engagement
- High calibre people across the organisation are maintained and developed
- Our reputation for high quality training, volunteering and leadership is maintained and opportunities for professional and personal development activities are extended.

### ► Our performance 2008–2009

In 2008–2009, a key achievement was the formation of our new **employee collective agreement**, which contributes to our desired outcome of engaged staff. This year, there were several **staff achievements** and a number of **staff movements**. Additionally, the **Volunteer Organisation of 2009 – Award for Best Practice** acknowledges the hard work of all of the Lifeline staff and volunteers. Profiles of our Board and Management team are also included on the following pages.

### EMPLOYEE COLLECTIVE AGREEMENT

This year, we formed a new employee collective agreement for the engagement of staff. Lifeline is very happy with the way the process was achieved and the support and recognition that this agreement gives both Lifeline and individuals employed by Lifeline. Thanks for everyone's engagement in achieving such a successful outcome.



### BEST PRACTICE AWARD

As noted earlier in this report, in May Lifeline Hobart was awarded Volunteer Organisation of 2009 – Award for Best Practice. These awards are hosted by Hobart City Council on an annual basis and for several years we have been awarded special recognition and have once before been runner-up. Being awarded the top award is a great recognition of the ongoing effort of all of the staff and volunteers complete to continue our vital work within the community. Best practice doesn't happen with one person, it happens when everybody contributes to ensure everyone is supported in achieving outcomes. Congratulations to all involved.



### STAFF MOVEMENTS

This year saw some comings and goings of staff. Beng Poh joined Lifeline Hobart in November, Leigh Delaney joined in December, and Robyn Cameron joined in May. Richard Randall left after three years with the organisation to return to nursing and Jeannette Bray left after 20 years to support her family more closely over the coming years. Lifeline would like to pass on our appreciation for the contributions made by Richard and Jeanette.

### STAFF ACHIEVEMENTS

In May this year, CEO Christopher John was nominated and selected as a finalist in the 2009 Young Manager of the Year category of the Tasmanian Business Leaders Awards conducted by the TCCI, Australian Institute of Management and Chartered Accountants.

Congratulations to Christopher.

# Our Organisational Performance

## Focus Area Three – People Management and Leadership

### SPECIAL RECOGNITIONS



**Margaret Baikie** is a long term supporter of Lifeline who does extraordinary amounts of volunteer work within the community. In June she received an OAM for her ongoing work within the community.



**Jenny P**, Telephone Counsellor and member of the Chats Program, received special recognition award "Care and Compassion Medal" through the Pride of Australia Awards for her work as a foster carer.



**Bob J**, also a Telephone Counsellor was nominated for a Pride of Australia award for promoting understanding, tolerance and harmony in the community.

Congratulations to these members of the Lifeline family for these well deserved recognitions.

### ACKNOWLEDGMENT OF VOLUNTEERS

We would also like to give special thanks to:

#### The Volunteer Telephone Counselling Training Team

- David H
- Gordon M
- Keith T
- Drina C
- Emily B
- Jonathan W
- Jan H
- Sarah D
- Suz P

#### All our supervisors on call

- Terry B                      Juanita L
- Mathew P                    Judi S
- Drina C                        Susan M
- Robin E                       Wendy M
- Susie T                        Lois V
- Shirin F                        Kathy M
- Annabel H                    Janine O
- Gordon M                    Jocelyn F
- David H                        Mary P
- Deb J                            Emily B
- Sarah D                        Yvonne F
- Cheryl B

We would also like to thank:

- **Kevin Gumley** for completing our audited financial statements.
- **Paul Duncombe** for ongoing assistance in financial matters.
- **IRIS Computing** for ongoing support and assisting us with new technologies.
- **Jane Melross** (The Write Solution) for her work on this Annual Report.
- And to **all our volunteers and staff** who have taken on the extra tasks associated with the daily running of the service and business of Lifeline Hobart – your time and effort is enormously appreciated.

# Our Organisational Performance

## Focus Area Three – People Management and Leadership

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### GOVERNANCE AND MANAGEMENT

#### THE LIFELINE BOARD



**Graham Flower – President**

*Hexagon Pty Ltd*

Graham joined the Board in 2004, and became President in October 2005. He brings broad experience from business management and consulting in marketing and communication, leadership and change management. His specialist focus is in working with organisations and individuals as consultant and coach to help them realise their full potential.

Graham's priority as President is to help Lifeline Hobart build on its existing strengths and to broaden and deepen the services we provide in delivering on our Strategic Plan. Graham undertook Lifeline's telephone counselling training in 2006 to learn first-hand the role volunteers play in Lifeline's 13 11 14 service.



**Georgie Fenn-Smith – Vice President**

*Aurora Energy*

Georgie joined the Board in February 2006. Her Board expertise is in marketing, promotions, public relations, media, journalism, administration and management. She is currently working as Marketing Manager with Aurora Energy. Her skills are backed with a Bachelor of Commerce and MBA. Georgie gained the Company Director's Diploma in 2005 and is currently a member of the Australian Marketing Institute and the Australian Institute of Company Directors. She is professional in her outlook with a business acumen and high regard for integrity, quality and commitment.



**James Pirie – Vice President**

*Hydro Tasmania*

James joined the Board in 2006. James is Manager Trading Services with Hydro Tasmania, having held several management roles in that organisation. Prior to joining Hydro Tasmania in 2004, James had a number of senior roles with the Tasmanian Department of Treasury and Finance, including managing the sale of a number of government owned businesses. He also spent four years in Canberra as an adviser and senior adviser to the Federal Minister for Family and Community Services, Senator the Hon Jocelyn Newman. Apart from his involvement with Lifeline, James contributes to the Tasmanian community through Bethlehem House, a Hobart homeless mens' shelter.



**Philip Parsons – Treasurer**

*EPO Health*

Philip joined the Board in 2006. Philip is currently working as the Accountant for EPO Health Pty Ltd, which is heavily involved in the retail sector. Philip brings finance, accounting, and business management skills. These are backed by a Bachelor of Commerce majoring in accounting and finance and the successful completion of the CA Program run by the Institute of Chartered Accountants, of which Philip is also a member. Philip is resigning at the 2009 AGM.



**John Sargent**

*Phillip Stephens Funerals*

John re-joined the Board in 2008 after having previously been a Board member between 1981 and 1987. John is a retired Public Accountant, and is a qualified professional counsellor, working part time at Phillip Stephens Funeral for the past six years. As well as being a Board member, John's involvement with Lifeline Hobart has extended for 35 years as a Telephone Counsellor and former Treasurer.



**Mary Parissons**

Mary joined the Board in 1987. Mary has been heavily involved in Lifeline for the past 22 years as a Telephone Counsellor and Supervisor on Call. Mary's interest in Lifeline extended to becoming a member of the National Board of Lifeline Australia in 1993 and then being on the Lifeline International Board in 2001 and becoming International Chairperson in 2003. Mary has a Master of Education and is a Member of the Professional Counsellors Association. Mary also works with Lifeline Centres in Tonga, Samoa and Fiji in assisting them develop skills.



**Lea Symonds**

*Personal Strengths Australia*

Lea joined the Board in 2004. Lea is the Managing Director of Personal Strengths Aust, an organisational developmental consultancy she established in 1990. She works with clients across Australia and New Zealand. Lea's background is in education and business. She also worked in senior roles in financial services – working on projects with Asia Development Bank and the World Bank. Lea is a past National Board Member of the Australian Human Resources Institute (AHRI), Past Tasmanian President AHRI, a Steering Committee member on the Tasmanian Certificate of Education for the Tasmanian Qualification Authority and serves on an Advisory panel for UTAS School of Business.



**Kevin Manderson**

*Hydro Tasmania*

Kevin joined the Board member in 2007. His expertise includes over 30 years in the information technology and security fields. He has qualifications in internal audit, governance, business development and management. He completed an MBA in 1999 and the Company Directors course in 2007. From 2001 to 2005, Kevin lectured at the University of Tasmania.



**Colin Adams**

*Page Seager*

Colin joined the Board in 2006. He brings to the Board an understanding of legal and commercial issues (specialising in commercial litigation) and has been a partner at Page Seager Lawyers for the past 19 years. His expertise is backed with tertiary qualifications in economics and law. Colin is currently a member of the Law Society of Tasmania and Taxation Institute of Australia. Colin is resigning at the 2009 AGM.

# Our Organisational Performance

## Focus Area Three – People Management and Leadership

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### LIFELINE MANAGEMENT TEAM



**Christopher John**  
**Chief Executive Officer**

Christopher joined Lifeline Hobart in July 2006. He is currently studying a Masters in Management (Community Management) and was a finalist in 2009 for Young Manager of the Year in the Tasmanian Business Leaders Awards. Christopher has previous experience as a teacher, course coordinator, operations manager and business development manager. Prior to this he had a private practice in the health industry.



**Connie Alomes**  
**StandBy Coordinator & LifeMATTERS Manager**

Connie started with Lifeline Hobart in 1989 as the Coordinator of the Befriender Service. In almost 20 years with Lifeline, she has worn many hats; Telephone Counselling Coordinator, Training Coordinator, Service Manager and now, StandBy Response Coordinator. She says she has been privileged to grow as Lifeline has grown and is still excited about being part of a dynamic organisation with a strong mission. Her professional qualifications include a B.A. in Speech Therapy, an M.A in Counselling, a Certificate IV in Workplace Assessment and Training, a Diploma in Business Management and a Diploma in Human Resource Management. She is a Master trainer for LivingWorks and has recently undertaken further studies in grief and loss and suicide bereavement from the Community Services Package.



**Christine Kettleton**  
**Telephone Counselling Manager**

Chris began her association as a volunteer Telephone Counsellor with Lifeline in 2000 moving into the Telephone Counselling area in 2002. Chris comes from a background of nursing, working with children and youth in Corrective Services and working with the Department of Education as an interpreter with the deaf/hearing impaired. Since coming onboard at Lifeline, Chris has completed the Certificate IV in Workplace Training and Assessment and has been undertaking studies in a Bachelor of Social Work and is currently also completing a Diploma in Management.



**Kathy Mason**  
**Training & Education Manager**

Kathy commenced with Lifeline Hobart in 1989. Kathy's role includes managing pre-service & in-service training, supervising the training team, responsible officer and assessor for RTO and delivery of community education, suicide prevention workshops. Kathy has a Diploma of Community Services, Certificate IV Training & Assessments Skills, a Post Graduate Masters in Education (Counselling & Development) and a Diploma of Assessment and Training Systems. Kathy is also a Registered Trainer Living Works Applied Suicide Intervention Skills Trainer ASIST (Master Trainer). She has also been involved in a number of national activities for Lifeline Australia. Kathy has been awarded "Australian Adult Educator of the Year in 2004-2005".



**Leigh Delaney**  
**Chats Program Manager**

Leigh joined Lifeline Hobart as Coordinator of the Social Re-engagement Project in December 2008 before promptly taking on the role of Chat Program Manager in July 2009. Leigh has been a Lifeline Telephone Counsellor for 2 years and has lengthy experience in managing interpersonal relationships in varied roles including industrial relations, human resources and marketing. Prior to joining Lifeline Hobart, Leigh worked in employment services, undertaking recruitment for employers and supporting and training jobseekers in their quest for employment, most recently supporting people with disability. Leigh has been active in the voluntary community sector in a range of positions in groups focused around men's health, social justice, domestic violence, poverty, community policy and the preservation of steam engines.



**Andrea Cordwell**  
**Retail Manager**

Andrea has been with Lifeline Hobart for 20 years. For the past 16 years she has managed the retail outlets. Her role encompasses the management of all clothing donations via collection bins, and from other sources, right through to point of sale in our retail outlets. Andrea also organises and oversees three car raffles each year. She works with a very dedicated team, and says this makes working for Lifeline Hobart very rewarding.



**Julie Britton**  
**Operations Manager**

Julie's role includes a number of financial responsibilities and the risk management of the Battery Point site, including maintenance, building security, workplace safety and staff workstation audits, cleaning and even pest control! Julie's position also includes advertising, marketing (especially around compliance issues) project and issues management, monitoring of systems and budgets so that timely updates are organised. Banking reviews, website updating, directory updating, subscription and membership updating all fall within this role also. To keep up with current practices Julie has undertaken accounting and policy units at University, attended taxation and payroll/ industrial relations workshops and training and completed Certificate IV in Business (administration).

# Our Organisational Performance

## Focus Area Four – Sustainable Infrastructure and Financial Viability

### ▶ Our aim

We seek to ensure our resources, technology and infrastructure enable us to support the organisation's operations to achieve our outcomes and mission.

### ▶ Desired outcomes

- Appropriate premises and infrastructure to underpin the changing needs of our external and internal environments are maintained.
- Increased efficiencies and outcomes are maximised through expanded technological skill and use.
- Viable resources and infrastructure for high quality training provision, volunteer support and leadership development opportunities for quality service provision.

### ▶ Our performance

In 2008–2009, we continued to meet our financial objectives. As an organisation we are continuing to focus on our future infrastructure needs and ongoing financial viability. This year we have been continuing to look at alternative retail options, the future needs of the organisation in relation to our new strategic plan and the ongoing improvements in supporting volunteers and staff. A number of activities contributed to the sound financial position reported in our **financial report**.

### RETAIL CENTRE

This year the Chosen Pieces retail centre surpassed its budgeted income, and profit and sales figures increased at the Kingston shop compared to 2007–2008.

Lifeline would like to thank the Chosen Pieces staff for their ongoing support and contribution to our increased profits. This is often a challenging role and the contribution of our staff is essential to the ongoing delivery of this service.

Lifeline would also like to thank the public who donate their quality clothing and other items for sale in our retail outlets, enabling us to continue this much needed service to the community.

We continue to look at ways to minimise vandalism of Lifeline bins and the levels of rubbish in and around bins, as well as stealing from our shops.

### GOVERNMENT FUNDING

Over the last financial year, we have seen government funding for Lifeline programs increase significantly – by some \$180,000 – as a result of two new programs, the StandBy response service and the Chats Program Connections Pilot Research.

Additionally income from training was \$20,000 above last year's income.

The financial viability of all new organisations is a heavy focus amongst Boards and management teams. Lifeline continues to focus on sustainability of our services and our financial viability to ensure those services can continue for our callers and participants.

### FUNDRAISING AND DONATIONS

Fundraising this year took the form of:

- Three Lifeline Car Raffles, which raised a net result of \$28,000.
- The 13 Hour Bike Challenge, which raised \$10,565 (net), of which 50% went to the Victorian Bushfire Victims.
- Lifeline Hobart wishes to express its warm appreciation for the various contributions given by so many of its friends and local businesses. They are all very much appreciated and help us to continue to provide the needed support and Telephone Counselling Service within the community.

Donations this year included:

- A personal donation of \$2,500 was received from Ms E Taylor, which we are using for suicide prevention and support services.
- A donation of \$5,000 was received from a private family trust.
- A bequest of \$6,991 was received from personal estate.
- Victor Tilley from Red Herring donated his ongoing financial services, valued at \$1,345.

A full list of other sponsors and donors is provided overleaf.

**Lifeline relies on good quality donations for its retail centre and these are still needed. If you can help please drop them in to 147 Argyle Street, Hobart or 1a Beach Road Kingston or to one of the collection bins around town.**



# Our Organisational Performance

## Focus Area Four – Sustainable Infrastructure and Financial Viability

### SPONSORS AND DONORS

Lifeline Hobart wishes to express its warm appreciation to the various contributions given by so many of its friends and local businesses. They are all very much appreciated and help us to continue to provide the Telephone Counselling Service and other support services within the community.

Airco Social Club	Dyke, S	Mathers, B	Smith, E
Albion, D	Edwards, N	McGushin, S	Spooner, C
Anderson, J	Fielding, M	McKeown, G	Stanton, J&D
Aurora Energy Network	Finlay, J	McKibben, C	Stemler, L
Division	Flanagan, A	McRobert, P	Stevens, R
Baikie, M	Floyd, R	Michael, S	Stingel, I
Bartle, F	Folkerts, W	Munday, D	Stokes, M
Bennison, P	French, M	Newitt, G	Stokes, P
Betts, M	Godfrey, A	Newman, E	Stringer, C
Blacklow, A	Gough, A	Norman, M	Swan, D
Bladel, F	Gough, J	O'Brien, B	Tapping, R
Bone, J	Green, C	Oerlemans, H	Taylor, A
Bonusiak, P	Harding, G	O'Grady, B	Taylor, E
Bowers, A	Harvey, L	O'Malley, T	Terry, B
Bowman, V	Harvey, M	Panel Christmas Wrap	Thomas, P
Braint, B	Harvey, R	Limited	Tilley, V (Red Herring)
Brough, J	Hawkes, L	Pargiter, E	Todd, K
Brown, K	Hayes, J	Parris, E	Townley, M
Butler, J	Hazell, N	Pearson, S	Truchanas, M
Byers, P	Hewitt, M	Perchard, M	Van Nieuwenhuysen, A
C.W. Taylor & Associates	Higginbottom, I	Pigot, C	Van Ommen, T
Calvert, V	Hinton, D	Pixley, G	Vaughan, S
Campbell, J	Hobden, B	Porteous, G	Verdouw, W
Carr, E	Houghton, J	Powell, P	Vincent, E
Carter, M	Howell, P	Purden, L	Wadsley, C
Clark, A	Hughes, J	Raymond, B	Walch, D (The Quizzer of Oz)
Cleaves, N	Ihlow, P	Reeve, C	Walduck, J
Clive, P	Ikin, D	Retirement Benefit Fund	Walker, B
Colantoni, B	Ireland, C	Tas	Wallace, A&H
Cole, N	Jumppanen, P	Ridley, R	Wells, G
Colman, I	Kays, M	Robilliard, J	Wierenga, D
Corbett, C	King, N	Ross, A	Willing, B
Cosgrove, H	Koehnken, L	Rundle, K	Wilson, M
Craven, D	Kula, B	Russell, B	Wood, A
Dalpont, G	Lamprell, D	Ruzicka, E	Yates, J
Daly, C	Leitch, P	Sargent, S	Zdjelarevic, A
Darcy, A	Lennox, D	Schwartz, W	
Delpero, S	Lester, F	Semler, H	
Diamantis Family Trust	Lindisfarne School for	Sercombe, J	
Dobson, D	Seniors	Seymour, G	
Dodson, G	Linton, M	Sharpe, R	
Downie, R	Marino, M	Smith, A	

A very special thanks to all involved in sponsoring or assisting with our fundraising. These surplus funds are used to support Lifeline Hobart in continuing its community services.

#### Support Lifeline Hobart through... Tastel Community Telco™

Lifeline Hobart has entered into an agreement with Tastel Community Telco™ to provide the supply of various telecommunication services to Lifeline Hobart. Tastel Community Telco™ has been able to provide Lifeline Hobart with considerable savings. Please find out more about Tastel at [www.iice.com.au](http://www.iice.com.au)

Additionally Lifeline Hobart will receive a 'finders' fee for anyone who contacts and changes their telecommunications service provider to Tastel Community Telco™. Hence our invitation for you to contact Tastel Community Telco™ and see what they can do for you in savings on your phone/mobile/phone system and internet connection. If you would like to find out more or take up this opportunity, please contact **Geoff Owens** directly on **0418 148 646**.

# Financial Report 2008–2009

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED THE 30 JUNE 2009

SERVICE CENTRE	2009	2008
<b>INCOME</b>		
Program Administration	168,531	90,562
Business Development	37,115	22,135
Gift Fund	66,554	17,288
Trusts/foundations grants	10,000	10,000
Interest Received	24,100	21,577
Training	42,091	23,353
Grants and Subsidies	282,550	239,562
Rental	9,625	0
	<u>640,566</u>	<u>424,477</u>
<b>EXPENDITURE</b>		
Administration	156,390	121,934
Audit	3,750	3,200
Depreciation	25,917	19,801
Insurance	9,497	13,121
Rental	61,863	63,554
Loss on disposal of Plant and Equipment	4,216	
Wages, Superannuation & Long Service Leave	399,499	420,693
Training and Supervision	33,661	27,787
	<u>694,793</u>	<u>670,090</u>
<b>Operating (Deficit) / Surplus</b>	<b><u>(54,227)</u></b>	<b><u>(245,613)</u></b>
<b>RETAIL CENTRE</b>		
<b>INCOME</b>		
Sales from donations	500,892	511,473
Profit on Sale of Fixed Asset (truck)	(4,266)	0
	<u>496,626</u>	<u>511,473</u>
<b>EXPENDITURE</b>		
Administration	28,005	33,547
Depreciation	18,576	14,788
Insurance	11,632	13,077
Rental	18,258	15,845
Selling	15,027	10,110
Repair and Maintenance	5,715	22,995
Wages, Superannuation & Long Service Leave	263,952	273,830
	<u>361,165</u>	<u>384,192</u>
<b>Operating (Deficit)/Surplus</b>	<b><u>135,461</u></b>	<b><u>127,281</u></b>
<b>CHATS PROGRAM</b>		
<b>INCOME</b>		
Dept of Health & Human Services	91,469	80,620
Other income	815	0
	<u>92,284</u>	<u>80,620</u>
<b>EXPENDITURE</b>		
Administration	48,668	38,809
Salaries	43,616	41,811
	<u>92,284</u>	<u>80,620</u>
<b>Operating (Deficit) / Surplus</b>	<b><u>0</u></b>	<b><u>0</u></b>

# Financial Report 2008–2009

## VICTIMS OF CRIME

### INCOME

Department of Justice	139,798	106,775
Other income	0	100
	<u>139,798</u>	<u>106,875</u>

### EXPENDITURE

Administration	70,179	41,373
Salaries	69,619	65,502
	<u>139,798</u>	<u>106,875</u>
<b>Operating (Deficit) / Surplus</b>	<b>0</b>	<b>0</b>

## COMMUNITY VISITORS SCHEME

### INCOME

Health and Ageing	50,736	47,070
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### EXPENDITURE

Administration	22,194	23,026
Salaries	28,542	24,044
	<u>50,736</u>	<u>47,070</u>
<b>Operating (Deficit) / Surplus</b>	<b>0</b>	<b>0</b>

## SUICIDE BEREAVEMENT SUPPORT GROUP

### INCOME

LLA Suicide Support Grant & other	17,570	0
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### EXPENDITURE

Administration	10,888	0
Salaries	40,420	0
	<u>51,308</u>	<u>0</u>
<b>Operating (Deficit) / Surplus</b>	<b>(33,738)</b>	<b>0</b>

## STANDBY RESPONSE SERVICE

### INCOME

United Synergies Ltd	72,525	0
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### EXPENDITURE

Administration	41,948	0
Salaries	30,577	0
	<u>72,525</u>	<u>0</u>
<b>Operating (Deficit) / Surplus</b>	<b>0</b>	<b>0</b>

## CONNECTIONS PROGRAM

### INCOME

LLA Social Reengagement Grant	101,000	0
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### EXPENDITURE

Administration	68,977	0
Salaries	32,023	0
	<u>101,000</u>	<u>0</u>
<b>Operating (Deficit) / Surplus</b>	<b>0</b>	<b>0</b>

# Financial Report 2008–2009

<b>SUMMARY</b>	<b>2009</b>	<b>2008</b>
<b>Operating Surplus (Deficit)</b>		
Service Centre	(54,227)	(245,613)
Retail Centre	135,461	127,281
Chats Program	0	0
Community Visitors Scheme	0	0
Victims of Crime	0	0
Suicide Bereavement Support Group	(33,738)	0
StandBy Response Service	0	0
Connections Program	0	0
<b>OPERATING SURPLUS (DEFICIT)</b>	<b>47,496</b>	<b>(118,332)</b>
<b>Operating Surplus (Deficit)</b>	<b>47,496</b>	<b>(118,332)</b>
Accumulated Income (Accumulated Losses) at beginning of year	1,040,117	1,158,449
<b>ACCUMULATED INCOME AT END OF FINANCIAL YEAR</b>	<b>1,087,613</b>	<b>1,040,117</b>

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30TH JUNE 2009

	<b>2009</b>	<b>2008</b>
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Grants & Subsidies	751,060	535,731
Interest Received	24,098	21,577
Fundraising	104,434	17,288
Training	43,566	23,353
Sales from donations	500,892	511,474
Other Income	19,016	106,947
Payments to Suppliers and Employees	(1,326,914)	(1,212,703)
<b>Net cash flows provided by operating activities</b>	<b>116,152</b>	<b>3,667</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of Property Plant & Equipment	25,115	0
Acquisition of Property, Plant & Equipment	54,351	(58,406)
<b>Net cash flows provided by (used in) investing activities</b>	<b>(29,236)</b>	<b>(58,406)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Repayment of Loans	0	0
Net cash flows provided by (used in) investing activities	0	0
Net increase/(decrease) in cash held	86,916	(54,739)
Cash at beginning of the financial year	405,688	460,427
<b>Cash at end of the financial year</b>	<b>492,604</b>	<b>405,688</b>

# Financial Report 2008–2009

## LIFELINE HOBART INC BALANCE SHEET AS AT 30 JUNE 2009

	Notes	2009	2008
<b>CURRENT ASSETS</b>			
Cash	2	492,604	405,688
Receivables		9,106	21,563
<b>TOTAL CURRENT ASSETS</b>		<b>501,710</b>	<b>427,251</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	3	1,156,214	1,175,686
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,156,214</b>	<b>1,175,686</b>
<b>TOTAL ASSETS</b>		<b>1,657,924</b>	<b>1,602,937</b>
<b>CURRENT LIABILITIES</b>			
Creditors & Borrowings	4	207	2,715
Provisions	5	164,593	137,847
Unexpended Grants		83,674	100,421
<b>TOTAL CURRENT LIABILITIES</b>		<b>248,474</b>	<b>240,983</b>
<b>TOTAL LIABILITIES</b>		<b>248,474</b>	<b>240,983</b>
<b>NET ASSETS</b>		<b>1,409,450</b>	<b>1,361,854</b>
<b>MEMBERS' FUNDS</b>			
Accumulated Income		1,087,613	1,040,117
Asset Revaluation Reserve		321,827	321,827
		<b>1,409,440</b>	<b>1,361,944</b>

### Lifeline Hobart Inc - Notes to, and forming part of the accounts for the year ended 30 June 2009.

#### 1 STATEMENT OF ACCOUNTING POLICIES

This Special Purpose financial report has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Tas). The Board of Lifeline Hobart has determined that the Association is not a reporting entity.

The Statements have been prepared in accordance with the requirements of the Associations Incorporation Act (Tas) and the following Australian Accounting Standards and other professional reporting requirements:

- AAS B 112 Accounting for Income Tax
- AAS B 1031 Materiality
- AAS B 110 Events after the Balance Sheet Date
- AAS B 117 Accounting for Leases

No other Australian Accounting Standards or other professional reporting requirements have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specially stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise, stated, have been adopted in the preparation of this financial report.

#### Income Tax:

Lifeline Hobart Inc is exempt from payment of income tax.

#### Property, Plant and Equipment

Property, plant and equipment and leasehold improvements are brought to account at cost or at valuation, less where applicable any accumulated depreciation or amortisation. The carrying amount of

## Financial Report 2008–2009

fixed assets is reviewed annually to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets employment and subsequent disposal.

### 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 entity, are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the periods. Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

### Employment Entitlements

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to balance date.

In addition from 2008 a portion (20%) of possible Sick Leave entitlements and (75%) for Long Service Leave for employees who have up to 7 years service has been included.

Employee entitlements together with entitlements arising from wages and salaries and annual leave have been measured at their nominal amount.

	2009	2008
<b>2 CASH ON HAND</b>		
Cash on Hand	690	690
Investment Account	287,564	363,692
Cash at Bank	204,351	41,306
	<u>492,605</u>	<u>405,688</u>
<b>3 PROPERTY, PLANT &amp; EQUIPMENT</b>		
a) Land & Building- Argyle Street, at committee valuation 30 <sup>th</sup> June 2007	1,030,000	1,030,000
Accumulated Depreciation on Building Improvements	8,005	8,004
	<u>1,038,005</u>	<u>1,038,004</u>
b) Plant & Equipment at cost	247,305	244,777
Less:		
Accumulated Depreciation	153,514	135,979
	<u>93,791</u>	<u>108,798</u>
c) Leased Building, Battery Point		
Improvements to Leased Building	46,319	42,646
Less Amortisation of Leasehold Improvements	21,901	13,762
	<u>24,418</u>	<u>28,884</u>
<b>Total Property, Plant &amp; Equipment</b>	<b><u>1,156,214</u></b>	<b><u>1,175,686</u></b>
<b>4 CREDITORS &amp; BORROWINGS</b>		
<b>CURRENT</b>		
Sundry Creditors	207	1,767
Income in Advance	0	948
Total Creditors and Borrowings	<u>207</u>	<u>2,715</u>
<b>5 PROVISIONS</b>		
<b>CURRENT</b>		
Provisions for Holiday Pay	67,891	51,044
Provisions for Long Service Leave	68,018	61,296
Accrued Sick Leave	28,684	25,507
	<u>164,593</u>	<u>137,847</u>

# Financial Report 2008–2009

## 6 CAPITAL & LEASING COMMITMENTS

### OPERATING LEASE COMMITMENTS

Being rent for Photocopier		
Not later than twelve months	9,168	2,260
Between twelve months & five years	25,307	3,389
Total Operating Lease Liability	<u>34,475</u>	<u>5,649</u>
Being rent for Premises		
Not later than twelve months	39,433	67,019
Between twelve months & five years	6,075	27,925
Total Operating Lease Liability	<u>45,508</u>	<u>94,944</u>

## 7 CASH FLOW INFORMATION

### Reconciliation of Cash Flow from Operations with Operating Surplus

Operating Surplus	47,496	(118,332)
<b>Cash flows excluded from surplus attributable to operating activities</b>		
- Depreciation	44,493	34,589
- Profit/(loss) on sale of assets	4,216	0
<b>Changes in assets and liabilities</b>		
Increase in income in advance	(948)	(1,859)
Increase/(decrease) in provisions	26,767	42,240
Increase/(decrease) in grants in advance	(16,747)	51,704
(Increase)/decrease debtors	12,457	(5,850)
Increase/(decrease) creditors	(1,561)	1,175
Net Cash Flows from Operations	<u>116,152</u>	<u>3,667</u>

## LIFELINE HOBART INC.

### Statement of Board Members

The Board has determined that the Association is not a reporting entity. The Board has determined that this special purpose financial report be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Board Members of Lifeline Hobart Inc:

(a) The accompanying Income & Expenditure and Cash Flow Statements are drawn up so as to give a true and fair view of the results of the Association for the financial year ended 30 June 2009.

(b) The accompanying Balance Sheet is drawn up so as to give a true and fair view of the state of affairs of the Association as at the end of the financial year.

(c) At the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Members of the Board and signed for and on behalf of the Members of the Board.

**Graham Flower**

**Georgie Fenn-Smith**

**31 August, 2009**

# Financial Report 2008–2009

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## LIFELINE HOBART INC. Independent Auditor's Report to the Members of Lifeline Hobart Inc.

### Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Lifeline Hobart Inc. (the association), which comprises the balance sheet as at 30 June 2009, and the income and expenditure statement, and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes and the Statement by Members of The Board.

### The Management Committee's Responsibility for the Financial Report

The Board of Lifeline Hobart Inc. is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of The Associations Incorporations Act (Tas.) 1964 and are appropriate to meet the needs of the members. The Board's responsibility also includes establishing and maintaining internal controls 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

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. I conducted the audit in accordance with Australian Auditing Standards. These Auditing Standards require that I 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 the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the 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.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Board's financial reporting under The Associations Incorporations Act (Tas) 1964. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Independence

In conducting my audit, I have complied with the independence requirements of the Australian professional accounting bodies.

### Auditor's Opinion

In my opinion, the financial report presents fairly, in all material respects, the financial position of Lifeline Hobart Inc. as of 30 June 2009 its financial performance and cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

### Kevin Gumley

Chartered Accountant

173 Macquarie Street

Hobart TAS

Dated this 1<sup>st</sup> day of September 2009



# Can You Help Lifeline Continue Its Work in the Community?

## WAYS TO VOLUNTEER OR CONTRIBUTE YOUR EXPERTISE

### Become a Lifeline Telephone Counsellor

Service Volunteer Training Courses are conducted twice a year.

For information, please phone Lifeline on (03) 6224 3450, Monday to Friday, 9 am to 5 pm. or visit our website at [www.lifeline.org.au/hobart](http://www.lifeline.org.au/hobart).

### Become a Volunteer in our Visiting Programs

If you can spare an hour every fortnight to visit someone affected by isolation or loneliness in a residential village or their own home, we would like to hear from you.

For information, please phone Lifeline on (03) 6224 3450, Monday to Friday, 9 am to 5 pm.

### Lend Lifeline your Expertise and Skills:

If you have a special interest in a skilled area of business and would like to contribute time to a specific project, or be a Lifeline Board member, please phone Christopher John on (03) 6224 3450. Alternatively you can email [christopher.j@lifelinetasmania.com.au](mailto:christopher.j@lifelinetasmania.com.au)

## HOW TO SPONSOR OR DONATE TO THE WORK OF LIFELINE HOBART

### Add Quality Clothing and Goods to the Lifeline Collection Bins

Are you having a clean out of unused items at home or the office? Lifeline Hobart would appreciate those quality items you are not using any more.

Our collection bins are located throughout the Greater Hobart area so you can easily deposit donations of clothing, books, shoes, bric-a-brac, bedding and toys. You can drop off items to 147 Argyle Street anytime. For the collection of large items (*unfortunately this excludes furniture*), or for information regarding the location of bins, please phone the Lifeline Business Centre on (03) 6231 1882, Monday to Friday, 8.30 am to 4.30 pm.

### Come shopping at Lifeline's Chosen Pieces in Hobart and Kingston

Drop in to our 'Chosen Pieces' retail outlets at 147 Argyle Street, Hobart or 1A Beach Road, Kingston Beach to avail yourself of a fabulous shopping opportunity! You won't be disappointed with the range or quality.

### Be part of our Fundraising Activities.

**Car Raffles:** Buy a ticket in one of our raffles – there are usually two / three a year – you must be in it to win it! Your support is always appreciated and every ticket helps. To find out how you can buy a ticket, please phone the Lifeline Business Centre on (03) 6231 1882.

**Donations of Money:** Donations can be made through the post or in person to our Business Centre at 147 Argyle Street or our Service Centre at 5 Battery Square, Battery Point. Simply fill in the last page of this booklet and send it in, or phone (03) 6224 3450.

**Bequests:** Consider Lifeline in your will. For more information about specific contributions you would like to make through a will, please phone Christopher John on (03) 6224 3450.

**Events:** Perhaps you are a great organiser or you would just like to get involved in a specific fundraising event on behalf of Lifeline. Perhaps organise a collection on behalf of Lifeline at your workplace or within your local community? Why not be a part of **Stress Down on 24/7 Day** activities in 2010 – a national fundraiser to assist local centres. Please check out [www.stressdown.org.au](http://www.stressdown.org.au) or please phone Christopher John on (03) 6224 3450.

# Donations

## PLEDGE FORM

I support the work of Lifeline Hobart and would like to assist by donating:

\$20  \$50  \$100  \$200  Other \_\_\_\_\_

Please find enclosed my [cheque / money order] (payable to Lifeline Hobart inc.)

or

Please charge my:

VISA  MASTERCARD

Card Number:

Card Expiry Date:   /

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ PC \_\_\_\_\_

I believe in the work of Lifeline Hobart and would like to assist by making a regular monthly donation of \$\_\_\_\_\_ per month by credit card until cancelled in writing.

Please charge my:

VISA  MASTERCARD

Card Number:

Card Expiry Date:   /

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ PC \_\_\_\_\_

**All donations over \$2 are tax deductible.**

**Please Post to:** Operations Manager, Lifeline Hobart Inc, 5 Battery Square, Battery Point 7004.



