

ANNUAL REPORT

// 2023/4



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Lifeline Australia

Lifeline Regional SA & Far West NSW



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Board of Directors, Chair's Report

Samantha Maiden
Chair, Regional Community Care Limited

Report

Lifeline Regional SA & Far West NSW started the 2023/24 year with the recruitment of a new Chief Executive Officer and in August 2023 were able to welcome Dr. Robert (Rob) Martin PhD to the role. Rob comes to the organisation as an experienced and proven leader, manager, advocate and social innovator. He brings a leadership style that is adaptive and affiliative, having worked extensively with children and young people in a range of service settings in the past decade.

He has headed up successful programs and service development across the domains of child protection, youth justice, community health, social housing and mental health support. The Board of Directors at Regional Community Care Limited look forward to working closely with Rob as he leads and implements organisational review, change and growth.

The Board and Executive team quickly set about finalising the strategic planning process at a pivotal workshop held in Broken Hill in January 2024. In April 2024, our new trading name Lifeline Regional SA & Far West NSW was launched in Broken Hill including, sharing and promoting VISION 2029, our strategic plan for 2024-2029.

In the 2023-2024 financial year Lifeline Regional SA & Far West NSW remained strategic, flexible and responsive to realise several achievements setting the organisation up to develop and deliver new and expanded services under the new five-year strategic plan.

Of significance, was the opening of the Port Pirie Connect Centre on 16 August 2023. Supported by the recruitment of two counsellors and several new volunteers, the centre has quickly gained momentum across the last eleven months to reach out, collaborate and connect with the broader community.

All 122 help seekers were direct referrals from over 19 agencies who already had a presence in the community. Our team undertook 1,118 hours of counselling in this period to extend psychosocial supports, assistance and resources to help seekers and people in crisis.

In 2023-2024 the Board has also undertaken an extensive review of the Board and committee structures including powers, succession planning, terms of references, quorums, delegation authorities and meeting schedules.

In May 2024 we updated our Constitution to adopt agreed changes that better reflect the current status of the organisation. This included endorsing alternate bimonthly meetings for the Board, Audit and Governance Committees in 2024-2025 and embracing meetings and circulating resolutions by technology to remain nimble, connected and accountable.

As we work toward embedding and progressing the new strategic plan the oversight, review and accountability of the financial and reporting framework has also been strengthened.

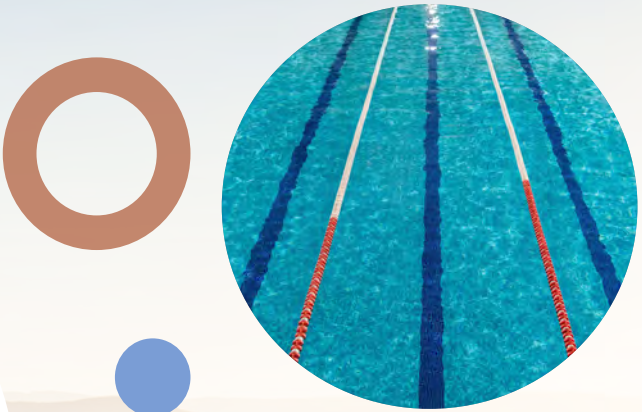
This now includes new and improved features such as quarterly review targets, an operational plan, business plans and a long-term financial plan that have streamlined reporting processes (in alignment with the strategic plan) for transparent and continuous review and oversight at a Board and Audit committee level.

In June 2024, the board of directors adopted a new annual budget which encompasses room for the expansion of the Connect Centre network into the South Australian footprint and the recruitment of staffing. This is balanced by the requirement to secure sustainable corporate and government funding to drive and achieve these aims.

In 2024 we are recognising an important milestone in our Lifeline journey that began in Broken Hill back in December 1964. Later this year we will celebrate 60 Years of Lifeline Broken Hill including our very unique place in the history of Lifeline worldwide as only the fourth Lifeline to open that offers hope and connection to help seekers.

In looking back over our 60 years of Lifeline we must give credence and tribute that is so well deserved to all of our people - every volunteer, every stakeholder, our funding partners and all the people who over time have made up the very fabric of our Lifeline story. We simply cannot achieve our vision of 'An Australia free of suicide' without our people who are our most important resource.

Lifeline has become one of the world's most recognisable and trusted brands on the back of the immense value it placed on volunteering from the very beginning. Our organisation at every opportunity aims to empower, recognise and celebrate the enormous contributions of our 300 plus volunteers. They are our "champions" - strong in numbers, committed, compassionate, kind, caring and enormously giving of their time to reach out and connect with people who are experiencing difficulties when crisis looms and things get to be too much.



In 2024 we are a strong Board of Directors with a broad diversity of skills and capabilities to stand us in good stead and lead us. Our very motivated Executive team is headed up by the exceptional skill and foresight of Dr. Rob Martin and they are ably supported by an extraordinarily committed and highly competent team of staff.

While we can look back in 2024 to reflect and proudly recognise the importance and value of our people in the inception, growth and achievements of our organisation, this in turn enables us to learn from the past, respond to the present and prepare to focus on our future.

We recognise the immense importance of working alongside communities that are co-invested to respond to local community need. We aim to extend suicide prevention services and support while we continue to deliver and build upon our existing Lifeline services to help our communities to make a difference in preventing or reducing the rate of suicide.

By embracing a culture of continuous learning and improvement we will strive to be a more transparent, forward thinking and accountable organisation.

In March 1963, Sir Allan Walker OBE saw a modern-day 'Lifeline' as a way to provide connection between people when they needed it the most.

It is with a renewed energy that we remain true to that vision as we focus on our own five-year strategic VISION and our "purpose to support and empower our communities to save lives."

Chief Executive Officer Report

Dr. Robert Martin

**Chief Executive Officer,
Lifeline Regional SA & Far West NSW**



Report

It is an absolute privilege to contribute to this, my first annual report of Regional Community Care Limited trading as Lifeline Regional SA & Far West NSW.

My sincere thanks are extended to the Board of Regional Community Care, and the incredible staff and volunteers who have made me feel so very welcome over the last 12 months. This has been easily the most exciting year of my career to date, and I cannot wait to see what we can achieve together over the next year.

Upon my commencement on 14 August 2023, I had the most incredible honour to be invited to the launch and official opening of the Lifeline Connect Centre in Port Pirie. This was a formative and memorable moment for me personally and professionally where I was able to fully appreciate the unique and nuanced services that our organisation provides in the communities who host us; it also gave me the opportunity to reflect on the value of the Lifeline Connect model for addressing mental health needs in regional and remote parts of Australia, and why services like ours are so very valuable.

The year has been marked by an ambitious agenda of change and growth. I have had the pleasure of working alongside the Board and staff to develop our new strategic directions which will carry us forward for the next five years.

A critical feature of our transformation includes the purposeful expansion of our Connect services to other regional communities of South Australia, responding to evidence of local need and engaging with community members to understand how we can support mental health, wellbeing and resilience in regional and remote parts of the state. We have been actively lobbying both the State and Commonwealth governments to support us in this endeavour.



Image: Samantha Maiden, Chair of Regional Community Care Limited addressing community stakeholders at the launch event of Lifeline Regional SA & Far West NSW in Broken Hill on 3 April 2024.



Our new [strategic plan](#) very deliberately involved a re-branding exercise, and in March 2024 we transitioned our trading name from Lifeline Broken Hill Country to Coast to Lifeline Regional SA & Far West NSW. The rationale behind the rebranding was to better reflect our service footprint of over 1.4 million square kilometres, and to signal to our stakeholders and supporters that we have a long-term commitment to the whole of Regional SA and the Far West of NSW in expansion of services, programs, and outreach support. Our new brand and name have been warmly received by staff, volunteers, stakeholders, funding bodies, and importantly by Lifeline Australia as the national federating body.

Upon my commencement I was charged with a brief to review our organisational structure, and to embark on a process of evaluating the efficacy and impact of our services, with the Board particularly interested in understanding how our Connect Centres were impacting on the mental health and wellbeing of the communities in which they are hosted. With the assistance and support of [The University of Sydney](#), this evaluation process is now underway, and will provide us with the evidence that we need to further expand our services across regional South Australia, confident in the fidelity and strength of the Connect service model.

Commencing as a new CEO in a new organisation is a relatively daunting experience; staff and volunteers seek safety, stability and continuity of support from organisational leaders. I have been delighted by the level of support that I have received from the Executive team and have warmly welcomed Philip Chabrel as our new Executive Manager of Services in February 2024. Philip adds to the experience and expertise of Kylie Dines, Executive Manager, Finance and Corporate Services and Jacqui Rann, Executive Manager, Retail Services. Together as an Executive leadership team, we are working to create and sustain a new organisational culture that inspires and encourages professionalism, optimism and hope amongst our staff and volunteers. Congratulations to Kylie Dines who was recognised for 15 years of stellar service to Lifeline at a celebration with the Broken Hill team in January 2024. Kylie's knowledge, expertise and commitment to her role is commendable and highly valued.

A special thanks is extended to Lorna Woodward, Regional Coordinator, Connect Centres, Jayne Holland, Coordinator Governance, Quality and Safeguarding and Jacinta Cullen, Project Coordinator for their particular work and support during what was quite an extensive onboarding and handover process in my first nine months in the role.



I've been delighted by the opportunity to work alongside our amazing staff and volunteers in both Broken Hill and in regional South Australia and have been impressed and awestruck by the level of passion and commitment that our people bring with them to their work.

Of note are the sensational volunteers who support our Connect Centres and Retail Shops, bringing with them energy and drive to support their communities and to support Lifeline in its vision of 'An Australia Free of Suicide.'



Our funding partners require special mention, as they assist us to deliver life-saving services. I am exceptionally grateful to all of the NSW and SA government entities who provide us with funding support at the program level and look forward to building our partnerships into the future – our strategic plan depends on your ongoing support.

I am also grateful to the [Country SA Primary Health Network \(PHN\)](#) for their assistance in establishing our Connect Centres in Clare and Port Pirie. I have hope that we can extend and expand our relationship to incorporate the development of new Connect Centres in other regional centres across South Australia.

Finally, to our Board of Directors, and in particular Chair Samantha Maiden, you have my utmost thanks for welcoming me into this role, for having faith in the vision that I have for our organisation, and for your support and guidance in my first twelve months. It has been warmly received and appreciated.

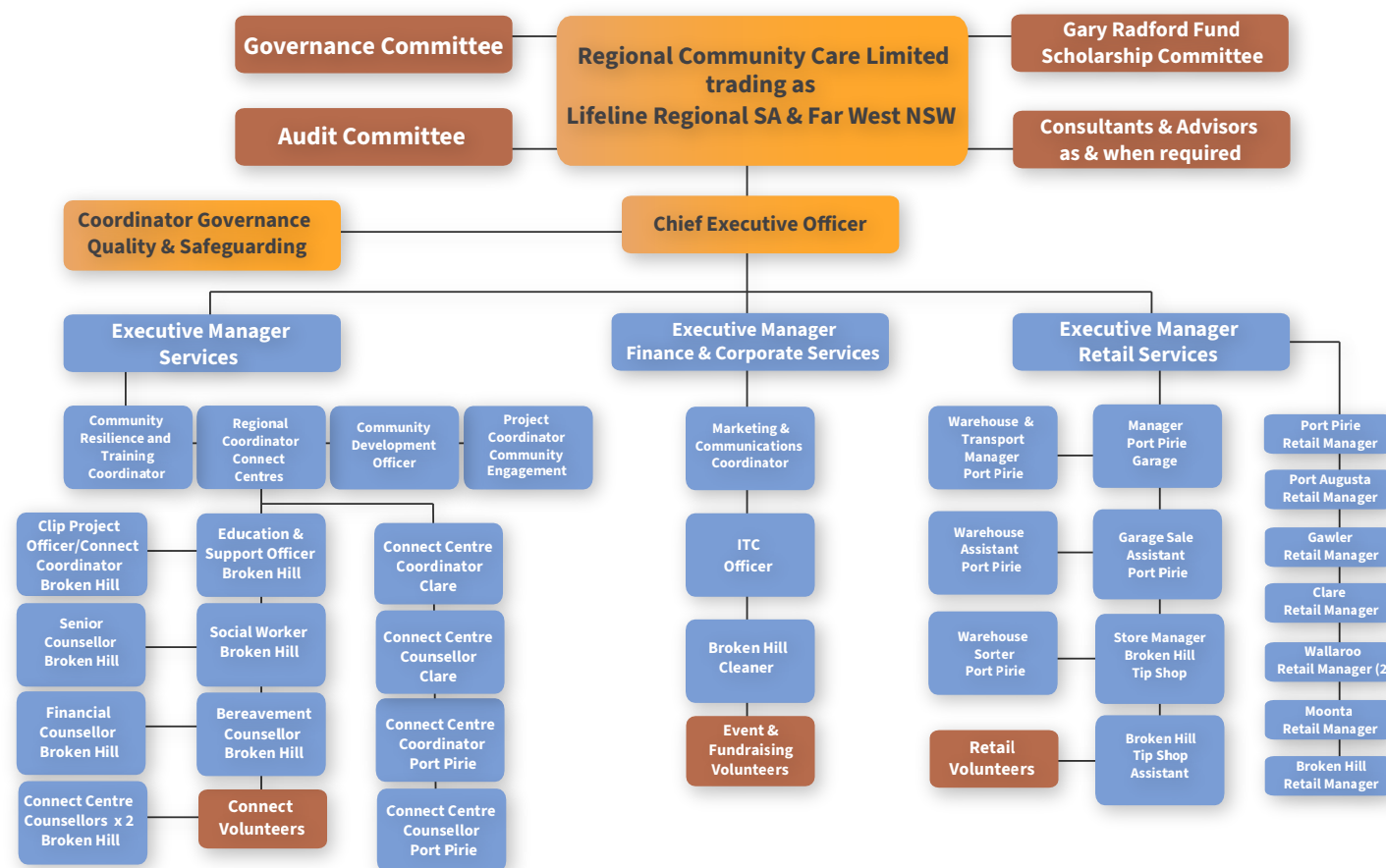
Meet the Board

Samantha Maiden

Chair, Regional Community Care Limited.



Organisational Chart



Samantha (Sam) Maiden was a Certified Financial Planner for over 20 years and ran her own financial planning firm for 10 of these. In 2018, Sam retired from this field and is now working full time on the family organic sheep farm and is currently developing an accommodation and tourism business to expand the enterprise.

Sam loves a challenge and adapts well to change to achieve her desired outcomes.

When the opportunity to join the Regional Community Care Limited board was presented, Sam was excited to learn something new and identify areas within the organisation that she could help progress and achieve growth.

Sam was elected to the Chairs role in February 2022 and has since overseen a period of significant change and transition in the organisation. Sam was unopposed when re-elected to the role of Chair again in November 2023, and is also the current Chair of the Governance Committee.

Her hobby is her family, and so 'down time' is usually spent outdoors with her husband and 3 children. Sam holds a Diploma of Financial Planning.

Community and family are my passion, and I am motivated by 'putting something back' into the community that supported my professional career.



Natalie Simmons

Deputy Chair, Regional Community Care Limited

Natalie joined the Regional Community Care Limited Board of Directors in October 2022. She has quickly proven instrumental in strategic thinking and decision making with her sharp mind, sound knowledge and leadership skills.

Natalie holds a Bachelor of Economics (Accounting) from Flinders University and has completed the AICD Directors Course.

Natalie's career achievements and experience in executive roles, across multiple industries, over three decades have been an asset to her role as a director. Natalie has previously been on the trustee board of a superannuation fund and served as an executive director of several companies.

Natalie was elected as the Deputy Chair of the Board and Chair of the Audit Committee for the organisation at the Annual General Meeting in November 2023.

Natalie was born and raised in Broken Hill and has continuing strong ties to the community. She has valued the service and support that Lifeline Regional SA & Far West NSW has provided to the community across a very long period of time. Natalie is passionate about contributing to the organisation to support the Lifeline Regional SA & Far West NSW team to deliver services and contribute to the prevention of suicide.

Married with two children Natalie resides in South Australia.



Robin Edgecumbe

Company Secretary, Regional Community Care Limited

As a pivotal member of the Board for nine years Robin has contributed his experience to the significant and on-going development of our organisation.

Robin worked closely with Lifeline Australia during the merger of Lifeline Broken Hill and Lifeline Country to Coast and his experience has been pivotal in the recent rebranding to Lifeline Regional SA & Far West NSW.

Re-elected to the role of Company Secretary at the Annual General Meeting in November 2023, Robin contributes a strategic vision and experience to the strong, and on-going operational and financial growth in our organisation.

He has spent the majority of his working life in the Broken Hill mining industry, employed in a number of positions, including IT strategy, risk management, resource management, project management and training. After he left his employment in the industry Robin went on to found and manage an IT services and consultancy business in Broken Hill for 16 years before retiring in 2014.

Robin has considerable experience on government and business boards and committees, including President of the Broken Hill Chamber of Commerce, Chair of the Outback Area Consultancy Committee, Chair of Regional Development Australia-Far West, Chair of the Broken Hill City Council Tourism Task Force, Chair of AFL Broken Hill League Commission.

He and his wife now reside in Clare, South Australia.



Caitlin Sankey

Director, Regional Community Care Limited

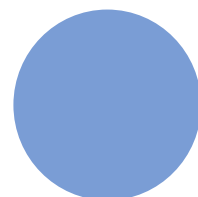
Caitlin lives and works in Broken Hill as an associate solicitor for a law firm that has a rich heritage and legacy of serving the communities of Broken Hill and the Far West of NSW since its foundation in the 1880s.

She joined the Board of Regional Community Care Limited in November 2022 bringing with her a life and work experience that is highly valued to the organisation. At the Annual General Meeting in November 2023 Caitlin was elected to take up a vital role as a committee member of the Audit Committee.

With her skills and expertise Caitlin has a strong desire to contribute and give back not only to the communities in Far West NSW but also to those within the broader Lifeline footprint across regional South Australia.

Caitlin is committed to supporting the cause of suicide prevention and ensuring accessibility for mental health services, training programs and raising awareness particularly in our regional towns. Accessibility, training and awareness in these areas can help to provide people with the tools and support required to work towards 'An Australia free of suicide.'

Caitlin has a Bachelor of Commerce (Major in International Business), Bachelor of Laws and a Graduate Diploma of Legal Practice.



Zeta Bennett

Director, Regional Community Care Limited

Zeta first served on the Board of directors from February 2020 until January 2022 and was welcomed back in August 2023.

Born and raised in the Far West, Zeta has almost 30 years' experience in real estate and is the sole director and licensee of First National Real Estate Broken Hill. She has a Bachelor of Arts, with majors in Politics and Legal Studies from Flinders University, South Australia. She brings this considerable knowledge and skillset, including a flair for marketing, to Regional Community Care Limited. At the Annual General Meeting in November 2023, she was elected as a committee member of the Governance committee.

As an employer and small business owner for 20 years, she understands the importance of mental health, and the need for a healthy balance between work and home. This includes the responsibility we all hold, to ensure our friends, family, workmates and neighbours are tracking ok.



I recognise that mental health underpins everything that we do and that the increasing awareness of mental illness, depression, anxiety and the like, is not only encouraging but essential. Suicide prevention starts there, with the acknowledgment that our mental health is as important as our physical health, and that it should not be hidden or ignored.

Zeta is a trusted and valued contributor to the Board with a commitment and passion for community. Outside of volunteering and work, Zeta enjoys beekeeping, gardening, reading, and spending time with family, friends and her pets.

Board of Directors

Welcome again and bidding farewell



Dr. Ann Alder

Director, Regional Community Care Limited

Ann was reappointed to the Board of Directors in February 2023 following a six-month leave. With a significant career in nursing and midwifery clinical, education and regulation, Ann offers broad experience in leadership and executive roles. She has achieved a number of qualifications including a Master's in Public Health and a Doctor of Education.

Ann is in her second term as an Elected Member of the Clare and Gilbert Valley Council. She is a strong advocate for the community particularly in relation to mental health programs and services.



Regional Community Care Limited welcomed both Dr. Ann Alder (in February 2024) and Zeta Bennett (in August 2023) back to serve on the Board of Directors for a second time in this financial year.

The Board also bid farewell to three directors:

- Justin Chandler, based in Adelaide, who joined us in August 2023 and resigned in November 2023 because of a growing family and business commitments.
- Tony Everuss and Michael Williams who both joined the Board for a second time in February 2023 before resigning at the AGM in November 2023.

The Board, staff and volunteers at Lifeline sincerely thank Michael, Tony and Justin for their commitment and willingness to serve and we acknowledge their important work for the board. It has assisted the organisation to be accountable in our unwavering commitment to delivering suicide prevention programs, training and awareness.

The Lifeline family appreciates the passion, intellect, insight and resources that our wonderful volunteer directors bring to the table and express our gratitude for their past and present service.



Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved.

Mattie Stepanek, American poet

Ambassadors

David Boots

Ambassador, Lifeline Regional SA & Far West NSW



David has been associated with Lifeline Regional SA & Far West NSW since approximately 2017.

David relocated to Wallaroo on the Copper Coast to semi-retire after a stellar career in education as a secondary teacher in the northern suburbs of Adelaide. He soon found a renewed passion for serving his communities through volunteering.

As Chair of the [SOS Copper Suicide Prevention Network](#) David spearheaded several Save our Mates events including collaborating with Lifeline to implement Accidental Counsellor training sessions, hosting a 2 day accredited workshop on Indigenous Domestic Violence and presenting workshops on Self Harm Awareness.

With a strong belief that suicide prevention services are very much needed in the Copper Coast Region David went on to establish the Copper Coast [Gay Straight Alliance \(GSA\) Network](#) to provide a safe space for LGBTQIA+ youth and their straight allies to meet and socialise. He was responsible for setting up a youth group with great success with over 1,250 youth contacts in the first year.

David's strong collaboration with Lifeline saw him take on the role of Ambassador in the region. In 2019 David was presented with the Premier's Certificate in recognition of outstanding volunteer service for his work in suicide prevention.

David has proactively advocated for Lifeline services with local and state government and Country SA PHN. In September 2022, his advocacy was recognised when he was appointed as one of **15 members of Australia's first legislated Suicide Prevention Council** in South Australia, chaired by Nadia Clancy, the Premier's Advocate for Suicide Prevention.

The 15-member council includes individuals with lived experience of suicide including clinicians, researchers, regional and community groups, as well as Indigenous, multicultural, veteran, first responder and LGBTQIA+ representatives.

The Council advises and reports to the Minister for Health and Wellbeing to reduce suicide rates in South Australia. The group was instrumental in the development of the first South Australian Suicide Prevention Plan 2023-2026 (the Plan) launched on 12 July 2023.

Although David has never used the services of Lifeline himself, he and his entire extended family remain passionate and committed in their continued advocacy for Lifeline services in South Australian communities.

The opening of the Moonta Connect Centre will take place in 2025 and will be dedicated in honour of David's commitment to 'An Australia free of suicide.'

Brendan Cullen

Ambassador, Lifeline Regional SA & Far West NSW



Brendan is a 'bushy' living on and managing a sheep station, East of Broken Hill. A long-time advocate for people living in rural and remote communities, Brendan is passionate about helping people to reach out and get support.

Brendan's journey as an ambassador for Lifeline began when he was asked to be a guest speaker to local football clubs in Broken Hill at the very first How's Ya Mate event in 2017.

As a "champion" peer-support volunteer Brendan went on to promote mental health awareness and support services for rural people through the How's Ya Mate and We've Got Your Back, community outreach initiatives.

Since then, Brendan's willingness and readiness to share his journey, reach out to others and give more of himself to raise awareness and funds for suicide prevention has been inspirational.

In April 2019 Brendan shared his story of Holding on to Hope through drought, rural isolation and depression. The Lifeline Australia Holding on to Hope podcast "takes the listener on a journey of personal stories about the lived experience of suicidality. Through authentic story-telling and connection, the podcast provides inspiration and support to those looking to find hope."

A passion for fitness of mind and body has led Brendan to take on the formidable challenge of swimming the English Channel, not once but twice to fundraise for suicide prevention. In July 2022 while in considerable physical pain Brendan triumphed in a solo swim over 17 gruelling hours that covered a distance of 64km. He again tackled the English "Channel Attack" swim as part of a relay team.

Through 100's of hours of preparation time for the swims and at considerable personal expense Brendan has singlehandedly raised \$41,500 for Lifeline.



Image Left to Right: Holding the big cheque for \$5,697 from the English "Channel Attack" swim are Brendan Cullen (English Channel Swimmer), Amanda McKenna (English Channel Swimmer), Peta Bradley (English Channel Swimmer), Greg Rolton (English Channel Swimmer), Ruby Eckert (Marketing and Fundraising Coordinator, Lifeline Regional SA & Far West NSW) and Ben Clavel (English Channel Swimmer).

Brendan has been widely recognised for his selfless, humble and generous service to support Australians in times of crisis.

2022

- Shortlisted as a finalist in the Lifeline Australia Volunteer of the Year Awards in NSW.

2023

- Recipient of the Broken Hill City Council Volunteer of the year "Event" award as a part of the inspirational volunteer and champion fundraising team alongside Jim Hocking and Nick Mann (Ride for Quinny fundraising event).
- Recipient of the Des Griffith Memorial Service Award. Named in honour of the late Des Griffiths JP, a visionary leader and founding member of Lifeline Broken Hill Country to Coast back in 1964, the Des Griffith Memorial Service Award serves as recognition for individuals or groups who have made noteworthy contributions to the organisation and its mission.

When I was given the opportunity to walk into Lifeline and have the Ambassadorship bestowed on me, as well as my great friend Amanda Johnson, it was fulfilling in the sense that it gave me a platform to be able to reach out and help other people. That platform opened up a world for me that I would never have dreamed of.

Brendan through his commitment, courage and generosity has offered compassion, hope and encouragement to others across a global stage for positive and lifechanging impacts.

His advocacy work continues to open conversations about early intervention suicide awareness to reduce the stigma that arises from a lack of understanding of mental illness.

Lifeline Regional SA & Far West NSW acknowledges his invaluable efforts as an outstanding representative in our collective purpose for 'An Australia free of suicide.'

Amanda Johnson

Ambassador, Lifeline Regional SA & Far West NSW

As a fourth generation local with a deep love of her home town Amanda is a highly regarded artist and a strong advocate for the community. Her own personal experience has resulted in her commitment towards helping locals struggling with mental health issues. Amanda is passionate about the welfare of those living in rural and remote areas.

Amanda's story of her journey through post-natal depression was released as a part of "Hear Amanda's Story" Lifeline Australia's Holding on to Hope podcast series. Accessed on Spotify the podcast series can potentially reach and engage with a national and international community as a valuable resource for listeners in the ongoing fight against mental health challenges and stigma.

You can usually find Amanda at her Willy Nilly Art working studio, gallery and retail space at 415 Argent Street where everyone is welcome to browse, buy, or just stop by for a chat.

As an Ambassador for Lifeline Regional SA & Far West NSW Amanda advocates for getting help when you need it, finding what works for you and being able to say you're not okay if you're not okay.

Most of my ambassadorship I feel is carried out during my every day at my gallery. My self-portrait causes responses to the viewers that lead to very interesting and heartfelt conversations. Being able to listen to visitors stories is a gift to us both in my opinion.

Amanda has attended several Lifeline events and activities in her role as an ambassador in 2023-2024 including sharing her story at a morning tea event with a mother's and babies' group in July 2023.

In October 2023 Amanda unveiled a mural created for the County Women's Association Broken Hill Branch in celebration of their 100 years in Broken Hill.

Amanda's work (located in Argent Street in the car park opposite Foundation Broken Hill and the Sufi Books of Broken Hill shop) is in dedication to the Women of the West and the incredible work the Country women's Association has done for the community.

Celebrating Our Volunteers



Image: Pauline Tee, Volunteer, Lifeline Connect Clare celebrated her 90th birthday in June 2024 with cakes made by volunteer Liz Baker. Pauline completed 1,551 chair squats for the Push-Up Challenge 2024.



Our volunteers give their time, energy and expertise generously to achieve our Vision of an 'Australia free of suicide', so that no person has to face their darkest moments alone. Lifeline is truly grateful for the support of our volunteers.

Lifeline Australia

Lifeline Broken Hill Annual Toy Distribution

The Lifeline Annual Toy distribution and run was held on Saturday 2 December 2023. Once again, the Broken Hill community gave generously contributing to the continued success of the long running event.

Starting at Gloria Jeans, a large number of the Broken Hill Ulysses Motorcycle riders, rode for the cause spreading Christmas cheer along the way before completing the run with a free sausage sizzle and tunes at Harold Williams Home.

The gifts donated during the Lifeline Annual Toy Distribution are given to local families to ensure that no child misses out on experiencing the joy and magic of Christmas.

Community and business partners for the event included the Ulysses Broken Hill, Broken Hill Corrections Centre, the Barrier Truth, Tronox Mining and Lifeline Regional SA & Far West NSW volunteers who worked selflessly for the 2023 event with amazing commitment, kindness and compassion.

Lifeline Regional SA & Far West NSW sincerely thank our partners for their generosity in giving back and making the holiday season brighter for those who are in need.



Image Left to Right: Vivek, Linton, Kerry and Michelle from Tronox Mining made a special visit to Lifeline's Broken Hill office on Monday 18 December 2023 to drop off some much-needed toys for the Annual Toy Distribution.

We were running low of toys for older kids until Tronox came through with their donation of quality sports equipment, backpacks and overnight bags, and lots of fun craft items.

We were overjoyed as the brand-new toys made an enormous difference in the lives of local families facing financial hardship and ensured that every child experienced the pure magic that comes with finding gifts under the tree on Christmas morning. Thank you, Tronox Mining, for your incredible generosity and compassion in the 2023 holiday season!

Volunteer Awards Success in Broken Hill

The 76 strong volunteer team based in the Far West of New South Wales give their time willingly, volunteering across fundraising, events, retail operations or as Board Directors. They tirelessly support the delivery of suicide prevention programs, Indigenous DV-Alert programs, mental health support, and other support for people in crisis or distress.

The Broken Hill volunteers had a busy year or recognition when represented at no less than three volunteer award events.

The team won the Centre for Volunteering 2023 Far West Volunteer Regional "Volunteer Team" of the Year Award on 19 October 2023 at a ceremony held in Broken Hill.



Image Left to Right: Mayor Tom Kennedy (Broken Hill City Council), Tracy Gauci, Adult Volunteer of the Year, (Broken Hill Breast Cancer Support Group), Christine Adams, Senior Volunteer of the Year (Sulphide Street Railway & Historical Museum Trust), and from Lifeline Regional SA & Far West NSW Jodie Anderson (Store Manager, Broken Hill Tipshop, Lifeline Regional SA & Far West NSW) Sharon Williams (Volunteer, Broken Hill Tipshop) and Ruby Eckert (Marketing and Communications Coordinator, Lifeline Regional SA & Far West NSW) alongside Gemma Rygate, Chief Executive Officer (Broken Hill City Council). Credit: Centre for Volunteering NSW.

The Broken Hill Volunteer of the Year team went on to be recognised finalists in the 2023 NSW Volunteer of the Year Awards at a Gala Ceremony on Thursday 7 December in Sydney. Jodie Anderson, Store Manager, Broken Hill Tip Shop and Kim Testa, Volunteer, Broken Hill Tip Shop represented Lifeline Regional SA & Far West NSW at the awards.

The Broken Hill volunteers were again recognised as a combined team when represented at the Broken Hill City Council Volunteer Awards on 28 May 2024. The High Tea event was a great opportunity for volunteers from across the community to come together and enjoy an evening celebrating their achievements and commitment to their communities.



Volunteers from across the state's Far West give their time and energy to help make their local community a better place. They help build healthy and well-connected communities across the region. Their tireless work helps support people across health, education, sporting, and community sectors. Our awards recognise their work and give us the chance to say thank you.

*Gemma Rygate, Chief Executive Officer,
The Centre for Volunteering*



Image Left to Right: Vicki Clogg (Volunteer, Broken Hill Tipshop, Lifeline Regional SA & Far West NSW), Jodie Anderson (Store Manager, Broken Hill Tipshop), Sharon Williams, Sue Williams and Annie Graham (All volunteers, Broken Hill Tipshop).



Spot yourself at the Volunteer Awards

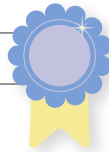
Lifeline Volunteer Awards

In Broken Hill and South Australia each year our people come together to celebrate the achievements of our volunteers at an annual volunteer award event.

The Lifeline Volunteer Awards luncheon in Broken Hill was held in very hot weather on Saturday 9 December 2023 at the Old Brewery. The event was attended by Samantha Maiden, Chair, Regional Community Care Limited presented awards to worthy volunteers throughout the afternoon and was joined by directors Caitlin Sankey and Zeta Bennett.

The 2023 awards were presented to highly deserving people who all volunteer at the Broken Hill Retail shop.

NAME	LIFELINE AWARD	YEARS OF SERVICE
Jennifer Wilmore	Eucalypt	5
Meredith Farquhar	Eucalypt	5
Donna Crowe	Eucalypt	5
Leah Maj	Golden Wattle	10
Alana Grimm	Opal of Honour	15
Faye Dannatt	Opal of Honour	15
Cristeta Castillo	Lifeline Lifetime	20
Maxine White	Lifeline Lifetime	23



Congratulations to Brendan Cullen, Lifeline Ambassador who was awarded the Des Griffiths Memorial Service award in 2023. In a stirring speech Samantha Maiden, Chair joined with the audience in recognition of Brendan's contributions of the highest order through his many roles in peer mental health and wellbeing initiatives. He was acknowledged as a popular and worthy winner of the prestigious award at the event because of his sustained efforts toward our collective mission for 'An Australia free of suicide.'





The volunteer events attended by 175 volunteers and guests were both a great success and it afforded our Chief Executive Officer, Dr Robert Martin, the opportunity to meet all our teams and personally thank our volunteers for their passion and commitment over the past year. For the first time we welcomed the new team from the Port Pirie Connect Centre. Congratulations to all the volunteer award recipients including the Rex Jordan and Marg Garret Service award presented to Darron Reynolds. Congratulations also to our Broken Hill team for being finalists in the NSW volunteer awards.

Jacqui Rann, Executive Manager, Retail Services, Lifeline Regional SA & Far West NSW

The South Australian Lifeline Volunteer Awards luncheon was held on Saturday 10 February 2024 at the Alehouse in Wallaroo. In a schedule that runs like clockwork 104 volunteers and 15 staff were bused to the venue from all six retail sites and three Connect Centre across the State.

Board members of Regional Community Care Limited Mrs. Natalie Simmons, Deputy Chair and Mr. Robin Edgecumbe, Company Secretary welcomed South Australian Government and parliament members who joined with us to celebrate alongside our volunteers. They were:

- Ms. Nadia Clancy MP, the Premier's Advocate for Suicide Prevention, South Australia
- The Hon. Geoff Brock MP, Member for Stuart, South Australia
- Ms. Penny Pratt MP, Shadow Minister for Mental Health and Suicide Prevention and Member for Frome, South Australia
- Mr. Fraser Ellis MP, Member for Narungga, South Australia.



The event was a great opportunity to recognise our volunteers and discuss support for the expansion of Lifeline services across regional South Australia.

NAME	LIFELINE AWARD	YEARS OF SERVICE	LOCATION
Judith Bond	Eucalypt	5	Wallaroo Retail
Denise Miller	Eucalypt	5	Wallaroo Retail
Renny Bradtke	Eucalypt	5	Clare Retail
Patricia Tucker	Opal of Honour	15	Wallaroo Retail
Colleen Sherman	Lifeline Lifetime	25	Wallaroo Retail



Congratulations to volunteer Darron Reynolds from the Wallaroo Retail store who was awarded the Rex Jordon and Marg Garrett Service Award in 2023 in appreciation of many years of dedication and commitment as a Lifeline volunteer in South Australia.

Spot yourself at the Volunteer Awards





Introduction

Suicide prevention services and programs at Lifeline Regional SA & Far West NSW experienced major change and transition throughout the 2023-2024 financial year. This was supported by the recruitment of a number of new employees.

Fond farewells as well as the welcoming of new employees had the potential to impact on the organisation's service delivery. The Services team responded with exceptional commitment and focus as they remained responsive to community need by delivering and building upon our Lifeline services and programs to help prevent or reduce the rate of suicide in local communities.

Marissa Pickett, Service and Supports Manager, resigned in mid-August 2023 after 10 years of outstanding service to Lifeline. She started out with Lifeline Broken Hill in mid-August 2013 when employed as the Broken Hill Retail Manager. This role entailed managing the Retail shop and Workshop (now known as the Tip Shop). In January 2019 Marissa was promoted with a move from retail services to Operations Manager based at the Argent Street office. Later the role title was broadened to Service and Supports Manager. In May 2023 she was promoted to Acting CEO until her resignation in August of that year.

Marissa's commitment to managing an extensive mental health and wellbeing services portfolio was evident from the outset. Her role encompassed every aspect of the training program, Connect Centres, counselling services and programs such as How's Ya Mate and GambleAware across a vast footprint in regional SA and the far west of NSW.

Travelling many kilometers and putting in long hours, Marissa inspired her fellow colleagues with a "can do" attitude and an adept ingenuity in developing and delivering new and innovative Lifeline initiatives that had positive impacts. Her motivation was at all times focused on supporting people in times of crisis to equip individuals, families and communities to be resilient, safe and prepared to prevent suicide and self-harm.

Marissa's friendly demeanor and approach coupled with a genuine compassion and care extended to her team. In her time at Lifeline Broken Hill she was well respected for her open-door policy and willingness to listen and find solutions.

The Board of Directors, staff and volunteers at Lifeline Regional SA & Far West NSW wish Marissa every success in her future endeavours.

In August 2023 the incoming Chief Executive Officer, Dr. Robert (Rob) Martin quickly hit the ground running. One of Rob's first initiatives was a purposeful recruitment and retention drive to fill previously vacant or new and pivotal service roles. In the coming nine months the organisation welcomed eight new people to the services team. The new look services team welcomed Phillip Chabrel as the Executive Manager of Services on 26 February 2024.

Phillip joined the organisation with an extensive background and expertise in community mental health, with his most recent role being with Life Without Barriers. He brought expertise in facilitating lived experience consumer participation and community engagement, supporting regional and remote teams in community mental health, program and service development in mental health and wellbeing, and peer support including the development of peer work models of practice. Phillip had also previously been a Lifeline Crisis Support volunteer and brought a sound understanding of Lifeline's vision and mission. With his wealth of experience Phillip has shown himself to be an asset to Lifeline in bringing new approaches and a strategic direction to our suicide prevention services and programs.



Image Left to Right: Phillip Chabrel, Executive Manager, Services, Lifeline Regional SA & Far West NSW got involved during The Push-Up Challenge in June 2024 along with John Mannion, CEO, Breakthrough Mental Health Research Foundation.

Lifeline Connect Centres

In these early months between February and June 2024 Phillip commenced on a fast-paced analysis and review of the services portfolio to identify challenges, gaps and opportunities.

This has included (but not limited to):

- Consultation and engagement with existing and new sector agencies, community help-seeker groups, suicide prevention support groups (who have lived experience) and funders (government, non-government and corporate);
- A review of the structure, functions and purpose of existing services and programs and staff roles and functions; and
- A systematic transitioning of the service workforce roles to embrace a Lived Experience framework as a vital component of a quality, recovery-focused mental health service.

With this balanced long-term view, Phillip now aims to facilitate and drive increased capacity and efficiency that will strengthen and enhance the delivery of existing services while simultaneously developing and introducing new mental health and wellbeing initiatives. Supported by the Executive Management team, Philip has embarked on a more strategic campaign to seek out sustainable corporate, government and other funding streams and to renew and generate important and valued collaborative partnerships in the sector and in the communities that we serve.

In the future, this will include exploring alternate funding models such as 'fee for service' and 'willingness to pay' as income streams. This comes with a responsibility not to compromise the health and wellbeing of help seekers in our existing suicide prevention services so that they remain responsive, fair and equitable to people in need.

The past 12 months have been a busy and exciting time for the growth of services across the Lifeline Regional SA & Far West NSW Connect Centres. Most significantly, in July 2023 the second South Australian Connect Centre opened in Port Pirie, initially with one counsellor, Jeffrey Grace-Jones and a small team of volunteers. After eight months of operating, it became apparent that a second full-time counsellor was required. On 18 March 2024 we welcomed a new counsellor Gladys Kimani into the team.

The South Australia Centres have been re-structured to include Centre Coordinators to support the day-to-day operations while the Regional Coordinator Connect Centres has focused on expanding services, developing new stakeholder and community connections and delivering training across the service footprint. Maddie Maynard commenced as a social worker and counsellor at the Clare Connect Centre on 9 November 2023 as a part of this initiative.

The organisation has also experienced an increase in service delivery staff in Broken Hill. The vacant financial counsellor position was filled by Prue Quelch who commenced on 24 July 2023, allowing financial counselling service to resume after a seven month pause.

Sarah Parker commenced on 17 October 2023 as Education and Support Officer (.06 FTE) while Sarah Moutia commenced on 8 January 2024 as a full time Social Worker, a position funded by the How's Ya Mate Expansion program. Both team members work across the counselling service and program delivery, and in particular How's Ya Mate.



Image: Pictured cutting the ribbon of the newly opened Port Pirie Connect Centre are (Front R-L) Robin Edgecumbe, Company Secretary, Regional Community Care Limited, Ms. Penny Pratt, BTeach, MP, Shadow Minister for Preventative Health and Wellbeing, Shadow Minister for Regional Health Services, the Hon. Geoff Brock MP, Member for Stuart, Mayor Leon Stephens, Port Pirie Regional Council. (Back R-L) DR. Rob Martin, CEO and Chez Curnow, Executive Manager, Mental Health and Alcohol & Other Drugs Strategy, Country SA PHN.

Clare Connect

Supported with funding from Country SA PHN, a federal government initiative

The Clare Connect Centre has now been operating for over three years and is very well integrated into the community. Self-referrals and walk-ins represent 48% of all counselling clients and 58% of community members seeking other support.

Relationships with a broad range of agencies remain strong. The Clare Connect Centre has received referrals for either counselling or other support from 47 different agencies in the past 12 months. This level of collaboration is enhanced by the monthly team meetings held for all staff and volunteers at the Clare Connect Centre, which features a guest organisation each month. This has included presentations by Uniting Country SA, the National Disability Insurance Agency (NDIA), SHINE and the Adult Safeguarding Unit.

Collaboration with the Clare Medical Centre has seen positive outcomes for clients requiring crisis counselling sessions. The two main medical centres in Clare are the highest external referrers to the Clare Connect counselling service, (representing 38% of all agency referrals) with ease of access to appointments being cited by both medical centres as crucial for their patients.

The Clare Connect Centre has been accessed by a broad demographic of clients in the past twelve months. The number of male clients provided with a counselling service has increased from 27.5% last year to 38% this year, with the primary age group at risk of suicide (15–44-year-olds) representing 50% of all counselling clients. Depression (30%) and Anxiety (26%) are the main mental health reasons clients cite for seeking counselling services.

“

The Connect Centre service is the best mental health service we have had in Clare for the past 25 years.

Dr Michael Nugent, Clare Medical Centre

554

Counselling sessions provided

511

Non-counselling supports delivered (enquiries)



Image Left to Right: Lorna Woodward, Regional Coordinator, Connect Centres, Lifeline Regional SA & Far West NSW pictured with Taryn Brumfit, the founder of Embrace Kids.

Together the Centre Coordinator, Bradley Kirkpatrick and one of our volunteers Tina Maynard ran the first Eclipse group for four participants over an eight-week period. The Eclipse program provides participants who have survived suicide attempts with a safe environment, within a structured group in which to gain personal growth and resilience to reduce the risk of further suicide attempts. It is intended that the Eclipse program will be offered at least once per year at Clare and Port Pirie Connect Centres.

It has been a busy year for our team of volunteers, three of whom are now in their third year of volunteering at the Connect Centre, having commenced during our first month of opening in April 2021. The volunteers have assisted clients with a broad range of issues, with an increase (compared to 2022-2023) seen in presentations for financial stress, homelessness/tenancy issues and requiring access to food. This is reflective of the economic crisis that has been having widespread impacts, often for people who have previously not experienced these pressures.

The Clare Connect Centre has proudly supported three Mental Health Certificate IV students with their placement, which has included volunteer Tina Maynard. We have also provided a placement for a counselling student. This is the first time the Centre has had the staffing capacity to be able to support placement students, a commitment we hope to maintain.

One of the crucial elements of the Connect Centre Services is to ensure that we are reaching clients from a wide geographical area. In the past 12 months we have been able to provide supports to people from over 45 regional locations. This has included regular outreach being provided in Burra, Balaklava and Riverton, which is crucial for people who prefer face-to-face counselling but have no means of getting to our Clare Connect Centre.

Involvement at community events continues to be a highly successful means of increasing agency networks, raising the profile of the service and reaching people who may not otherwise access our service. A key highlight was participating in the inaugural Burra Country Pride Picnic held on 18 November 2023, which was a great success and lots of fun! We were proud of our Lifeline Rainbow badges. There was a great family atmosphere, along with the opportunity for important messaging around the higher prevalence of mental illness and increased risk of suicide in the LGBTQIA+ community, combined with LGBTQIA+ people being less likely to access crisis supports. To find out more refer to the Suicide Prevention Australia Fact Sheet for LGBTQIA+ populations.



Image Left to Right: Tina Maynard, volunteer and Lorna Woodward, Regional Coordinator Connect Centres, Lifeline Regional SA & Far West NSW and at the Burra Country Pride Picnic event held in Burra in November 2023. Image credit: Burra Community Management Committee.

On behalf of the Burra CMC and the Mid North Arts group, we would like to thank Lifeline, you and your colleague for your involvement in the Burra Country Pride Picnic on Saturday. The Picnic received rave reviews and you being a part of it made all the difference to many people's lives, I'm sure! We truly appreciate the Lifeline team's engagement. Thank you both sooooo much!"

Deb

The Regional Coordinator, Connect Centres was also able to provide information and support at a screening of the [Embrace Kids](#) documentary film on 15 October 2023, hosted as a joint initiative between St James School Jamestown and the Mid-North Suicide Prevention network. This important initiative focuses on counter bullying around body shaming, to raise awareness of the risk factors for eating disorders and other mental illness that are linked with self-esteem and a need to fit in. [Taryn Brumfit](#), the founder of Embrace Kids facilitated a Q & A session after the screening.

We ended 2023 on a high note with staff and volunteers interacting with excited community members at the Burra Christmas Pageant on Friday 22 December. We were able to distribute 200 goody bags using funds raised from our highly successful raffle earlier in 2023.



Image: Off to the Burra Christmas Pageant! Lorna Woodward, Regional Coordinator Connect Centres, Lifeline Regional SA & Far West NSW (C), Bradley Kirkpatrick, Connect Centre Coordinator, Clare and Maddie Maynard, Counsellor (Both R) are joined by volunteers Tina Maynard, Deirdre McInerney, Libby Brady and Hilary Adlam for the road trip to Burra.

Port Pirie Connect

Supported with funding from Country SA PHN, a federal government initiative

The Port Pirie Connect Centre has been well received in the local community by both community members and other organisations. The official opening on 16 August was attended by a broad range of stakeholders and community representatives. In the first year of operating, the Centre has received counselling referrals from 14 separate organisations, with the highest number of external referrals being received from the [Department for Correctional Services](#) and [Uniting Country SA](#).

As expected for a new service, the number of self-referrals has been lower, representing 30% of all referrals, although an upwards trend has been observed in the last six months as community awareness of the service increases.



Image: Jeffrey Grace-Jones, Coordinator, Port Pirie Connect putting in the hard yards for The Push-Up Challenge held in June 2024.

481

Counselling sessions provided

299

Non-counselling supports delivered (enquiries)



Port Pirie client statistics indicated that males represented 31% of all counselling clients, whilst people aged between 15-44 years represented 57%. This mirrors Lifeline Australia statistics for people being at increased risk of death by suicide. Trends noticed within the counselling service included a high prevalence of depression (23%) and anxiety (29%) as the presenting mental health issue, with relationships, trauma and domestic violence being the top three reasons for which counselling was sought.

A broad range of clients have accessed the other services and supports provided by the Port Pirie Connect Centre, with just under half of them presenting as walk-ins. Trends have been noted in requests related to domestic violence and substance abuse, often combined with mental illness. Enquiries have been received from 23 different organisations which reflects the high level of agency engagement and information sessions the Regional Coordinator Connect Centres and the Centre Coordinator have undertaken in the past year.

Strong relationships have been developed with other mental health service providers and SA Health. The Regional Coordinator and Centre Coordinator both attend a quarterly mental health partnership meeting with these stakeholders. This cross sector collaboration ensures the best outcomes for clients who may be navigating the various levels of mental health service provision available to them.

As part of the volunteer recruitment and training process the Regional Coordinator, Connect Centres delivered two training sessions, Accidental Counsellor and REACH, to communities in 2023-2024. This led to a request from the Department for Health and Wellbeing to deliver these training courses at the GP Plus Centre in Port Pirie, with a total of over 60 health staff being trained in REACH and/or Accidental Counsellor. The Regional Coordinator also provided two information sessions about the Port Pirie Connect Centre and one Accidental Counsellor training session to participants of the TAFE Heavy Industries course.

Community engagement through attendance at a range of events in Port Pirie has been strong.

Events have ranged from the very large-scale Smelters Picnic, which attracted over 10,000 visitors, a mental health month collaborative community event and the Tarpari Well-being Day on Wednesday 17 April 2024. The inaugural Men's Health Day event held on Thursday 13 June 2024 (during Men's Health Week, 10-16 June 2024), although small-scale, provided a fantastic opportunity for the counsellors to be available off-site for men who often find it harder to walk into a service.

The Port Pirie Connect Centre has had a very solid first twelve months and the Services team looks forward to an exciting journey in the coming year.



Image: The Port Pirie Connect Lifeline stand at the Tarpari Well-being Day held on Wednesday 17 April 2024.

Broken Hill Connect

The Broken Hill Connect Centre has maintained strong collaborative relationships with a broad range of service providers, with referrals for counselling and other support being received from over 40 organisations. Clients in higher risk groups for suicide have prominent representation in accessing our counselling services, including Aboriginal and Torres Strait Islander peoples (18.5%), males (36.6%) and 15–44-year-olds (70%). Depression (23.7%) and anxiety (24.5%) are the most prevalent mental illness counselling clients present with, however there has also been a significant trend in clients seeking support with anger management issues (16.7%) and trauma which has resulted in Post Traumatic Stress Disorder (10.7%).

Almost 50% of clients accessing support other than counselling are self-referrals/walk-ins. In the past 12 months there has been an increase in people reporting social isolation (19%) as a factor impacting on their mental health and capacity to engage with other support and services. Unemployment is also a factor cited by clients (24.8%) as creating increased stress, including financial stress and potentially a barrier to accessing some support, particularly those which require payment.

Lifeline Connect Broken Hill staff attend a range of inter-agency meetings throughout the year, including the Suicide Community Action Group, the Royal Flying Doctor (RFDS), Alcohol and other Drugs (AoD) services team meetings and the Violence, Abuse and Neglect Service meeting managed by the Far West Local Health District (FWLHD).

Important collaborations with schools have also been developed. A Broken Hill Connect Centre counsellor now delivers annual Love Bites respectful relationships education for young people to Year 8 Broken Hill High School students. Love Bites focuses on Respectful Relationships and Cultural Diversity.

The Broken Hill Connect Centre has continued its strong connections with the University of Sydney by providing placements for social work and counselling students under the supervision of the senior counsellor. The students provide valuable opportunities for us to critically reflect on our service provision.

Family and Domestic Violence remains a prevalent issue affecting clients accessing supports.

Staff attendance at community events such as 16 Days of Activism and Red Rose for Domestic Violence provides an opportunity for Broken Hill Connect to demonstrate their support for victims of violence. Community events such as these raise visibility in our communities about the broader range of services our organisation provides. This includes counselling and financial counselling that can assist people who are experiencing domestic and family violence.



Image Left to right: Pictured preparing in Broken Hill for the Do It For Dolly Day on 10 May 2024 are Kayelene Crossing (RFDS) Sarah Moutia (Lifeline), Meg Kelly (Lifeline) Maddie (community member,) Jany Martin (Lifeline champion) Richard Wilson (We've Got Your Back champion) and sponsor Eliza Emmlin (Nutrien Ag).

632

Non-counselling
supports delivered
(enquiries)

762

Counselling
sessions
provided

Financial Counselling

Supported by funding through the New South Wales Government's Department of Fair Trading

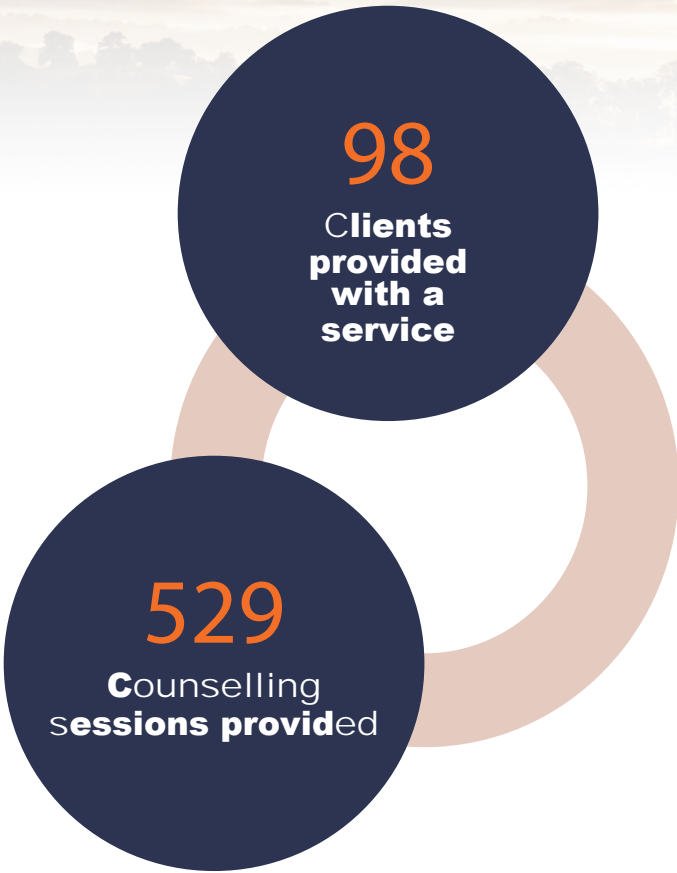
The financial counselling service resumed with the commencement of Prue Quelch in the position in July 2023. The position had been vacant for over six months; therefore, much work was required to re-establish this service, including making the community aware that this service was once again available.

The timing of the resumption of the service has been critical given the increased financial pressures being experienced by many people in the community. The financial counsellor has reported an increase in clients presenting with issues relating to paying their mortgage or rent that is then impacting on their ability to pay bills and buy food.

Clients aged between 30-59 years represent the highest age demographic accessing the service (67%), with females having slightly higher presentations (59%) than males. The majority of clients are reliant on Government payments/pensions and allowances as their main source of income (73%).



Image: Prue Quelch, Financial Counsellor, Lifeline Regional SA & Far West NSW.



The financial counsellor has undertaken proactive community and inter-agency engagement, particularly in the first few months in the role. She has invested time to visit a broad range of services in Broken Hill, which has resulted in 53% of referrals being received from external agencies. This has highlighted a further need to extend the service provision to Menindee and Wilcannia. Wilcannia according to the 2016 Census All Persons QuickStats has a high Aboriginal population (42%), increased levels of unemployment (11.2%) and lower median weekly incomes compared to NSW State averages.

By conducting outreach visits in Wilcannia alongside existing service providers such as Legal Aid New South Wales and Revenue NSW the financial counsellor has been steadily building community awareness and trust. From this a collaboration has developed with the Welfare Rights Centre and Legal Aid to provide educational sessions around budgeting

and finances to the Wilcannia community. A new referral pathway has also been established with the Wilcannia Court for clients subject to Work and Development Orders.

The Financial counselling and counsellor roles are funded from funding streams through the Department of Communities and the Department of Fair Trading through the New South Wales Government.

Lifeline Regional SA & Far West NSW also acknowledges the generous support from sector and community stakeholders and funding for the South Australian Connect Centres from Country SA PHN, a federal government initiative.



Community Resilience and Training



Community Resilience and Training opportunities delivered in 2023-2024

In 2023-2024 through the professionalism and incredible work ethic of the training team, Lifeline Regional SA & Far West NSW delivered 38 training sessions (by two accredited staff and three other accredited trainers) around Australia to 454 participants. This is an increase of 2 more training sessions to 78 more participants largely because of an increased training capacity and delivery capability in South Australia.

Amidst a financial year of challenge and change, particularly in sourcing accredited trainers to deliver training across DV-alert and other training streams, Lifeline Regional SA & Far West NSW's training program was adapted to remain flexible and responsive to community need.

In November 2023 Shelby Jones was appointed into a new role as Community Development Officer working across Broken Hill and our other sites to promote Lifeline services and programs, as well as to foster deeper community engagement and outreach.

The new role aims to assist the CEO, and the Executive Team to create, develop and build an all of organisational approach that is culturally responsive and culturally safe and that meets the needs of Aboriginal families and communities who may need our support. Shelby has continued to deliver and support the DV-alert training program in Western NSW in 2023-2024.

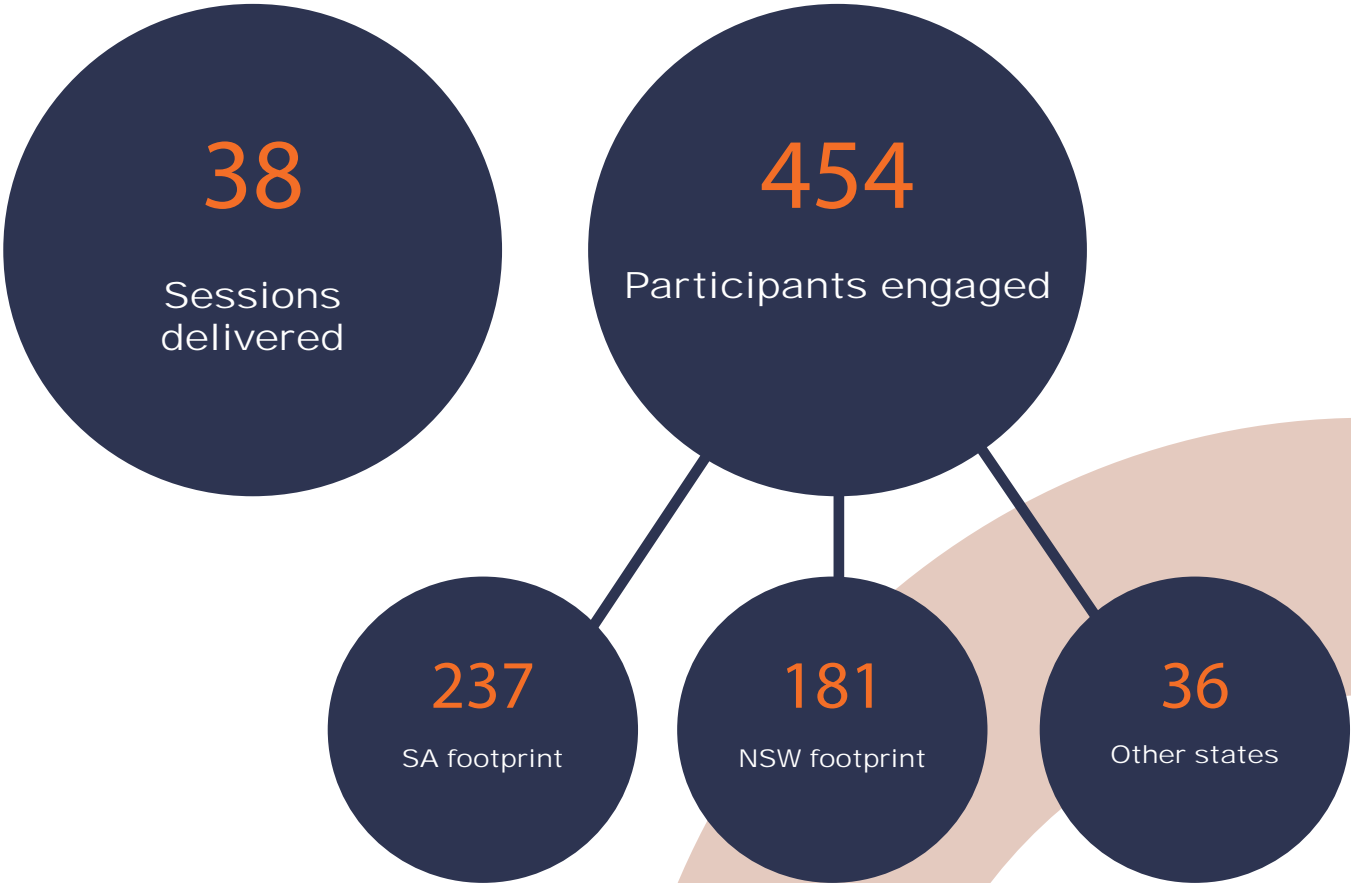




Image: The Accidental Counsellor Plus course is a new pilot program combining online and in-person learning. Participants pictured at this training session held in Broken Hill on 17 October 2023 learned how to safely and effectively support someone who might be in crisis.

TRAINING	NUMBER OF SESSIONS DELIVERED	NUMBER OF PARTICIPANTS ENGAGED	BREAKDOWN STATE BY STATE					
			NO. OF SESSIONS DELIVERED IN			NO. PARTICIPANTS ENGAGED		
			SA	NSW	OTHER STATE	SA	NSW	OTHER STATE
REACH	6	64	5	1	0	55	9	0
Accidental Counsellor	12	143	7	5		89	54	0
Accidental Counsellor PLUS	2	29	1	1		14	15	0
Dv-alert First Nations	10	124	2	5	3	30	58	36
Youth Mental Health First Aid	6	67	2	4	0	20	45	0
Conversations About Suicide	1	12	1	0	0	12	0	0
TAFE Mental Health Session	1	17	1	0	0	17	0	0
Total Number	38	454	19	16	3	237	181	36

Thank you to the training team for their unwavering commitment. Their pursuit of community and corporate collaborations to share and reduce training costs is commendable. The small team has a high up-take of professional development opportunities to increase training capability and quality. Attendance at events and activities to raise community engagement and awareness and a willingness to travel long distances away from home to deliver training sessions was equally inspiring. The team has empowered communities across our vast footprint to 'recognise, respond and refer' and enabled a sharing of connection, compassion and hope that contributes toward a vision for 'An Australia free of suicide.'

Lifeline Regional SA & Far West NSW acknowledges the generous funding and support from key stakeholders in support of the Training and Development program: Lifeline Australia and funding streams or support through the NSW Government Regional Youth Invest Program, Wellbeing Boost Funding through the Kade McDonald Foundation and the Goyder Council.



Image Left to Right: Jody Whitehair, Meghan Millard, Jennine Speechley, Ross Morris, Ben Clavel, Ally Wood, Rebekah Jarvis, Tarissa Staker and Katrina Groves participated in the Accidental Counsellor training on 15 November 2023 as a part of the How's Ya Mate program.



How's Ya Mate

A two year expansion initiative funded by the NSW Government Regional Youth Invest Program



In March 2023 Lifeline Regional NSW & Far West NSW signed off on the successful funding bid for \$289,927 through the NSW Government Regional Youth Invest Program (RYIP).

How's Ya Mate has made significant inroads in the last 12 months to realise the intended outcomes of the two-year expansion project that are to:

- Expand into other sporting codes
- Develop and deliver outreach support visits to smaller communities in Far West NSW
- Engage a 0.6 FTE Social Worker to support the project and provide non-clinical counselling for young people and help seeking resources for young people
- Deliver four Youth Mental Health Training sessions and eight Accidental Counsellor training sessions
- Develop and implement school visits and sport clinics by guest sport identities to provide and promote positive health messages for young people.

In August 2023 Jacinta Cullen stepped up into a more focused Project Coordinator role with the How's Ya Mate (working alongside Sarah Moutia), GambleAware and We've Got Your Back programs.

The RYIP expansion project kicked off with the delivery of one Youth Mental Health First Aid and three Accidental Counsellor training sessions in Broken Hill under the How's Ya Mate banner from late June to November 2023.

Kirby Bentley, former Western Bulldogs AFLW coach, retired Carlton and Fremantle football player and SURVIVOR Series 9 contestant visited Broken Hill with How's Ya Mate on 21-22 February 2024.

The project team rolled out a successful and well received How's Ya Mate schedule of events in Broken Hill and Wilcannia across two days. Ms. Bentley talked with participants from two local high schools about the importance of checking in on ya mate and seeking help, before delivering an AFL skill and drill clinic with students. A further skills clinic was delivered with Broken Hill AFL women's players at the Broken Hill War Memorial Oval. Ms. Bentley also attended the Annual 'Year 7 Day' at the Gary Radford Pavilion, Broken Hill Racecourse to share positive health and wellbeing messages with over 100 Year 7 students from around the region.

In the afternoon young people in Wilcannia were provided an opportunity to 'Shoot Hoops with Kirby Bentley' which was a popular yet informal way to deliver the How's Ya Mate messaging. Twenty-three people attended training sessions in Youth Mental Health First Aid and Accidental Counselling that were delivered in conjunction with Kirby Bentley's visit to Broken Hill.

The Lifeline team promoted the much anticipated How's Ya Mate AFL Round in Broken Hill at a Youth Week event in Sturt Park on 17 April 2024. This provided young people with an AFL interest the opportunity to have conversations with Lifeline staff in person about mental health and wellbeing, ask questions and have access to support and resources. A How's Ya Mate promotional stand at Agfair Broken Hill on 3-4 May also raised awareness about the How's Ya Mate program and provided another opportunity to sell the popular merchandise raising funds for suicide prevention.



Image: Jacinta Cullen, Project Coordinator, Lifeline Regional SA & Far West NSW with West Broken Hill Football Club player Gary Edge in the changerooms on the weekend of the How's Ya mate AFL Football round in May 2024.

On 17-18 May 2024, the annual How's Ya Mate AFL Round was held in Broken Hill in partnership with AFL Broken Hill.

While there was plenty of action on the footy field and kid's entertainment on the Saturday, How's Ya Mate provided a range of support and resources for players, officials and club audiences over the two days. This included guest speakers to start the conversations in the footy sheds, three training sessions to 29 participants and counselling supports with the aim to improve mental health and wellbeing at the sporting clubs and break down stigmas associated with mental health.

The Depression Anxiety Stress Scales (DASS-21) survey form distributed to players and officials at the clubs is a crucial element of the How's Ya Mate AFL round. This year 188 people completed the participant surveys and 160 of those people completed the deidentified DASS-21 surveys.

The How's Ya Mate Project team have compiled a comprehensive Summary Report of the DASS survey findings between 2021 - 2024. The Impact Summary found that (but not limited to) the How's Ya Mate program indicators revealed a positive impact on mental health outcomes, particularly in 2024.

The decline in Depression, Anxiety, and Stress scores across all clubs in 2024 suggested that the program's continued efforts in raising awareness, providing resources, and facilitating support networks were effective. The program will continue to sustain goals and address challenges to expand on the gains achieved in 2024 particularly, for those clubs who may need additional targeted support to maintain and further improve mental health outcomes.

Phillip Chabrel is now collaborating with the broader Lifeline team to engage with other communities and sporting codes for the expansion of the How's Ya Mate model beyond the Far West of NSW. Currently the team is in the early stages for a How's Ya Mate Sunraysia AFL Round in Mildura on Saturday 10 August 2024 in partnership with the Sunraysia Football and Netball League (involving up to seven football and netball clubs). A How's Ya Mate Soccer Round in Broken Hill is in the early planning stages for 1 September 2024 in partnership with the Broken Hill Soccer Association (involving four clubs).

The project team at Lifeline Regional SA & Far West NSW anticipate that How's Ya Mate will be kicking plenty more health and wellbeing goals with sporting clubs in the year ahead with a pivotal message about checking in and supporting ya mates!

GambleAware

Far & Western NSW

Funded by a New South Wales Government's Office of Responsible Gambling grant



GambleAware is a NSW funded initiative that works in close collaboration with the [National Health Service \(Healthdirect Australia\)](#), clinicians, local and national government, gambling treatment providers, as well as other mental health services, across four key areas by providing: advice, tools and support, national gambling support, research and campaigns.

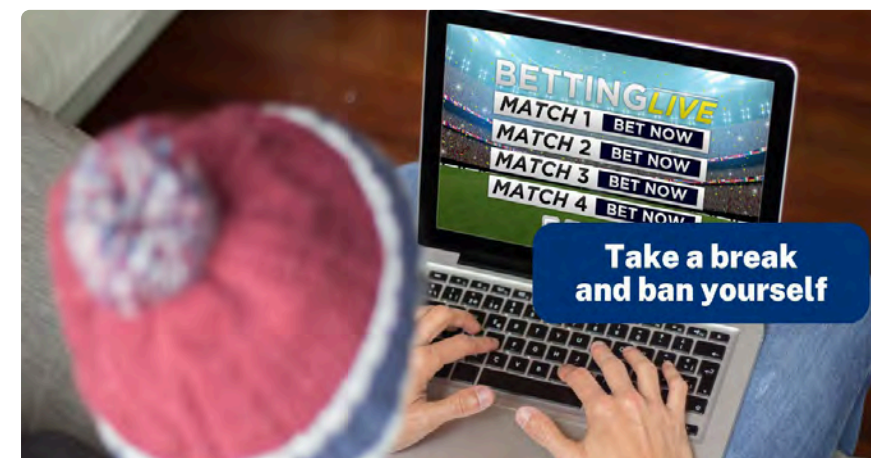
Lifeline Regional SA & Far West NSW manages a five-year GambleAware project in a consortium partnership with [Lifeline Central West](#) and with significant funding from the NSW Government GambleAware program. Now entering a third year of program delivery the partnership continues to effectively deliver free and confidential counselling and information to people affected by gambling harm, including family and friends.

GambleAware Week was held from 16–22 October 2023 and focused on a proactive messaging campaign entitled “What’s gambling costing you?” to raise awareness in the communities of Broken Hill and Far & Western NSW. This included the wider GambleAware consortium footprint in the towns of Dubbo, Orange, Bathurst, Cowra and Balranald.

In the lead up to GambleAware week, the Project Coordinator organised and undertook media engagements and interviews for GambleAware and distributed free GambleAware information and resources at the Lifeline offices in Argent Street and the Broken Hill City Council Library.

This included supporting consortium partners and their networks to distribute materials and resources and have a physical presence in their regions at venues and approved public spaces, clubs and pubs while overseeing a digital campaign across screens and videos on social media.

In partnership with Lifeline Central West and GambleAware government representatives, 13 major activities were planned and implemented during GambleAware Week. The activities provided opportunity for an elevated level of community and interagency engagement in the targeted communities.





Lifeline

Health Partnerships

GambleAware Week 2023

- Collaborated with 4 politicians across 5 events
- Partnered with 32 sector agencies across several events
- Collaborated with 8 community groups

Events

- Youth day with 250 youth participants
- Sporting Club event
- Shopping centres events - Two
- Health, Wellbeing and Support Services Expo

Community engagement

- 578 people across the week of activities

Since commencing with Lifeline in February 2024 the Executive Manager of Services has undertaken a comprehensive analysis and review of the organisation's GambleAware program including high-level meetings with the Office of Responsible Gambling, Lifeline Central West and attending regular GambleAware Community of Practice: Peer Support meetings.

The GambleAware team is now working toward a re-set of the program's activities and events while remaining focused on the short, medium and long-term outcomes as provided for in the funding agreement. Future directions for the program will continue to be developed and implemented in collaboration and partnership with the consortium, sector and community GambleAware partners.

Lifeline Regional SA & Far West NSW aims to bring new and improved elements to the program in the next two years. It aims to deliver outcomes around increased prevention and reduction in gambling-related harm and problem gambling across the GambleAware footprint.



Youth Counselling service

A partnership between Lifeline Regional SA & Far West NSW and Headspace (Flourish Australia) in Broken Hill

Headspace Broken Hill offers young people from the ages 12-25 a welcoming environment where they can access free and confidential mental health support, health advice and group therapy. The service provides general health services, mental health support, vocational and education support and alcohol and other drug services.

In the period March 2021-2023 Lifeline Regional SA & Far West NSW engaged in a partnership with Headspace Broken Hill to co-host a 1.0 FTE Youth Counsellor with Headspace auspiced by Flourish Australia as a part of our commitment to the local headspace consortium agreement.

During the last 12 months, Lifeline's counsellor provided "drop in" and group supports to assist young people accessing headspace Broken Hill. The collaboration assisted to build the life skills of young people and increase their social inclusion and community participation by enabling them to get involved in opportunities and day-to-day activities at the Broken Hill headspace site.

Lifeline Regional SA & Far West NSW initiated conversations with headspace again in July 2023 which culminated in a new agreement spanning from May 2024 - 2026. Our Counsellor and Education and Support Officer in Broken Hill provide a 0.2 FTE service at headspace one day a week. The service has a focus on wellbeing, improved outcomes and

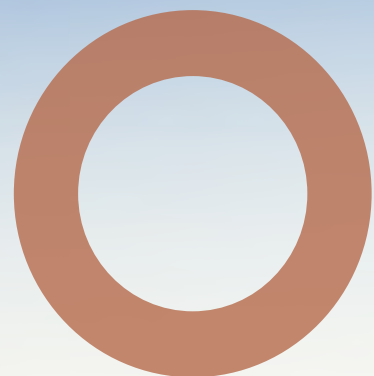
the reduction of stigma in the community for young people who identify as LGBTQIA+. The collaboration has initially delivered several positive outcomes and has increased Lifeline's ability to provide counselling services to young people in the region.

Training and education have been offered onsite and opportunities for young people to take up planned social activities and outings have been facilitated. This has led to other youth-based initiatives and projects being developed by young people for young people. Mental health education has also been pivotal in finding out what other supports, including social connections these young people would like to see developed in Broken Hill.

This culminated in the Youth Day event on 17 April 2024 attended by over 15 young people, at which Broken Hill Connect staff had great fun encouraging participation with the drag queen photo booth.



Image: Fun times in the photo booth to raise awareness about suicide prevention and other support services available for young LGBTQIA+ people at the Youth Week event held in Sturt Park on 17 April 2024.



Grief and Loss counselling service

A partnership between the Lifeline Regional SA & Far West NSW and the Far West Local Health District in Broken Hill

In July 2023 Lifeline entered into an agreement with the Far West Local Health District in Broken Hill about the need for a specialised grief and loss counselling service in the Far West NSW region. In August 2023, the two agencies entered into a partnership arrangement where Kim O'Donnell, Grief and Loss Counsellor (0.8 FTE) would offer services specialised both remotely (phone and telehealth) and face to face from the Broken Hill Connect Centre. The position commenced on Monday, 4 September 2023.

The two organisations developed joint branding, marketing and reporting and procedures to support the role. Ms. O'Donnell was invited to participate in team meetings at Lifeline and ran a very successful trial of a group program, "Grief in Motion", which enables people to express their grief through movement.

The demonstrated need for the service was evidenced when the Grief and Loss counsellor undertook a three-week in-person visit to Broken Hill. Servicing 47 active clients at the time, she provided 31 face-to-face counselling sessions of the 72 sessions provided in that month.

The collaboration enabled Lifeline staff to have a direct referral pathway to a more specialist bereavement service. Clients who were experiencing difficulty following the death of a loved one could access and be linked straight into the service at the Connect Centre. Referrals to the service were primarily from schools, Neami, SPOT, MERIT and VANS, along with some self-referrals.

360
Client counselling sessions

39
Average number of clients per month

8
Average number of new clients per month

We've Got Your Back

A partnership between Lifeline Regional SA & Far West NSW and the Royal Flying Doctor Service

WE'VE GOT YOUR BACK

Royal Flying Doctor Service SOUTH EASTERN SECTION | Lifeline Broken Hill Country to Coast

Face-to-face peer mental health and wellbeing initiative for rural people from the land

- Engaging in genuine conversations and actively listening
- Providing advocacy on the needs of those impacted by natural disasters
- Linking people to appropriate services
- Going places that other services don't

Have a chat or organise a visit:

Richard Wilson 0438 093 682 champion.richard@outlook.com	Jane Martin 0431 469 984 champion.jane@outlook.com	Brendan Cullen 0437 188 980 champion.brendan@outlook.com	Belinda Bennett 0429 660 123 champion.belinda@outlook.com	Peter Crossing RFDS Outreach Farmgate Counsellor 0436 945 429 peter.crossing@rfdse.org.au
---	---	---	--	---

Eliza Emmlin, WGYB Community Engagement Contact 0436 634 646
Need support in a crisis? **13 11 14** (24/7)



Lifeline Regional SA & Far West NSW in partnership with the Royal Flying Doctor Service (South Eastern Section) launched the We've Got Your Back (WGYB) mental health program in 2020.

The program trained WGYB Champions, local graziers who themselves have been through hard times to engage in genuine conversations about mental health, provide advocacy for people impacted by drought and illness and link others in their community to appropriate services.

We've Got Your Back provides genuine face-to-face support for rural people from the land in Far West NSW. Brendan Cullen, Lifeline Ambassador, is one of the four original We've Got Your Back Champions.

Dr. Rob Martin, CEO, Lifeline Regional SA & Far West NSW met with key personnel at the Royal Flying Doctor Service Wellness Centre in August 2023 regarding the We've Got Your Back partnership.

Discussions included a collaboration in an evaluation research project that is underway headed up by Dr. Robert Brooks, Associate Professor, Rural Medicine, Department of Rural Health, Broken Hill University. Since the evaluation commenced in October 2023 Lifeline Regional SA & Far West NSW has been an active contributor to the evaluation project.

Conversations are ongoing about a potential collaboration to expand the program into regional South Australia in 2025.

The We've Got your Back program is auspiced by the Royal Flying Doctor Service, South Eastern section with a Mental Health coordinator role overseeing the program. Lifeline Regional SA & Far West NSW values this important partnership.

Retail Services

Lifeline Regional SA & Far West NSW retail services have returned another record result in the 2023/2024 financial year. All stores exceeded their targets and delivered a total of \$2,321,327.00 in sales, with a profit of \$1,222,522.00.

RETAIL SITE	2022-2023	2023-2024
Clare Retail Shop	\$127,900.00	\$129,400.00
Gawler Retail Shop	\$149,100.00	\$180,700.00
Moonta Retail Shop	\$104,100.00	\$113,200.00
Port Augusta Retail Shop	\$82,800.00	\$105,500.00
Walleroo Retail Shop	\$104,500.00	\$122,500.00
Port Pirie Retail Shop	\$108,300.00	\$127,400.00
Broken Hill Retail Shop	\$169,900.00	\$174,500.00
Port Pirie Garage	\$69,100.00	\$63,200.00
Broken Hill Tip shop	\$265,400.00	\$250,400.00

Jacqui Rann, Executive Manager, Retail Services, acknowledges the enormous dedication of all Shop Managers and the 200 strong team of volunteers to achieve such an outstanding result.

At every opportunity Lifeline recognises and honours the commitment of our volunteers who give their time and energy all year round culminating at the annual Volunteer Award events held in Broken Hill and Wallaroo each year.

Our volunteers are integral to the success of the retail stores. They put their heart into their work knowing that their commitment and vital contributions are making a difference to Australians who are experiencing a personal crisis.

The Port Pirie warehouse team support was exceptional ensuring that stock was provided and that responsible recycling continues to provide much needed revenue that enables delivery of free crisis intervention and early intervention suicide services to local communities.



Image: Volunteer truck drivers Murray Nicholas and Mark Greenwood and Susan Williams from the Broken Hill Tip Shop took time out of the volunteering day to promote suicide prevention.

The team of volunteer truck drivers, led by Trina Grist, Warehouse and Transport Manager travel thousands of kilometres every year over our vast territories to service all stores.

Of note in an exceptional twelve months across retail services is the exceptional growth of the Gawler Retail Shop, led by Rowena Burns, Manager. The shop has tripled their turnover in the last three years.



The Broken Hill Tip Shop continues to develop and grow with a massive social media following and all planned works are now complete.

Both Jodie Anderson, Manager, Broken Hill Tip Shop and Dianne Mason, Manager Broken Hill Retail, are always keen to get involved and lend a hand with local projects and events which further increases Lifelines connectivity with communities in the far west of NSW.

Image Left to Right: Pictured are volunteers from the Wallaroo Retail shop, Susan (Sue) Schrapel, Karen Cunningham, Lynne Benson and Elizabeth (Libby) Searle.

The Tip Shop again participated in [Waste 2 Art 2024 Year of Packaging](#) with artworks on display from Monday 27 May to Saturday 15 June 2024. Waste 2 Art is an annual community art competition and exhibition organised across regional NSW Councils by NetWaste.

The competition showcases art, creative works and functional objects made by the community from reused waste materials. The aim is to challenge peoples' perceptions about 'rubbish' and to celebrate the reuse and recycling of waste through arts and crafts. The local primary and secondary schools participate to promote recycling education. In 2024 the Waste 2 Art exhibition was hosted by two venues the GeoCentre until 15 June and the Lifeline Broken Hill Tip Shop displaying the 2D artworks and outdoor 3D artworks until Saturday 8 June. Diverse creations and upcycled objects celebrated turning trash into treasure and a People's Choice award was open for community voting.

Project partners in the popular community initiative are the [Broken Hill Art Exchange](#), Lifeline Regional SA & Far West NSW, [Broken Hill City Council](#), [NetWaste](#) and [SIMS METAL](#).

Congratulations to the Lifeline Tip Shop being a finalist in the "Excellence In Social Enterprise/ Outstanding Community Enterprise" category for the 2023 [Far West NSW Excellence in Business Awards](#). Jodie Anderson, Manager, Broken Hill Tip Shop and Ruby Eckert, Marketing and Communications Coordinator attended the awards ceremony in Broken Hill on Saturday 25 November 2023.

Lifeline Regional SA & Far West NSW held the inaugural Book Fair in the Moonta town hall over three days of the 2023 October long weekend. The event was successful and well-received by the broader community. Many hours of work went into the logistics, sorting, pricing and set up of stock.

Volunteers from Moonta worked all weekend with support from the Connect Centre staff who also travelled to lend a hand. Moonta also hosted two fashion parades increasing awareness of our organisation and the services provided to our communities.

The Moonta & District Progress Association kindly sponsored our use of the venue and provided all the trestles. The money raised at our Book Fair directly funds the free mental health services provided at our Lifeline Connect Centres.

The Warehouse in Port Pirie continues to be the hub of the South Australian operations and along with the Garage (also in Port Pirie) and the Tip Shop in Broken Hill we save tens of thousands of tons of waste from landfill every year.

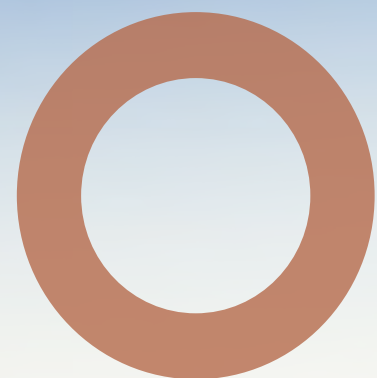
The Lifeline Regional SA & Far West NSW retail stores have enjoyed a prosperous year and continue to set benchmarks in volunteer engagement and responsible recycling practices. The focus is to be leaders in the circular economy, champions for Lifeline and supportive in our communities while providing the funds necessary to support early intervention suicide prevention services.

The entire team at Retail Services look forward to building upon these strengths moving forward.



Image: The Moonta Hall looking splendid ahead of the inaugural Moonta Book Fair in October 2023.





Marketing and Communications

The Marketing and Communications team, Lifeline Regional SA & Far West NSW leads a collaborative approach to Marketing and Communications in support of Lifeline's Executive, Connect Centre, and Retail teams across the entire service area footprint. This includes the promotion of services, developing and implementing campaigns, and supporting various programs and initiatives, including the How's Ya Mate program and Lifeline's suicide prevention training.

Marketing and Communications aim to build awareness of Lifeline's services, to connect with communities about Lifeline's cause, and inspiring individuals to get involved with our Vision of 'An Australia free of suicide.'

In 2024, the Marketing and Communications Coordinator facilitated the rebrand of Lifeline Broken Hill Country to Coast to Lifeline Regional SA & Far West NSW. With support from the Executive team, a launch event was organised and held in April 2024. The rebrand included media relations and updated digital and print assets to enhance brand recognition.

Out of the Shadows Walk 2023

Lifeline Connect Centres in Broken Hill NSW, Clare SA, and Port Pirie SA organised Out of the Shadows Walks on [World Suicide Prevention Day](#) (10 September 2023) to raise awareness and honour lives lost to suicide. Participants included Lifeline staff, volunteers, stakeholders, and community members coming together to support those in crisis.

While the Out of the Shadows is an important awareness raising effort for Lifeline, we were grateful to have also raised \$380 for our Lifeline Connect services thanks to generous donations from the community.

Channel Attack How's Ya Mate Fundraiser 2023

A relay team of six swimmers, including Lifeline Ambassador Brendan Cullen and Broken Hill local Ben Clavel, swam 34 kilometres across the English Channel in September 2023 to raise funds for the How's Ya Mate mental health program.

They showcased determination and spirited mateship, finishing the swim together in 13 hours.

The Channel Attack team raised \$5,697 for How's Ya Mate mental health program, bringing awareness and funding for local mental health services supporting sporting communities.

Jordan and Brock's Broken Hill to Menindee Run 2024

In March 2024, Broken Hill locals Jordan Gilby and Brock Martin approached Lifeline with an extremely generous offer to donate funds raised by their 100km ultra-marathon run from Broken Hill to Menindee to Lifeline Broken Hill.

Mr. Gilby had previously run from Silverton to Broken Hill in 2020 to raise money for mental health in Broken Hill with funds going to Lifeline Broken Hill.

Back for more in 2024, the pair successfully completed the 100km run on 9 March 2024 in 16 hours and raised \$10,556 for Lifeline Broken Hill.

Lifeline commends Mr. Gilby and Mr. Martin for their courageous efforts to achieve their personal goal, and selfless act of giving back to their community.

“

It's been a goal of mine for a little bit, just try and tackle something and run that far. As it grew a little bit, I spoke to a few people and they said we should probably do something in donations and support one of the charities. Unfortunately for me, three years ago, one of my mates actually committed suicide so it was a no brainer for us to try and raise some money for Lifeline because they're so integral in our community for trying to help these people in situations like that. We decided to go with them, and the response has just been overwhelming.

Jordan Gilby, Volunteer fundraiser for Lifeline.



Image Left to Right: Jordan Gilby and Brock Martin following their gruelling 100km ultra marathon from Broken Hill to Menindee to raise funds for Lifeline in Broken Hill.

The Push Up Challenge 2024

2024 was an exciting year for Lifeline's Push Up Challenge with all three Connect sites participating. We wanted to say a big thank you to everyone who got involved and pumped out exercises, donated, and backed the push for better mental health outcomes in their community!



- **38 Legends signed up to support our Lifeline Regional SA & Far West NSW**
- **68,624 Push-Ups banked by our participants**
- **\$9,782 Funds raised by participants**
- **Lifeline Australia contribution of \$4,891, matching 50% of total funds raised by participants**
- **Total Push up Challenge fundraising \$14, 673**

Image: Ruby Eckert, Marketing and Communications Coordinator, Lifeline Regional SA & Far West NSW powers through her daily push ups in June 2024 cheered on by the Lifeline team at the Broken Hill Retail Shop.

In 2024, Australian participants completed 3,249 push-ups in 24 days, from 5-28 June. This number represents the number of lives lost to suicide in Australia in 2022.

Agfair Broken Hill 2024

Agfair is a two-day biennial event that brings together agriculture vendors from all over the world and is highly attended by patrons from Broken Hill and interstate. Held on 3-4 May In 2024, the event attracted nearly 5000 attendees, serving as a vital community outreach platform for the Lifeline team in Broken Hill. They engaged with community members, raised awareness of local services, and collected \$2,002 through sales of Tilley soap, How's Ya Mate merch, and a Mother's Day raffle. See you all again at Agfair 2026. Until then, we are here when you need us.



Financials

Media snapshot

Marketing and Communications is responsible for maintaining Lifeline's media growth. In the 2023-2024 period we have experienced positive results.

SOCIAL MEDIA GROWTH	WEBSITE GROWTH	TV, NEWSPAPER, AND RADIO
+ 3041 new followers + 548% growth	+ 3697 new website visitors + 36% growth	+ over 30 media appearances
Across platforms including Face- book, Instagram, LinkedIn	Across two main websites www.lisafwnsw.org.au and www.howsyamate.org.au	Including in publications such as the Stock Journal, ABC North and West SA, Wilcannia News



Lifeline Regional SA & Far West NSW

Annual Report 2023/24

Financials

Regional Community Care Limited
ABN 73 164 421 054

Financial Statements
For the Year Ended 30 June 2024

Regional Community Care Limited
ABN 73 164 421 054

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For the Year Ended 30 June 2024

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The Board of Directors
Regional Community Care Ltd T/A Lifeline Broken Country To Coast
194-196 Argent Street
Broken Hill NSW 2880

Dear Board of Directors

Auditor’s Independence Declaration under subdivision 60-40 of the Australian Charities and Not-for-profits Commission Act 2012

As audit partner for the audit of the financial statements of Regional Community Care Limited for the financial year ended 30 June 2024, I declare that to the best of my knowledge and belief, there have been no contraventions of:

- i) The auditor independence requirements as set out in Subdivision 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii) Any applicable code of professional conduct in relation to the audit.


Crowe Audit Australia



Antony Barnett
Senior Partner

Melbourne
06 December 2024

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Regional Community Care Limited
ABN 73 164 421 054

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2024

		2024	2023
	Note	\$	\$
Revenue	4	4,072,166	4,405,955
Other Income	4	113,731	375,837
Borrowing costs	5	(38,931)	(40,452)
Depreciation and amortisation expense	5	(318,389)	(319,537)
Employee benefits expense	5	(3,059,594)	(2,234,886)
Other expenses	5	(1,520,719)	(1,430,229)
Net (deficit)/surplus for the year		(751,736)	756,688
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss		-	-
Items that may be reclassified subsequently to profit or loss		-	-
Other comprehensive income		-	-
Total comprehensive income for the year		(751,736)	756,688

The accompanying notes form part of these financial statements.

Regional Community Care Limited

ABN 73 164 421 054

Statement of Financial Position
As At 30 June 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	2,224,684	3,070,489
Trade and other receivables	7	8,204	60,057
TOTAL CURRENT ASSETS		2,232,888	3,130,546
NON-CURRENT ASSETS			
Property, plant and equipment	8	3,485,345	3,344,200
Right of use asset	9(a)	600,154	780,254
TOTAL NON-CURRENT ASSETS		4,085,499	4,124,454
TOTAL ASSETS		6,318,387	7,255,000
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	126,555	14,316
Employee benefits liability	11	409,091	361,756
Amounts received in advance	12	9,870	168,448
Lease liabilities	9(b)	119,593	161,209
TOTAL CURRENT LIABILITIES		665,109	705,729
NON-CURRENT LIABILITIES			
Employee benefits liability	11	14,358	4,547
Lease liabilities	9(b)	592,830	746,898
TOTAL NON-CURRENT LIABILITIES		607,188	751,445
TOTAL LIABILITIES		1,272,297	1,457,174
NET ASSETS		5,046,090	5,797,826
EQUITY			
Reserves	14	1,110,791	1,110,791
Retained earnings		3,935,299	4,687,035
TOTAL EQUITY		5,046,090	5,797,826

The accompanying notes form part of these financial statements.

Regional Community Care Limited

ABN 73 164 421 054

Statement of Changes in Equity
For the Year Ended 30 June 2024
2024

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at beginning of year	4,687,035	1,110,791	5,797,826
Surplus for the year	(751,736)	-	(751,736)
Total comprehensive income	(751,736)	-	(751,736)
Balance at 30 June 2024	3,935,299	1,110,791	5,046,090
2023			
	Accumulated Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at beginning of year	3,930,347	1,110,791	5,041,138
Surplus for the year	756,688	-	756,688
Total comprehensive income	756,688	-	756,688
Balance at 30 June 2023	4,687,035	1,110,791	5,797,826

The accompanying notes form part of these financial statements.

Regional Community Care Limited

ABN 73 164 421 054

Statement of Cash Flows

For the Year Ended 30 June 2024

	Note	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		4,629,484	5,108,998
Payments to suppliers and employees		(4,959,509)	(4,248,488)
Interest paid		(38,931)	-
Interest received		24,414	21,073
Net Cash provided by operating activities	13	(344,542)	881,583
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of assets		-	250,000
Purchase of plant and equipment		(305,579)	(572,857)
Net cash used by investing activities		(305,579)	(322,857)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Repayment of borrowings		(195,684)	(183,147)
Net cash used by financing activities		(195,684)	(183,147)
Net increase in cash and cash equivalents held		(845,805)	375,577
Cash and cash equivalents at beginning of year		3,070,489	2,694,910
Cash and cash equivalents at end of financial year	6	<u>2,224,684</u>	<u>3,070,489</u>

The accompanying notes form part of these financial statements.

Regional Community Care Limited

ABN 73 164 421 054

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 1: Statement of Significant Accounting Policies:

The principal accounting policies adopted in the preparation of the financial statements are set out below. Policies have been consistently applied to all the years presented and comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards *AASB 1060 General Purpose Financials Statements - Simplified Disclosures for For-Profit and Not-for Profit Tier 2 Entities* issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and the Corporations Act 2001, as appropriate for for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

New or amended Accounting Standards and Interpretations adopted

The Company has adopted all of the new amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the company.

2 Statement of Material Accounting Policies:

(a) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services.

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer,
2. Identify the performance obligations,
3. Determine the transaction price,
4. Allocate the transaction price to the performance obligations; and
5. Recognise revenue as and when control of the performance obligations is transferred.

Generally, the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Statement of Material Accounting Policies (continued)

(a) Revenue and other income (continued)

Revenue is recognised as an amount that reflects the consideration to which the Company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Sale of goods

Revenue from the sales of good is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery.

Rendering of services

Revenue from a contract to provide services is recognised over time as the services are rendered based on either a fixed price or an hourly rate.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Donations

Donations and bequests are recognised as revenue when received.

Rental income

Investment property revenue is recognised on a straight-line basis over a period of the lease term to reflect a constant periodic rate of return on the net investment.

Other income

Other income is recognised when it accrues to the Company.

Grants

Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements.

Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Statement of Material Accounting Policies (continued)

(a) Revenue and other income (continued)

Grants (continued)

If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Contract assets and liabilities

Where the amounts billed to customers are based on the achievement of various milestones established in the contract, the amounts recognised as revenue in each period do not necessarily coincide with the amounts billed to or certified by the customer.

When a performance obligation is satisfied by transferring a promised good or service to the customer before the customer pays consideration or the before payment is due, the Company presents the contract as a contract asset, unless the Company's rights to that amount of consideration are unconditional, in which case the Company recognises a receivable.

When an amount of consideration is received from a customer prior to the entity transferring a good or service to the customer, the Company presents the contract as a contract liability.

Contract cost assets

The Company recognises assets relating to the costs of obtaining a contract and the costs incurred to fulfil a contract or set up / mobilisation costs that are directly related to the contract provided they will be recovered through performance of the contract.

Volunteer services

No amounts are included in the financial statements for services donated by volunteers.

(b) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value

Land and buildings

Land and buildings are measured using the revaluation model.

Notes to the Financial Statements
For the Year Ended 30 June 2024

2 Statement of Material Accounting Policies (continued)

(b) Property, plant and equipment (continued)

Plant and equipment

Plant and equipment are stated at cost and depreciated in accordance with the policy per below.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below.

Buildings	2.5%
Plant and equipment	10%-33.3%
Motor vehicles	20%
Right of Use assets	Term of lease
Leasehold Improvements	Term of lease

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(c) Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the company expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

(d) Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the company's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are

Notes to the Financial Statements
For the Year Ended 30 June 2024

2 Statement of Material Accounting Policies (continued)

(d) Lease liabilities (continued)

remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

(e) New Accounting Standards and Interpretations not yet mandatory or early adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the company for the annual reporting period ended 30 June 2024. The board has considered the impact of amendments to future accounting standards. The Company will not early adopt any of these Accounting Standards, which are unlikely to have a material impact on the entity and the future financial years.

(f) Comparative figures

The comparative figures have been reclassified in certain circumstances to provide for a more meaningful presentation of the financial information .

3 Critical Accounting Estimates and Judgments

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Company's accounting policies.

The Board make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Impairment of property, plant and equipment

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Lease term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the company's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant

Notes to the Financial Statements

For the Year Ended 30 June 2024

3 Critical Accounting Estimates and Judgments (continued)

Lease term (continued)

penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The company reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

Incremental borrowing rate

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the company estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Leases

The company has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

Notes to the Financial Statements

For the Year Ended 30 June 2024

	2024 \$	2023 \$
4 Revenue		
Revenue		
- Grants and Donations	1,616,932	2,299,478
- Sale of Goods	2,455,234	2,106,477
Total Revenue	4,072,166	4,405,955
Other Income		
- Rental Income	28,005	126,287
- Profit on sale of asset	-	104,346
- Other Income	85,726	145,204
Total Other Income	113,731	375,837
Total Revenue and Other Income	4,185,897	4,781,792
Geographic location		
Australia	4,185,897	4,781,792
Rest of the world	-	-
Total Revenue	4,185,897	4,781,792
Timing of transfer of goods and services		
Point in Time	4,185,897	4,781,792
Over-Time	-	-
Total Revenue	4,185,897	4,781,792

Regional Community Care Limited

ABN 73 164 421 054

Notes to the Financial Statements

For the Year Ended 30 June 2024

	2024	2023
	\$	\$
5 Expenses		
Employee benefits expense		
Wages & Salaries	2,686,131	2,014,058
Superannuation	278,012	210,471
Leave Provision Adjustment	57,147	(26,395)
Other	38,304	36,752
Total Employee benefits expense	3,059,594	2,234,886
Depreciation		
Depreciation: Plant and Equipment	125,601	108,934
Depreciation: Buildings	35,572	43,885
Depreciation: Right-of-Use Assets	157,216	166,718
Total Depreciation	318,389	319,537
Interest on Lease Liability	38,931	40,452
Total Borrowing Costs	38,931	40,452
Office administration costs	424,988	290,453
Occupancy costs	154,676	228,708
Other expenses	263,646	222,039
Professional advisor costs	32,989	33,989
Purchases	41,846	39,715
Subcontractor expenses	582,343	558,150
Rent expenses	20,231	57,175
Total Other Expenses	1,520,719	1,430,229
Expenses have been reclassified to show more meaningful disclosure of expenses.		
6 Cash and Cash Equivalents		
Cash on hand	22,745	14,820
Cash at bank	2,125,212	2,879,968
Financial assets	76,727	75,701
Cash and Cash Equivalents	2,224,684	3,070,489
Value of short term deposits included in financial assets , included in the balance of cash and cash equivalents per above	76,727	75,701

Regional Community Care Limited

ABN 73 164 421 054

Notes to the Financial Statements

For the Year Ended 30 June 2024

	2024	2023
	\$	\$
7 Trade and Other Receivables		
Trade receivables	8,204	60,057
Less: Provision for Expected Credit losses	-	-
Total Trade and other receivables	8,204	60,057
8 Property Plant and Equipment		
LAND AND BUILDINGS		
At fair value	2,500,529	2,377,428
Accumulated depreciation	(30,500)	(15,248)
Total land and buildings	2,470,029	2,362,180
PLANT AND EQUIPMENT		
At cost	1,387,474	1,286,618
Accumulated depreciation	(893,627)	(887,286)
Total plant and equipment	493,847	399,332
BUILDING IMPROVEMENTS		
At cost	662,819	662,819
Accumulated depreciation	(169,230)	(132,863)
Total plant and equipment	493,589	529,956
MOTOR VEHICLES		
At cost	372,009	372,009
Accumulated depreciation	(344,129)	(319,277)
Total motor vehicles	27,880	52,732
Total Property, plant and equipment	3,485,345	3,344,200

Regional Community Care Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2024

8 Property Plant and Equipment (continued)

(a) Movement in the carrying amount for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land and buildings \$	Plant and equipment \$	Motor vehicles \$	Building improvements \$	Total \$
Current Year					
Balance at the beginning of year	2,362,180	399,332	52,732	529,956	3,344,200
Additions	123,100	182,479	-	-	305,579
Depreciation expense	(15,250)	(84,704)	(24,852)	(36,367)	(161,173)
Disposals & write-offs	-	(3,260)	-	-	(3,260)
Carrying amount at the end of year	<u>2,470,029</u>	<u>493,847</u>	<u>27,880</u>	<u>493,589</u>	<u>3,485,345</u>
Prior Year					
Balance at the beginning of year	2,139,026	314,984	57,493	558,314	3,069,817
Additions	380,903	191,954	-	-	572,857
Depreciation expense	(15,527)	(104,173)	(4,761)	(28,358)	(152,819)
Revaluation	(142,222)	(3,433)	-	-	(145,655)
Carrying amount at the end of year	<u>2,362,180</u>	<u>399,332</u>	<u>52,732</u>	<u>529,956</u>	<u>3,344,200</u>

9 Right of Use Assets and Liabilities

(a) Right-of- use assets

	2024 \$	2023 \$
Cost	1,581,777	1,573,554
Accumulated depreciation	981,623	793,300
Carrying amount at the end of year	<u>600,154</u>	<u>780,254</u>

Regional Community Care Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2024

9(a) Right-of-use assets (continued)

Movement in the carrying amount of ROU assets

Year ended 30 June 2024

	Buildings \$	Total \$
Balance at beginning of year	780,254	780,254
Lease modification	8,223	8,223
Amortisation charge	(188,323)	(188,323)
Balance at end of year	<u>600,154</u>	<u>600,154</u>

Year ended 30 June 2023

	Buildings \$	Total \$
Balance at beginning of year	1,114,211	1,114,211
Lease modification	(167,239)	(167,239)
Amortisation charge	(166,718)	(166,718)
Balance at end of year	<u>780,254</u>	<u>780,254</u>

9(b) Lease liabilities

The maturity analysis of lease liabilities pertaining to right-of-use assets, based on contractual undiscounted cash flows, is shown in the table below:

	< 1 year \$	1 - 5 years \$	Total \$
2024			
Lease liabilities	119,593	592,830	712,423
2023			
Lease liabilities	161,209	746,898	908,107

10 Trade and Other payable

	2024 \$	2023 \$
CURRENT		
Trade and other payables	107,923	-
Accrued expenses	11,878	11,302
Credit Cards	6,754	3,014
Total Trade and other payables	<u>126,555</u>	<u>14,316</u>

1,2

Regional Community Care Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2024

11 Employee benefits liabilities

	2024	2023
	\$	\$
CURRENT		
Provision - annual leave	246,479	183,213
Provision - long service leave	162,612	178,543
	409,091	361,756
NON-CURRENT		
Provision - long service leave	14,358	4,547
	14,358	4,547

12 Amounts received in advance

CURRENT		
Amounts received in advance	9,870	168,448

13 Cash flow information

Reconciliation of Cash Flow from Operations with Surplus for the year:
Net (deficit)/surplus for the year

(751,736) 756,688

Non-cash flows in surplus

Depreciation	161,173	152,819
Amortisation expense	157,216	166,718
Interest paid right-of-use assets	-	40,452
Profit on disposal of assets	-	(104,346)
Write-off of asset balances	26,145	-

Changes in assets and liabilities

Decrease/(increase) in trade and other receivables	51,853	(13,012)
Increase in trade payables and accruals	112,239	2,651
Decrease in amounts received in advance	(158,578)	(93,993)
Increase/(decrease) in employee benefits liabilities	57,146	(26,394)

Cashflow from operations

(344,542) 881,583

Regional Community Care Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2024

14 Reserves

(a) Asset revaluation reserve

The asset revaluation reserve records revaluation of non-current assets.

15 Auditors remuneration

The totals of remuneration paid to the external auditors during the year are as follows:

	2024	2023
	\$	\$
Crowe Audit Australia	21,670	19,120

16 Key Management Personnel Disclosures

The totals of remuneration paid to the key management personnel of regional Community Care during the year is as follows

	2024	2023
	\$	\$
Key Management personnel compensation	247,096	137,042

Regional Community Care Limited

ABN 73 164 421 054

Notes to the Financial Statements
For the Year Ended 30 June 2024

17 Capital Commitments

At 30 June 2024, the Board is unaware of any capital commitments (2023: NIL).

18 Contingent Liabilities

The entity had no contingent liabilities as at 30 June 2024 (2023: NIL).

19 Related Parties

(a) Transaction between related parties are normal commercial terms and conditions no more favourable than those available to other related parties unless otherwise stated

The names of the Board Members who have held office during the financial year are:

- Samantha Maiden – Chair
- Natalie Simmons – Deputy Chair
- Robin Edgecumbe – Company Secretary.

There have been no transactions between the Company and its Board Members and their related party members during the year under review 2024 (2023: Nil).

(b) details of key Management Personnel have been disclosed in note 16

20 Events Subsequent to the Reporting date

No other matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect the entity's operations, the results of those operations, or the entity's state of affairs in future financial years.

21 Company Details

Registered Office

The registered office of the Company is 194 Argent Street, Broken Hill, NSW, 2880.

Change of Name

Regional Community Care Limited, trading as Lifeline Broken Hill Country Coast to Coast changed its business name and commenced trading as Lifeline Regional SA And Far West NSW from 22nd January 2024.

Regional Community Care Limited

ABN 73 164 421 054

Notes to the Financial Statements
For the Year Ended 30 June 2024

22 Economic Dependency

The Company is dependent on funding bodies for the majority of its revenue in the form of operating grants.

As at the date of signing the financial report the Board of Directors have no reason to believe that there will be a significant change in the grant funding from any funding bodies to support the operations the Company.

23 Financial Risk Management

The main risks the entity is exposed to, through its financial instruments, are credit risk, liquidity risk and market risk consisting of interest rate risk, and equity price risk. The Entity's financial instruments consist mainly of deposits with banks, local money market instruments, short term investments, accounts receivable and payables.

The totals for each category of financial instruments, measured in accordance with AASB 9, as detailed in the accounting policies to these financial statements, are as follows:

	Interest bearing		Non-interest Bearing		Total	
	2024	2023	2024	2023	2024	2023
	\$	\$	\$	\$	\$	\$
Assets						
Cash and cash equivalents	2,147,957	2,994,788	-	-	2,147,957	2,994,788
Financial assets	76,727	75,701	-	-	76,727	75,701
Trade and other receivables	8,204	60,057	-	-	8,204	60,057
Total Financial Assets	2,232,888	3,130,546	-	-	2,232,888	3,130,546
Liabilities						
Trade and other payables	-	-	(126,555)	(14,316)	(126,555)	(14,316)
Lease liabilities	(712,423)	(908,107)	-	-	(712,423)	(908,107)
Total Financial Liabilities	(712,423)	(908,107)	(126,555)	(14,316)	(838,978)	(922,423)

Regional Community Care Limited

ABN 73 164 421 054

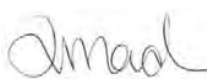
Director’s Declaration

In the directors’ opinion:

- The attached financial statements and notes comply with the Australian Charities and Not-for-profits Commission Act 2012, the Australian Accounting Standards - Simplified Disclosures and other mandatory professional reporting requirements;
- The attached financial statements and notes give a true and fair view of the entity’s financial position as at 30 June 2024 and of its performance for the financial year ended on that date;
- There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to the Australian Charities and Not-for-profits Commission Act 2012.

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


.....
Samantha Maiden
Chair


.....
Natalie Simmons
Deputy Chair

Dated 5 December 2024



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Independent Auditor’s Report

To the Members of Regional Community Care Limited

Audit Opinion

We have audited the accompanying financial report of Regional Community Care Limited, which comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of material accounting policies, and other explanatory information and the directors’ declaration.

In our opinion, the financial report of Regional Community Care Limited is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act) including:

- (a) giving a true and fair view of the company’s financial position as at 30 June 2024 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards - Simplified Disclosures Tier 2 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2012*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor’s Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of the Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The directors responsibility also includes such internal control as determined necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Some of the Crowe personnel involved in preparing this document may be members of a professional scheme approved under Professional Standards Legislation such that their occupational liability is limited under that Legislation. To the extent that applies, the following disclaimer applies to them. If you have any questions about the applicability of Professional Standards Legislation to Crowe’s personnel involved in preparing this document, please speak to your Crowe adviser.

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The title ‘Partner’ conveys that the person is a senior member within their respective division and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately-owned organisation and/or its subsidiaries.

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In preparing the financial report, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Company's financial reporting process.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information contained in the Director's Report for the year ended 30 June 2024 but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the financial report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Concludes on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the auditor's opinion. Auditor's conclusions are based on audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluates the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

The auditor communicates with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.


Crowe Audit Australia



Antony Barnett
Senior Partner

06 December 2024
Melbourne

REGIONAL COMMUNITY CARE LIMITED
FINANCIAL COUNSELLING SERVICES PROGRAM

SPECIAL PURPOSE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024

Income and Expenditure Statement

Statement by the Board Members

Independent Audit Report

REGIONAL COMMUNITY CARE LIMITED
FINANCIAL COUNSELLING SERVICES PROGRAM

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$ (excl GST)
Income	
FC - Services Technology & Adm	114,318
FC - Aboriginal Specific Funds	31,723
FC - Annual License Fees	2,600
Total Income	148,641
Expenses	
Wages & Salaries	94,516
Superannuation	10,397
Office Stationery & Equipment	874
Subscriptions & Memberships	298
Resources, Adverts & Promo	3,564
Telephone & Internet	1,881
Rent Expenses	10,400
Staff Travel, Meals & Accommodation	7,204
Admin Support	6,000
FC-Financial Account	2,000
FC-Staff Expenses	245
MV for other Programs	4,800
FC - Sundry Expenses	31
FC - Annual Licence Fees	2,969
Total Expenses	145,179
SURPLUS FOR THE YEAR	3,462

Note 1: Significant Accounting Policies

General

The income and expenditure statement has been prepared in accordance with the accounting policies described in note 1 to the financial statements of Regional Community Care Limited for the year ended 30 June 2024.

Wages

- Wages included in the expenditure statement are determined about those employees:
- (a) whose role is such that they are dedicated to program,
 - (b) whose time is correctly allocated as determined by management, and
 - (c) whose involvement is 100% project specific.

Regional Community Care Limited Financial
Counselling Services Program

Statement by the Board Members

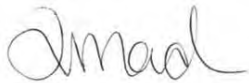
This statement is in respect of Financial Counselling Services Program operated by Regional Community Care Ltd ("the Entity") and funded as per the agreement commencing 1 October 2015 from the Office of Fair Trading between the Entity and The Commissioner for Fair Trading, Department of Finance and Services, for and on behalf of the State of New South Wales ("the Agreement").

The Committee of Regional Community Care Limited has determined that the Financial Counselling Service Program is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the income and expenditure statement.

In the opinion of the Board members of Regional Community Care Ltd:

1. The income and expenditure statement and note are in accordance with Clause 6.11 of the Agreement and:
 - (a) comply with the Australian Accounting Standards; and
 - (b) give a true and fair view of the financial performance of the Financial Counselling Services Program for the year ended 30 June 2024 in accordance with the accounting policies described in Note 1 of the financial statements.
2. Entity maintained complete and proper accounting records in respect of the Financial Counselling Services Program.
3. The funds received by Regional Community Care Ltd from The Commissioner for Fair Trading, Department of Finance and Services, for and on behalf of the State of New South Wales under the Agreement have been properly spent in accordance with the Agreement.

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



BOARD MEMBER



BOARD MEMBER

Dated 05 December 2024



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Independent Auditor's Report

To the Directors of Regional Community Care Limited
and the Commissioner for Fair Trading, Department of Finance and Services
for and on behalf of the State of New South Wales

Auditor's Opinion

We have audited the accompanying financial report, being special purpose financial statement of Financial Counselling Services Program ("the Program"), which comprises the Income & Expenditure Statement. The Income and Expenditure Statement has been prepared by Regional Community Care Ltd. based on the financial reporting provisions of Clause 9 of the funding agreement dated 1 July 2023 between Regional Community Care Ltd and the Commissioner for Fair Trading, Department of Finance and Services for and on behalf of the State of New South Wales ("the Agreement").

In our opinion, the financial report of the Program presents fairly, in all material respects, the financial performance for the year ended 30 June 2024 in accordance with the accounting policies described in Note 1.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of Regional Community Care Ltd in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The statement has been prepared to assist Lifeline Broken Hill to meet the requirements of the Agreement. As a result, the financial report may not be suitable for another purpose.

Responsibilities of the Directors for the Financial Report

The Regional Community Care Ltd. is responsible for the preparation of the financial report of the Program in accordance with the financial reporting provisions of Clause 5.11 of the Agreement. The Director's responsibility also includes such internal control as the Directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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The title 'Partner' conveys that the person is a senior member within their respective division and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately-owned organisation and/or its subsidiaries.

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Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the financial report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Concludes on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluates the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

The auditor communicates with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.



Crowe Audit Australia



Antony Barnett
Senior Partner

06 December 2024
Melbourne

REGIONAL COMMUNITY CARE LIMITED RESPONSIBLE GAMBLING PROGRAM

SPECIAL PURPOSE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2024

Income and Expenditure Statement

Statement by the Board Members

Independent Audit Report

REGIONAL COMMUNITY CARE LIMITED
RESPONSIBLE GAMBLING PROGRAM

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$ (excl GST)
Income	
Responsible Gambling Funding	761,492
Total Income	761,492
Expenses	
Wages & Salaries	133,722
Superannuation	14,710
Office Stationery & Equipment	209
Postage and Freight	923
Resources, Adverts & Promotion	504
Telephone & Internet	1,083
Auditor Expenses	2,500
Admin Support	42,500
Rent Expenses	15,000
Staff Travel, Meals & Accommodation	795
MV for Other Programs	9,600
Subcontract to Central West	537,809
Clinical Partnership - Vinnies	32,692
Subcontract-Better Space	11,843
Total Expenses	803,890
DEFICIT	(42,398)

Note 1: Significant Accounting Policies

General

The income and expenditure statement has been prepared in accordance with the accounting policies described in note 1 to the financial statements of Regional Community Care Limited for the year ended 30 June 2024.

Wages

Wages included in the expenditure statement are determined about those employees:

- whose role is such that they are dedicated to program,
- whose time is correctly allocated as determined by management, and
- whose involvement is 100% project specific.

**Regional Community Care Ltd
Responsible Gambling Program**

Statement by the Board Members

This statement is in respect of Responsible Gambling Program operated by Regional Community Care Ltd ("the Entity") and funded under the agreement commencing 1 July 2013 between the Entity and The Trustees of the Responsible Gambling Fund acting through and represented by The Crown in Right of the State of New South Wales ("the Agreement").

The Board members of Regional Community Care Ltd has determined that the Responsible Gambling Program is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the income and expenditure statement.

In the opinion of the Board members of Regional Community Care Ltd:

- The income and expenditure statement and note are in accordance with Clause 6.6 of the Agreement and:
 - comply with the Australian Accounting Standards;
 - give a true and fair view of the financial performance of the Responsible Gambling Program for the year ended 30 June 2024 in accordance with the accounting policies described in Note 1 of the financial statements.
- Entity maintained complete and proper accounting records in respect of the Responsible Gambling Program.
- The funds received by Regional Community Care Limited from The Trustees of the Responsible Gambling Fund under the Agreement have been properly spent in accordance with the Agreement.

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



BOARD MEMBER



BOARD MEMBER

Dated 05 December 2024

Independent Auditor's Report

To the Directors of Regional Community Care Limited
and the Trustees of the Responsible Gambling Fund
acting for and representing the Crown in Right of the State of New South Wales

Auditor's Opinion

We have audited the accompanying financial report, being special purpose financial statement of Responsible Gambling Program ("the Program"), which comprises the Income and Expenditure Statement. The Income and Expenditure Statement has been prepared by Regional Community Care Ltd based on the financial reporting provisions of Clause 21.5 of the funding agreement dated 1 July 2019 between Regional Community Care Ltd and the Crown in the Right of the State of New South Wales acting through and represented by the Trustees of the Responsible Gambling Fund ("the Agreement").

In our opinion, the financial report of the Program presents fairly, in all material respects, the financial performance for the year ended 30 June 2024 in accordance with the accounting policies described in Note 1.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of Regional Community Care Limited in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The statement has been prepared to assist Regional Community Care Limited to meet the requirements of the Agreement. As a result, the financial report may not be suitable for another purpose.

Responsibilities of the Directors for the Financial Report

The Regional Community Care Ltd is responsible for the preparation of the financial report of the Program in accordance with the financial reporting provisions of Clause 6.6 of the Agreement. The Directors responsibility also includes such internal control as the Directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the financial report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Concludes on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluates the overall presentation, structure, and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. The auditor communicates with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.


Crowe Audit Australia



Antony Barnett
Senior Partner

06 December 2024
Melbourne

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Rob Martin, CEO, Lifeline Regional SA & Far West NSW

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