Annual Report
2020-21

Lifeline WA

Front Cover: Crisis Supporters Lia Marinko,
Brett Ryder & Damian Luscombe

A story to celebrate

Crisis Supporters
Helen Dymond &
Virginia Bradshaw

This Annual Report provides an overview of Lifeline WA's services, partnerships, fundraising and other initiatives undertaken to achieve Lifeline WA's strategic goals from 1 July 2020 – 30 June 2021.

Crisis Supporters
Leanne Majzner and Judi Clemie

Contents

04 From the Chair
06 CEO's Message
08 A Profound Difference
10 Resourcing Mental Health
12 Swimming Into the Light
14 A Pillar of Support
16 Pushing Through Pain
18 Receiving by Giving
20 The Strength to Seek Help
22 Supporting the Supporters
24 Graham Mabury Award Winner: Lia Marinko
26 Deborah Doncon Award Winner: Amanda Griffiths
28 2020-21 Statistics
30 Our Board
32 Financial Report
58 Financial Results
60 Gratitude

From the Chair

Lifeline WA's pledge to all Western Australians is that when you need support, you are not alone.

The Board and management anticipated that to honour this pledge in 2020-21 we would have to invest to build the capacity of our frontline services, particularly our 13 11 14 crisis support service.

By mid-2020 mental health experts were warning of a "shadow mental health pandemic" as the long tail of the pandemic, lockdowns and border closures eroded mental health and wellbeing. These warnings proved to be sound. Over 64,000 Western Australians reached out to 13 11 14 in 2020-21; an increase of 21% on the previous year.

An increase in operational expenditure of 21% in 2020-21 ensured that Lifeline WA had the capacity to respond to the continuing and cumulating emotional impacts of the pandemic and lockdowns, but also the distress caused by the Wooroloo Fires and the Cyclone Seroja.

Despite this increase in operational expenditure I am pleased to announce that we delivered a net surplus in 2020-21. The fact that we could increase our operating costs and continue to deliver a healthy surplus reflects the financial and operational sustainability of the organisation.

It also reflects the continued and generous support of the Western Australian community, for which we are extremely grateful.

It is clear that the need for our services - for all mental health services - is not declining and how to plan and respond to increasing need year on year is a key strategic focus for the Board. With this in mind, in addition to investing in our current core services, Lifeline WA commenced two innovative, and potentially game changing, projects.

With support provided by Lotterywest we developed a remote crisis support model which will allow Crisis Supporters to take help-seeking calls from their own homes.

This has been an incredible year, one of success and growth in the face of adversity. We are in a better position to help more people than ever before.

Should the model prove to be safe and effective, this will not only release our telephone service from the confines of a bricks and mortar call centre, but also the geographic confines of Perth. The first cohort of Crisis Supporters to be trained and deployed exclusively through remote technology in Australia will be trialled in the South-West late in 2021. The Board is optimistic about this initiative and the opportunity it provides in the long term to significantly scale our 13 11 14 crisis service.

Working collaboratively with the Chamber of Minerals and Energy WA and their members, we have developed a program specifically designed to increase resilience in resources communities.

Research by the Mental Health Commission (2018) found that 33% of Fly-in Fly-out workers report high or very high psychological distress; significantly higher than the norm. Lifeline WA also knows that despite this increased distress Fly-in Fly-out workers are less likely to reach out for help. This co-designed model seeks to empower "mates" to support help-seeking. This project will also be trialled in the first half next financial year.

I would like to thank Lorna MacGregor and her team for their commitment and dedication during this extraordinary year. I especially thank all our service delivery staff, including our volunteer Crisis Supporters, who strive every day to ensure that community members in need are not alone.

I also thank my fellow directors for your commitment to ensuring that Lifeline WA is the strong and resilient, mission focused organisation, that the community wants and needs.

This has been an incredible year, one of success and growth in the face of adversity. We are in a better position to help more people than ever before; something that everyone at Lifeline WA should be enormously proud of.

Sasha Pendal
MBA. BA (Hons)
Chair

CEO's Message

I could not be more proud of the determination and focus exhibited across the entire organisation, where almost all of our services delivered record service levels.

Forecasting and planning for 2020-21 was the most challenging that our management team has ever faced. There was so much uncertainty regarding the pandemic, vaccination roll out and lockdowns, and how the cumulative impact would impact community mental health and service demand.

It was clear that our objective for the year was to optimise service delivery capacity across all services, but in particular our crisis support service where we were routinely breaking previous historical call answered records.

I could not be more proud of the determination and focus exhibited across the entire organisation, where almost all of our services delivered record service levels. Our Training team delivered 29% more mental health, wellbeing and domestic violence awareness workshops than last year. Similarly, our DBTeen service graduated 119% more young people.

However, it was our Crisis Supporters that inspired us all. Lifeline WA answered over 42,000 calls; 21% more than we have previously answered in our history. This was made possible because our Crisis Supporters contributed a staggering 35% more volunteer hours. Lifeline WA Crisis Supporters delivered 20,175 hours compared to 14,945 hours in 2019-20.

One major risk in such a dramatic increase in service delivery is the increased likelihood of psychological injury; this is particularly a concern at Lifeline WA given our focus on crisis intervention and suicide prevention. It was vital that increased capacity wasn't achieved at the expense of the mental wellbeing of our frontline troops.

We had trialled a number of wellbeing and resilience building initiatives in 2019-20. This year we invested in a cohesive and systematic approach to ensuring that we supported the supporters. A small team of dedicated Wellbeing Coordinators provide both in-reach and out-reach support to all service delivery staff, but with a particular focus on our volunteer staff. A range of training programs and online tools focusing on self-care, resilience building and early identification of stress, vicarious trauma and compassion fatigue were delivered throughout the year. Underpinning this is our long-standing commitment to regular clinical supervision and access to EAP for all staff – employed and volunteer.

A second risk is that increased capacity comes at the expense of service quality. Lifeline WA delivers services to thousands of people who are highly vulnerable, for many at the darkest hour of their life, so the quality of every interaction is as important as the availability. I have to acknowledge the leadership of our Clinical Governance Manager, Ellie Carr, and the discipline of our operational management team who ensured that we did not overreach our capability to provide high quality and safe services. I also recognise the counsel and advice of our Safety and Quality Advisory Committee.

Lifeline WA is very fortunate to have so many long-standing and committed community fundraisers, corporate partners, donors and philanthropists. Working together we had a very successful year with fundraising revenue exceeding $2million. In 2020-21 we welcomed many new supporters and I am looking forward to working with every one of you to expand our life saving and community building work.

It is clear that demand for Lifeline's services is not going to diminish any time soon. With medium and long term service demand projections in mind we have commenced work on a number of key strategic initiatives to further enhance our capacity in 2021-22 and beyond. The early indications of a pilot of a remote crisis support model are positive and it is our hope that the pilot is successful and early in calendar year 2022 we can look to recruit a more geographically broad pool of Crisis Supporters. We are looking to significantly expand our training footprint with the aim of increasing mental health literacy in regional and remote WA. We are also currently looking at the feasibility of being part of a proposed national expansion of a text version of 13 11 14.

The need for our service has never been greater, and we have never worked with greater resolve. I thank the entire Lifeline WA team; my management team, our service delivery team – volunteer and employed - as well as quiet back-office achievers.

I also thank our Chair, Sasha Pendal and the Board of Directors who have guided the organisation through these challenging times.

Lorna MacGregor
MBA, BA. Dip.Ed. MAICD AFAIM
Chief Executive Officer

A Profound Difference

Lifeline WA's DBTeen program has been changing the lives of young people across Perth since it was launched in 2019.

DBTeen provides a free Dialectical Behaviour Therapy (DBT) informed program to teenagers aged 14 to 18 who experience difficulties managing their emotions, behaviours and interpersonal relationships.

The program aims to improve the mindfulness, communication and emotional responses of participants through skills training.

Seventy-nine young people graduated from the program in the 2020-21 financial year, more than double the number in the previous 12 months.

Among those who participated are Louise and her daughter Jane*, who signed up for the early 2021 intake after it was recommended by Jane's psychiatrist.

Jane, who was 18 when the program began, was struggling to regulate her emotions, which affected her engagement and attendance at school, ability to make social connections and gave her anxiety around getting a job or driver's licence.

Louise says her daughter's issues with emotional regulation also spilled over into their home life.

"Her siblings couldn't understand that she had a mental health issue, they just saw her as someone who was behaving poorly – which of course wasn't accurate."

When Louise heard Lifeline WA was delivering the DBTeen program near to where she lived, she jumped at the chance.

"I was personally quite excited and hopeful that it would make a large difference in our lives," she says.

Although her daughter took a while to warm up to the group setting, the presence of parents in the room helped to get the young people engaged.

"Having the parents there is good for getting the young people to the point of speaking up," she says.

"You could see the dynamic shifting over the course of the program, with the parents backing off and handing it over to the young people more."

Louise says being there for the sessions has been valuable for her too.

"Learning all the different emotional regulation and interpersonal skills alongside Jane meant I could support her in putting those skills into place to help her have a better and happier life," she says.

"Every single one of the parents in the course learned and grew as a person as well as a parent and support person for the young people."

The difference in Jane since she completed the program is profound.

"She's so much more aware of the dynamics of her relationships, more comfortable speaking openly and honestly with her friends," Louise says.

"She's feeling joyful pursuing her passions, started a full-time job and is getting her driver's licence.

"The family dynamic has really shifted as well."

Louise says she's still amazed that Lifeline WA delivers the program for free and her only regret that she didn't hear about it sooner.

"It saves lives and gives young people and their families a better life," she says.

"It gives hope for an amazing future as opposed to a future full of emotional turbulence and heartache."

*To protect their identities, we have changed the names of the mother and daughter in this story.

"Learning all the different emotional regulation and interpersonal skills alongside Jane meant I could support her in putting those skills into place to help her have a better and happier life."

Louise, DBTeen Parent

"Improving the mental health and wellbeing of MRL staff is about building strategic partnerships with mental health organisations with a strong track record of impact and reach."

Chris Harris, MRL Head of Mental Health

WA Premier Hon. Mark McGowan, MRL Managing Director, Chris Ellison & Lifeline WA CEO, Lorna MacGregor

Resourcing Mental Health

The resources industry is supported by a unique workforce that faces particular mental health challenges.

Recent research found that 33% of Fly-in Fly-out workers reported high, or very high, psychological distress. This compares to the norm for males, of 10%.

To help support the mental health of its workforce, Mineral Resources Limited (MRL) commenced a three-year partnership with Lifeline WA in November 2020.

Mineral Resources Head of Mental Health and Corporate Psychologist Chris Harris says Lifeline WA's history of service delivery was a key factor.

"Improving the mental health and wellbeing of MRL staff is about building strategic partnerships with mental health organisations with a strong track record of impact and reach," Chris says.

"Lifeline WA is a partner of choice in this area."

Chris says a key part of the partnership is the delivery of Mental Health First Aid training to Mineral Resources staff.

"One of our objectives is to identify and embed mental health champions across the business," he says.

Thirty-six staff have received Mental Health First Aid training and 15 have participated in Accidental Counsellor workshops since the partnership began and Chris says the training is already making an impact.

"Having staff accredited provides effective, externally recognised approaches in the prevention and early intervention of mental health issues for our staff," he says

"Anecdotally, staff have reported increased confidence in initiating a conversation about mental health because of the Mental Health First Aid training.

"This translates into a greater likelihood of staff accessing mental health support earlier, and being more likely to let someone know if they were to struggle with a mental health related issue."

Mineral Resources went a step further to encourage people to seek help by painting and branding the Next Gen 2 crusher at the Mount Whaleback mine site with Lifeline's 13 11 14 crisis support service.

Chris says the impact of the Next Gen 2 crusher has resonated across the site and wider community.

"The prominence of the crusher and messaging helps to reduce the stigma and promotes the value of sourcing support early."

Mineral Resources recognised early on that the COVID-19 pandemic would impact the mental health of its workforce and took a proactive approach.

"We knew it would add a further challenge to existing challenges of a FIFO workforce, with the requirements of physical distancing and isolation a perfect storm for increases in stress and anxiety," he says.

"In July 2020, I was recruited to develop and oversee the implementation of a three-year mental health framework.

"Partnering with Lifeline WA was a priority objective in that framework."

Swimming Into the Light

Community fundraisers make a significant contribution to Lifeline WA, taking on challenges to raise funds while improving awareness of mental health issues.

Few have gone to the lengths that 19-year-old Georgia Ongarezos did in late 2020, when she set out to become the youngest person to complete a solo crossing from Rottnest Island in the dark of night.

Georgia, an experienced swimmer, said she got the idea for the night swim after contemplating the prevalence of mental illness amongst her friendship group.

"I counted 22 people that I know that have a mental illness or are suffering as a consequence of loved ones with mental illnesses, and this broke my heart," she explains.

"I decided to swim in the darkness from Rottnest to Perth to inspire those who are struggling to recognise there is a light at the end of the tunnel.

With the support of a dedicated team of paddlers and a boat crewed by friends and family, Georgia set off from Rottnest at about 10:30pm on 11 November 2020, and arrived just before 4:30am the next morning, completing the 19.7km journey in just under six hours.

In the process, Georgia raised more than $13,000 for Lifeline WA – enough to train at least three Crisis Supporters, which she says fills her with pride.

"I'm so grateful that I had the support and resources to make a difference," Georgia says.

"As heartbreaking as it is to think about, it gives me such peace of mind to know that if any of the people I love are struggling they can reach out to Lifeline for help, and their lives are more likely to be saved."

Georgia says the experience was unlike any swim she had completed – which includes two other solo crossings and a 25km ultramarathon crossing.

"The last few swims I had done were really hard, but this time because I was so filled with love, the whole way over I loved it – it was the best swim I've ever done," she says.

"It took me about four kilometres to settle down, but once you surrender to the darkness and the possibility of sharks being there and all those negative thoughts going through your head, you become fearless and it becomes like walking; you just do it."

"I decided to swim in the darkness from Rottnest to Perth to inspire those who are struggling to recognise there is a light at the end of the tunnel." Georgia Ongarezos

What makes the achievement all the more impressive is that Georgia was experiencing her own mental health issues at the time.

"Looking back now, I can see that not only was this swim symbolic to thousands of other people, but also symbolic to myself," she says.

"I went from an unmotivated, knocked down, sad person to the happiest I've ever been.

"For my own mental health, I have proven to myself that I am capable of things that I never thought were possible."

Being in a healthier place now, Georgia is putting her energy into helping others in a way that she couldn't before.

"At the time it was extremely hard as I had hundreds of people reaching out to me telling their stories but I myself was struggling at the same time," she says.

"Now I can wholeheartedly put my focus into helping, motivating, and inspiring other people."

Lifeline WA CEO, Lorna MacGregor & Santos Chief Operating Officer Upstream Oil & Gas, Brett Darley

A Pillar of Support

"Lifeline WA is the perfect partner to help us address the mental health needs of the communities where we operate."

Brett Darley, Santos Chief Operating Officer Upstream Oil & Gas

One of Lifeline WA's longest partnerships is with Santos, Australia's biggest domestic gas supplier.

In 2016, Santos recognised the need for greater support for the mental health of Australians and formed a partnership with Lifeline WA.

"Santos understands the importance of supporting the mental health of its people and the people within the communities in which we operate," Brett Darley, Chief Operating Officer, Upstream Oil and Gas, says.

"Lifeline WA is the perfect partner to help us address the mental health needs of the communities where we operate."

To help maintain and grow that network, Santos focused its contributions on the people at the core of Lifeline WA's services.

"Santos recognises the invaluable role of volunteer Crisis Supporters at Lifeline WA and for this reason our support has primarily focused on providing funding to train additional volunteers for this critical role," Brett says.

Santos has funded the training of 17 Crisis Supporters in the past 12 months and more than 80 since the partnership began.

Over the course of five years, Santos' core funding support for the training of Crisis Supporters has remained steadfast, but the partnership continues to evolve in other ways.

For example, Lifeline WA has provided advice to guide Santos' Healthier Minds program.

More recently, Brett says the focus has shifted to providing more targeted support in regional communities.

"We are currently working with Lifeline WA to explore ways of extending more mental health support services into regional communities across Western Australia," he says.

"Santos and its employees are proud to be a long-term supporter Lifeline WA."

Pushing Through Pain

Lifeline WA welcomed a new campaign partner this year: The Push-Up Challenge.

After starting in 2017 as a means of getting in shape for summer, The Push-Up Challenge pivoted to focus on mental health after founder Nick Hudson battled with depression following heart surgery.

Since then, it has grown into a national effort with more than 170,000 participants raising funds for mental health organisations in 2021.

The Push-Up Challenge founder Nick Hudson says Lifeline WA is a natural fit for the organisation's values.

"We wanted to be able to support an organisation that delivers support to people across Australia when they are most in need."

Nick says he is often inspired by the stories of The Push-Up Challenge participants he meets.

"It helps us remember that not only is it giving people an opportunity to improve their own mental and physical health, but also stimulating discussions on the subject to improve the mental health of people that participants have contact with," he says.

Among those participants is 35-year-old Daniel Cowley-Cooper, who is one of almost 1800 Push Up Challenge participants to fundraise for Lifeline WA this year.

For the 2021 challenge, participants completed a push-up for each of the 3318 Australians lost to suicide in 2019.

Daniel's older brother Glen was one of those people lost to suicide that year and he says that connection gave him the motivation to get involved with the charity.

"Since the loss of my brother, I found it hard to partake in a charity that associates with fun activities as I was still carrying a level of sadness and pain from his passing," Daniel says.

"When I saw The Push-Up Challenge, I felt an immediate calling to participate and do the very best I could with the challenge and raising funds.

"The pain that my brother must have felt, and the pain my family feels, is something that I never want anyone else to feel in their lifetime."

Daniel, the managing director of SSH Group, shared the story of losing his brother with his professional network to help raise funds.

"I'm not on social media or anything, I'm quite a private individual, so I went to my close network that I deal with on a daily basis and shared my story with them," he says.

"I could imagine the rawness and the vulnerability I showed may have touched the hearts of those people and maybe they thought about their situation and their loved ones.

"My brother was a very strong individual, and for it to affect him, shows everyone in society is susceptible to mental health issues."

The Lifeline WA team raised a combined $185,311 in the June 2021 event.

Daniel accounted for more than $36,000 of this total on his own as Lifeline WA's top fundraiser.

He hopes his efforts will help provide necessary support to Lifeline WA and raise awareness around mental health.

"Our mental health is important to every individual, as our thoughts on life are the reality that we live in," Daniel says.

"When I saw The Push-Up Challenge, I felt an immediate calling to participate and do the very best I could with the challenge and raising funds."

Daniel Cowley-Cooper

The Push-Up Challenge Founder, Nick Hudson, Lifeline WA CEO, Lorna MacGregor & Daniel Cowley-Cooper

Receiving by Giving

Rosanna Leo & CVS Recipient, Helen McPherson

"Connecting with people is something I really enjoy, each person is so very unique."

Rosanna Leo, CVS Volunteer

Lifeline WA Crisis Supporters often say that loneliness is one of the main reasons people call 13 11 14.

Few populations are as affected by loneliness as the people living in aged care facilities or requiring support at home.

To help address this problem, Lifeline WA delivers the Community Visitors Scheme (CVS), a program that matches isolated or lonely older people with volunteers.

The free program is available to any isolated person who either lives in a residential aged care home, receives a home care package or would benefit from more social connection.

CVS has been a great success since it was launched in January 2019 with more than 40 older people matched with volunteers.

Already a Lifeline WA Crisis Supporter since 2012, Rosanna Leo didn't hesitate to sign up for the CVS when it launched.

"Connecting with people is something I really enjoy, each person is so very unique," Rosanna explains.

"I wanted to make a difference to someone who feels they would really like a regular visitor.

"Earlier in my life I've experienced periods of loneliness and isolation, which I've never forgotten so I hoped to maybe help take the edge off these feelings for someone else."

Rosanna got that opportunity when she was paired up with former Royal Perth Hospital nurse Helen McPherson, who was new to living in an aged care facility at the time.

Lifeline WA considers interests, temperament and personalities when matching volunteers and recipients and Rosanna says they had done a stellar job connecting her with Helen.

"Eleven out of 10 for whoever paired Helen and I together because they utterly knew what they were doing," Rosanna says.

"Helen and I have some similar interests but really it's way more than that.

"We each are good at listening, talking, relaxing, appreciating and accepting one another just as we each are."

While the activities the pair do together are commonplace, Rosanna says the company makes each one feel special.

"We can be quiet together but also chat about all sorts of things and we tend to laugh a lot," Rosanna says.

"I can't fathom why that cup of tea I have with Helen tastes better than any other I have all week, but it just does."

The program's benefits for recipients were expected, but Rosanna says the impact it has on volunteers never ceases to amaze her.

In the past 12 months, the CVS program has continued to expand beyond Perth to the South West and other regions. Rosanna encourages anyone living in those areas with the capacity to volunteer to sign up, but has a warning of sorts.

"Be prepared for just how much the goodness of the people you visit can touch you," she says.

The Strength to Seek Help

Mental health issues can affect anyone at any time – they cut across class, religion, nationality, gender, wealth and age.

Even the most successful people face mental health struggles, but being in that position can make it more difficult to seek help.

Nakuru Hope founder and chair Susan Saleeba spends her life trying to provide food, educate, give refuge and counsel those who are destitute, hungry and illiterate in Kenya.

Over the course of 12 years, Susan established a school for more than 300 students and an orphanage in the town of Nakuru, Kenya's fourth-largest urban centre.

However, Susan has dealt with trauma in her life and when an event triggered her past, Susan says she started to spiral into darkness.

"Everything just seemed to catch up with me, areas of torment that I tried to put behind me kept resurfacing until the darkness turned into a spiral that seemed to be drawing me down, where sleep was the only way for me to escape," she recalls.

Susan says she struggled to seek help from colleagues, friends or family out of fear that it would change the way they saw her.

"I was always seen as being confident and warm, but underlying it was panic, and insurmountable feelings of darkness," she says.

"There was a feeling of not wanting to disappoint others, along with admitting to yourself that you're not as strong as everyone thinks you are.

"I was concerned that I would be judged, criticised and not thought of as the strong independent woman I appear to be."

It was during this time that Susan heard an advertisement for Lifeline's 13 11 14 crisis support service on the radio and she saved the number in her phone.

On what she calls her "darkest of days", Susan made the call to Lifeline.

"I felt relief, slowly, from telling someone how I actually felt without being judged, they didn't know me, I didn't know them," she says.

"Relief that someone out there was listening, not agreeing or taking sides, just being there."

"I felt relief, slowly, from telling someone how I actually felt without being judged."

Susan Saleeba

"There was no rush to talk, no prompting by them to tell them how I felt, but allowing me time to talk."

Susan says her experience with Lifeline reinforced her commitment to her charitable work.

"My work involves children and communities who look to me for help for the basic needs of being able to survive," she explains.

"I am thankful that I was able to make that call, I understand even more now the importance to be there for others and for each other."

Now armed with a willingness to prioritise her mental health, Susan says it all started with a Lifeline Crisis Supporter picking up the phone.

"To the person I spoke to, which seemed for hours, I will be forever thankful," she says.

Crisis Supporter, Chris Puckridge, Wellbeing Coordinator, Susie Biggin & Crisis Supporter, Lowanna Hugall

Supporting the Supporters

Lifeline WA's core mission is to help people and at the centre of that effort are the volunteer Crisis Supporters.

When the COVID-19 pandemic hit, many Crisis Supporters started taking up more shifts to meet the increasing demand, putting themselves under more pressure.

It quickly became apparent that additional support was needed, but who would help the helpers?

Enter Susie Biggin, a former Training Coordinator for Lifeline WA with almost a decade at the organisation under her belt.

Susie had retired from her role with Lifeline WA in early 2019, but like the Crisis Supporters she was brought in to help. Susie answered the call to help by returning as Wellbeing Coordinator.

Susie says the role aligned with the values she prioritised as a Training Coordinator.

"It was everything I believed in, as the Training Coordinator I was able to see how Crisis Supporters needed that extra support and weren't often able to recognise in themselves when they were heading towards vicarious trauma, burnout or other impacts," she explains.

"Many would say, 'I'm okay' and not realise it was a cumulative effect and the impacts would build on each other.

One of the most common risks associated with being a Crisis Supporter is compassion fatigue, which can affect even the most well-intentioned volunteer.

"Compassion fatigue is when the Crisis Supporter experiences physical and emotional exhaustion, which can lead to losing empathy for the person who is seeking help," she says. "Everyone has an empathy bucket, and if you don't have a full bucket, you have nothing to give out.

The nature of calls can dictate how much of a toll they take on the Crisis Supporter and Susie says one type of call poses the biggest risk.

"Calls where the Help Seeker is at imminent risk of suicide, and police intervention is required to save their life, can be really challenging," Susie says.

"I will make sure to ring Crisis Supporters who have taken those calls to talk to them about it and see how they are doing.

"If it's still sitting with them, I might recommend one-on-one supervision with a Practice Supervisor – usually a clinical psychologist or a counsellor – and Lifeline WA will pay for them to see someone to discuss the issues that are sitting with them."

To make sure she is doing the most she can to support Crisis Supporters, Susie spends a lot of time researching the latest evidence-based techniques in self-care.

"I do a lot of research and then develop training workshops that are applicable for the phone room," she says.

The workshops cover a range of topics, such as supporting good sleep practices, mindfulness, supporting someone through loneliness, and developing resilience.

"I get a lot out of helping Crisis Supporters. I love getting to know the people who volunteer at Lifeline WA and supporting them," Susie says.

"Everyone has an empathy bucket, and if you don't have a full bucket, you have nothing to give out."

Susie Biggin,
Wellbeing Coordinator

Graham Mabury Award Winner:

Lia Marinko

University student Lia Marinko signed up to volunteer as a Lifeline WA Crisis Supporter because she couldn't wait to start helping people.

In June 2019, Lia was already on the path to a career in mental health through her psychology degree, but she felt something was missing from the experience.

"I always had an interest in psychology, but where I'm at in my course is very theory-based and it wasn't satisfying those needs of wanting to help people," Lia explains.

"That drove me to find practical experience and Lifeline WA taught me all the skills that I use every day now."

Lia says her own lived experience with mental health helped shape that desire to give back.

"I chose Lifeline WA because it is something people don't have to wait for, they can access the crisis support service at any point."

Now with two years of volunteering under her belt, Lia says getting this far is something she remains grateful for.

"You need to be compassionate, non-judgemental and hold help seekers in unconditional positive regard," she says.

"They are the expert in every situation, you are the one in the background.

"It's also about setting boundaries - when you start blurring those boundaries or letting stuff affect you, that's when you find yourself pulling away from the phone room."

Despite maintaining that distance between her and the caller, Lia says she still experiences a range of emotions throughout a shift.

"At the start there's some excitement and nervousness when you pick up the phone, you have no idea what you're going to hear," she says.

"Ninety-nine per cent of the time you feel a really warm feeling, it's really a privilege being able to hear people's stories."

Although the past 18 months have presented unique challenges due to the COVID-19 pandemic, Lia says volunteering was a source of stability.

"The phone room has a really unique feel, it's very bubbly and positive," she says.

"It's a place I know is always there, even when life going a bit crazy - it's almost self-care for me."

However, Lia hasn't limited herself to the phone room and has volunteered with Lifeline WA in a range of capacities, including with the DBTeen program, filming the organisation's R U OK Day video and trialling the organisation's volunteering at home software.

"Ninety-nine per cent of the time you feel a really warm feeling, it's really a privilege being able to hear people's stories."

Lia Marinko, Crisis Supporter

Crisis Supporter, Lia Marinko & Graham Mabury

Lia was very grateful and honoured to win the Graham Mabury Award for Volunteer of the Year.

"When I started, I really wanted to throw myself in there, I was very passionate and I still am," she says.

"I was very involved in everything that was going on – whenever there was a chance I was always happy to help out."

Now in her fourth year of psychology, Lia is getting closer to realising her dream of helping others as a clinical psychologist, but she remains just as dedicated to Lifeline WA as ever.

"The connections and family we have here is so unique," she says.

"Lifeline WA is really special – I hope that I will be here for quite some time."

Deborah Doncon Award Winner:

Amanda Griffiths

Deborah Doncon & Payroll and Accounts Officer, Amanda Griffiths

While Lifeline WA's volunteers, clinicians and service delivery staff are responsible for the frontline support to help seekers, every member of the organisation plays a role in working to achieve the overall mission.

For Lifeline WA Payroll and Accounts Officer Amanda Griffiths, her job is as simple as allowing other people to do theirs.

"I describe my role as supporting Lifeline WA to provide key services," she says.

"The services couldn't be provided without services being paid.

"I'm not a frontline employee or volunteer, but I assist in the running of key operations to enable other departments to focus on the delivery of key mental health and suicide prevention initiatives."

After two years with Lifeline WA, Amanda still relishes the opportunity to contribute to a cause that means a lot to her on a personal level.

"Having briefly suffered from Anorexia Nervosa when I was younger, I've always been passionate about mental health and had the desire to contribute to growing the provision of mental health services," she says.

"I enjoy my work in accounting and human resources and working for Lifeline WA has allowed me to work in my specialty while simultaneously supporting a mission I am very passionate about.

"I'm really proud of Lifeline WA and the support we provide to the community, the volunteers that come on board and the services."

Amanda has made a point of seeking out opportunities to go beyond the bounds of her typical role to find other ways to help.

"If I can do something to help colleagues so that they can direct their efforts into another project or piece of work that contributes to our provision of services, I will offer assistance when I can."

"A big part of my role is running payroll processes in line with the award, Fair Work, and the national employment standards. JobKeeper and the legislation behind JobKeeper also added some complexities to the 2020-21 financial year."

Amanda is also proud of the role she played in establishing the 13HELP service. Crisis Supporters were engaged to work 10pm to 2am shifts to address call demand after the devastating bushfires that affected Australia in early 2020.

"We wanted to get the service running quickly and in order to get that off the ground, we had to fast track the recruitment and contracting. I was proud to play my part," she says.

"But I only do the back end processes; the people that were instrumental to that service are our trainers and Crisis Support team."

Amanda is always quick to put the focus on the people delivering services, but she says she was still honoured to be recognised for the role she plays with the Deborah Doncon Award for Employed Staff Member of the Year.

"I'm honoured that the business support services are recognised, because sometimes a lot of work that is completed in the background is not something that can be measured as such, however it is really important and vital for the continuation and success of the organisation," Amanda says.

"It made me quite emotional to receive the award last year, I'm very proud to work for Lifeline WA."

"Working for Lifeline WA has allowed me to work in my specialty while simultaneously supporting a mission I am very passionate about."

Amanda Griffiths, Payroll and Accounts Officer

2020-21

Statistics

381
Western Australians died by suicide

64, 280
Western Australian calls answered by 13 11 14
21% increase

42,304
Calls answered by Lifeline WA
25% increase

338
Emergency interventions
74% decrease

226
Number of Crisis Supporters
4% increase

Crisis Supporter, Chelsey Kretzmer

196
Training Workshops delivered
29% increase

45
Training Workshops delivered virtually

32
Training Workshops delivered in regional WA
28% decrease

117
Separated Mums and Dads clients supported

79
Young people graduated from DBTeen
119% increase

25,645
Total volunteer hours
33% increase

Our Board

The Lifeline WA Board is committed to ensuring that Lifeline WA is the strong, resilient, mission focused organisation that the community wants and needs.

Sasha Pendal
Chair

MBA, BA (Hons)

Appointed August 2016

Appointed Deputy Chairperson December 2017

Appointed Chairperson April 2019

Sasha is an experienced executive leader and current Chief Executive Officer of Early Start Australia. Sasha has over 25 years' experience in commercial management, strategic planning, policy advice and community relations. In addition to her role as Chair of Lifeline WA, Sasha has been involved in a number of not for profit organisations including serving on the board of Glass Jar Australia, Bright Energy Investments and the Curtin Graduate School of Management Advisory Board.

Chris Carey
Treasurer & Deputy Chair

FCA

Appointed August 2012

Appointed Treasurer October 2013

Appointed Deputy Chair October 2019

Chris is a Chartered Accountant with more than 40 years' experience in funds management, compliance, engineering, mining, and chartered accountancy practice. He is a Fellow of the Institute of Chartered Accountants and retired Fellow of the Institute of Company Directors.

Nadia Mitsopoulos

BA

Appointed August 2017

Nadia Mitsopoulos has worked in the media as a journalist and broadcaster for almost 30 years.

Nadia worked extensively in television in Perth and overseas, before making the move to radio.

She is currently the presenter of the Mornings Program on ABC Radio Perth.

David Etherton

BEcons FIPAAWA

Appointed June 2018

David has over 20 years of senior executive leadership experience in the tourism, venues and events industries. David has been the CEO of VenuesWest for over 10 years and oversees 13 of Western Australia's biggest sporting and entertainment venues, including opening the world class RAC Arena and Optus Stadium.

John Brearley

Dip Ed, BSW, Grad Dip (Mental Health Science)

Appointed August 2017

John is the Assistant Director System Engagement and Governance at the Mental Health Commission of Western Australia. He has extensive leadership experience in large organisations providing services in mental health, disability and aged care. John is experienced in rural and remote health delivery, corporate and clinical governance, system development and high-level stakeholder management.

Howard Knight

CFA, GAICD, F.Fin

Appointed May 2019

Howard is a Chartered Financial Analyst (CFA) with more than 30 years' experience in investment finance. He is Managing Director of Redgate Capital and Executive Chairman of Vista Energy. Howard is also a member of the University of Western Australia Investment Committee.

Rhys Taylor

CA, BBus

Appointed Caretaker Member January 2021

Rhys is a Chartered Accountant with almost 20 years' experience and is the Project Financial Controller at Wesfarmers. He has extensive experience across a range of industries including retail, financial services, education and mining.

Bronwyn Kerr

LLB (Hons), BA, FCIS, GAICD

Appointed Caretaker Member May 2021

Bronwyn is a legal and governance professional with over 15 years' experience. Bronwyn is currently the General Counsel and Company Secretary of Atlas Iron Pty Ltd, a Pilbara iron ore producer. Bronwyn is admitted to practice law in Western Australia and holds post-graduate qualifications in finance and corporate governance.

Robert Garreffa (resigned)

CA FGIA

Appointed August 2017

Resigned December 2020

Robert is the Director of Mondo Di Carne and is skilled in accounting, internal audit, IT security, IT systems and governance. Robert and his family have had a long involvement with Lifeline WA through Mondo Community Warriors which has raised millions of dollars for crisis support services.

Financial Report

34 Committee Members' Report | *35* Auditor's Independence Declaration
36 Statement of Profit or Loss and Other Comprehensive Income
37 Statement of Financial Position | *38* Statement of Changes in Equity
39 Statement of Cash Flows | *40* Notes to the Financial Statements
54 Committee Members' Declaration | *55* Independent Audit Report

Crisis Supporter, Damian Luscombe

The financial report covers Living Stone Foundation Inc. as an individual entity. The financial report is presented in Australian dollars, which is Living Stone Foundation Inc.'s functional and presentation currency.

The financial report consists of the financial statements, notes to the financial statements and the Committees' declaration.

A description of the nature of the operations of the Association and its principal activities are included in the Committee members' report, which is not part of the financial report.

The financial report was authorised for issue, in accordance with a resolution of Committee members, on 26 August 2021. The Committee members have the power to amend and reissue the financial report.

Committee Members' Report

For the year ended 30 June 2021

Committee Members' Report 30 June 2021

The committee members submit the financial report of the Association for the financial year ended 30 June 2021.

Committee members

The names of committee members throughout the year and at the date of this report are:

- Sasha Pendal (Chairperson)
- Chris Carey (Treasurer & Deputy Chair)
- Robert Garreffa (resigned 10/12/20)
- Nadia Mitsopolous
- Howard Knight
- David Etherton
- John Brearley
- Rhys Taylor (appointed 22/01/21)
- Bronwyn Kerr (appointed 12/05/21)

Principal activities

The principal activities of the Association during the financial year was to prevent suicide, support people in crisis and reduce the stigmas which can be a barrier to seeking help.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating result

The profit of the Association for the financial year after providing for income tax amounted to $ 391,828 (2020: $ 2,492,469).

Signed in accordance with a resolution of the Members of the Committee:

Committee member:

Sasha Pendal (Chairperson)

Dated this 26 day of August 2021

Auditor's Independence Declaration

BUTLER SETTINERI

Real People. Better Business

AUDITOR'S INDEPENDENCE DECLARATION

In accordance with the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act 2015 (WA), in relation to our audit of the financial report of Living Stone Foundation Inc. for the year ended 30 June 2021, to the best of my knowledge and belief, there have been:

a) No contraventions of the auditor independence requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and

b) No contraventions of the auditor independence requirements of section 80 the Associations Incorporation Act 2015 (WA) in relation to the audit; and

c) No contraventions of any applicable code of professional conduct in relation to the audit.

BUTLER SETTINERI (AUDIT) PTY LTD

MARCIA JOHNSON CA
Director

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Australia

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Living Stone Foundation Inc

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	Note	2021 $	2020 $
Revenue			
Contracted services		963,728	1,028,022
Government grants		1,886,867	1,788,531
Fundraising and donations		2,037,761	1,588,131
Education and prevention services		289,505	233,378
Volunteer labour contribution	4	1,109,02	796,666
Other income		150,267	36,257
		6,437,148	**5,470,985**
Expenses			
Fundraising costs		(295,128	(249,007)
Employee benefits expense		(4,184,409)	(3,493,628)
Training costs		(17,562)	(18,487)
Property, rents and rates		(73,253)	(52,422)
Interest and finance expenses		(6,680)	(9,092)
Depreciation		(79,905)	(71,716)
Depreciation - right of use		(70,916)	(62,819)
Volunteer services	4	(1,109,020)	(796,666)
Other expenses		(1,012,861)	(660,760)
		(6,849,734)	**(5,414,597)**
Surplus from operations		**(412,586)**	**56,388**
Non-operating funds received for COVID-19 relief	5	804,414	2,436,081
Surplus before income tax		**391,828**	**2,492,469**
Income tax expense		-	-
Surplus after income tax expense		**391,828**	**2,492,469**
Other comprehensive income, net of income tax			
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		**391,828**	**2,492,469**

Living Stone Foundation Inc

Statement of Financial Position

As at 30 June 2021

ASSETS	Note	2021 $	2020 $
Current Assets			
Cash and cash equivalents	5	4,497,848	3,647,464
Trade and other receivables	6	331,417	157,504
Prepayments		35,961	16,020
Total Current Assets		**4,865,226**	**3,820,988**
Non-Current Assets			
Property, plant and equipment	7	391,906	397,793
Financial assets	9	303,138	627,572
Total Non-Current Assets		**695,044**	**1,025,365**
Total Assets		**5,560,270**	**4,846,353**
LIABILITIES			
Current Liabilities			
Trade and other payables	10	588,985	580,601
Contract liabilities	11	589,174	290,392
Lease liabilities	8	71,425	75,784
Employee benefits	12	215,888	183,194
Total Current Liabilities		**1,465,472**	**1,129,971**
Non-Current Liabilities			
Lease liabilities	8	-	30,180
Employee benefits	12	51,628	34,860
Total Non-Current Liabilities		**51,628**	**65,040**
Total Liabilities		**1,517,100**	**1,195,011**
Net Assets		**4,043,170**	**3,651,342**
EQUITY			
Retained earnings	13	4,043,170	3,651,342
Total Equity		**4,043,170**	**3,651,342**

Living Stone Foundation Inc

Statement of Changes in Equity

For the year ended 30 June 2021

2021	Retained Earnings $	Total $
Balance at 1 July 2020	3,651,342	3,651,342
Surplus after income tax expense	391,828	391,828
Balance at 30 June 2021	**4,043,170**	**4,043,170**

2020	Retained Earnings $	Total $
Balance at 1 July 2019	1,143,368	1,143,368
Prior period error adjustment	(2,849)	(2,849)
Restatement due to adoption of AASB 16	18,354	18,354
Balance at 1 July 2019 restated	1,158,873	1,158,873
Surplus after income tax expense	2,492,469	2,492,469
Balance at 30 June 2020	**3,651,342**	**3,651,342**

Living Stone Foundation Inc

Statement of Cash Flows

For the year ended 30 June 2021

Cash Flows From Operating Activities:	Note	2021 $	2020 $
Grants and other receipts		7,067,648	7,999,190
Payments to suppliers and employees		(6,359,235)	(5,536,945)
Net cash provided by/(used in) operating activities	15	**708,413**	**2,462,245**
Cash Flows From Investing Activities:			
Proceeds from sale of investment		324,434	-
Purchase of property, plant and equipment		(102,239)	(183,541)
Payment for lease liabilities		(77,234)	(63,338)
Net cash provided by/(used in) investing activities		**144,961**	**(246,879)**
Cash Flows From Financing Activities:			
Payment of lease liabilities		(2,990)	(5,198)
Net cash provided by/(used in) financing activities		**(2,990)**	**(5,198)**
Net increase/(decrease) in cash and cash equivalents held		850,384	2,210,168
Cash and cash equivalents at beginning of year		3,647,464	1,437,296
Cash and cash equivalents at end of financial year	5	**4,497,848**	**3,647,464**

The financial report covers Living Stone Foundation Inc. as an individual entity. Living Stone Foundation Inc. is a not-for-profit Association, registered and domiciled in Australia.

The principal activities of the Association for the year ended 30 June 2021 was to prevent suicide, support people in crisis and create equal opportunities for emotional wellbeing.

The functional and presentation currency of Living Stone Foundation Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows,* AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures.*

Historical cost convention

The financial report, except for the cash flow information, has been prepared on an accruals basis and is based on historic costs unless stated otherwise in the notes and does not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

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 Association's accounting policies. There are no areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements.

Living Stone Foundation Inc
Notes to the Financial Statements
For the year ended 30 June 2021

2 Summary of Significant 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 Association 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
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.

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

The revenue recognition policies for the principal revenue streams of the Association are:

Interest

Interest revenue is recognised on an accrual basis in accordance with AASB 9.

Dividends

Dividend revenue is recognised when the right to receive the dividend has been established.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

(b) Volunteer services

Volunteer services are measured at their fair value, which is determined by market related wage rates and hours of services provided, and contributions and services are recognised for these amounts.

Lifeline (WA) receives considerable donated value from the services provided by its extensive cohort of volunteers. Lifeline (WA) chooses to recognise that value in its financial accounts in accordance with AASB 1058.

Volunteer Groups:

- Telephone Crisis Support
- Other Volunteer Groups
- Volunteer with 'Lived Experience'
- Board of Directors

(c) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(d) Goods and services tax (GST)

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

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(e) 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 significantly less than fair value have been recorded at the acquisition date fair value.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, 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:

Fixed asset class	Depreciation rate
Buildings	3 - 15 years
Office Equipment	2 - 8 years
Computer Software	4 - 5 years
Right-of-Use - Buildings	5 years

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.

(f) Leases

(i) Right-of-use asset

At the lease commencement, the Association recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Association believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

(ii) Lease liability

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Association's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Association's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Exceptions to lease accounting

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(g) Financial instruments

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Association classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL
- fair value through other comprehensive income - equity instrument (FVOCI - equity)
- fair value through other comprehensive income - debt investments (FVOCI - debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Association changes its business model for managing financial assets.

Living Stone Foundation Inc
Notes to the Financial Statements
For the year ended 30 June 2021

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost
- equity instruments measured at FVTPL

When determining whether the credit risk of a financial assets has increased significantly since initial recognition and when estimating ECL, the Association considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Association's historical experience and informed credit assessment and including forward looking information.

The Association uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Association uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Association in full, without recourse to the Association to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Association in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Living Stone Foundation Inc
Notes to the Financial Statements
For the year ended 30 June 2021

Trade receivables

Impairment of trade receivables has been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Association renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Association comprise trade payables, bank and other loans and lease liabilities.

(h) Impairment of non-financial assets

At the end of each reporting period the Association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

(i) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(j) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

(k) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(l) Adoption of new and revised accounting standards

The Association has adopted all standards which became effective for the first time at 30 June 2021, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Association.

Any new, revised or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

(m) New Accounting Standards and Interpretations

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The Association has decided not to early adopt these Standards. The following table summarises those future requirements, and their impact on the Association where the standard is relevant:

Standard Name	Effective date for entity	Requirements	Impact
AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities	1 July 2021	This Standard is a stand-alone disclosure standard to be applied by all entities reporting under Tier 2 of the Differential Reporting Framework in AASB 1053 which replaces the current Reduced Disclosure Requirements (RDR) framework.	No impact on reported financial position or performance.

3 Critical Accounting Estimates and Judgments

The Management committee 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.

4 Volunteer Services

Lifeline has recognised the benefit received from the cohort of volunteers that provides invaluable support to enable us to deliver our services. The recognition of the benefit is based on market related remuneration rates and hours documented below:

	2021 No. of hours	2020 No. of hours
Board	351	280
Telephone crisis support	22,832	17,857
Other volunteer services	2,462	1,228
	25,645	**19,365**

5 Cash and Cash Equivalents

	2021 $	2020 $
Cash on hand	40	50
Bank balances	2,995,331	1,789,249
NAB Term Deposit	802,336	1,800,058
JB Were Cash Trust	-	58,107
Sustainability Account - Cash	700,141	-
	4,497,848	**3,647,464**

Lifeline WA received $754,414 (2020: $411,909) from the JobKeeper Subsidy and $50,000 (2020: $50,000) from the Cash Flow Boost Grant provided by the government.

6 Trade and other receivables

	2021 $	2020 $
Trade receivables	218,917	21,763
Other receivables	112,500	135,741
	331,417	**157,504**

7 Property, plant and equipment

	2021 $	2020 $
Improvements to buildings		
At cost	301,311	301,311
Accumulated depreciation	(284,364)	(282,734)
	16,947	**18,577**
Leasehold Improvements		
At cost	235,383	169,144
Accumulated amortisation	(21,539)	-
	213,844	**169,144**
Right-of-Use - Buildings		
At cost	356,787	314,092
Accumulated depreciation	(301,250)	(230,334)
	55,537	**83,758**
Office equipment		
At cost	510,152	474,153
Accumulated depreciation	(414,626)	(367,663)
	95,526	**106,490**
Computer software		
At cost	69,441	69,441
Accumulated depreciation	(59,389)	(49,617)
	10,052	**19,824**
Total property, plant and equipment	**391,906**	**397,793**

Right-of-Use - Buildings

The lease is for the property located at 7 Aberdeen Street, Perth WA.

The Association has opted to recognise leases that are significantly below-market at cost.
The lease terms are as follows:

Property: 221 Onslow Road, Shenton Park
Lease Term: 5 years commencing 1 March 2020
Rent per annum: $1

8 Leases

Lease liabilities

	1 year $	1 - 5 years $	5 years $	Lease liabilities included in this Statement Of Financial Position $
2021				
Lease liabilities	71,425	-	-	71,425
2020				
Lease liabilities	75,784	30,180	-	105,964

9 Financial Assets

Financial assets at fair value through profit and loss	2021 $	2020 $
Investment in fixed interest securities	-	253,891
Investment in equity shares	-	373,681
Exchange traded fund investment	303,138	-
	303,138	**627,572**

10 Trade and Other Payables

	2021 $	2020 $
Trade payables and accruals	326,765	277,721
GST payable	39,241	113,820
Income in advance	76,163	69,930
PAYG payable	58,575	45,857
Superannuation payable	88,241	73,273
	588,985	**580,601**

11 Contract Liabilities

	2021 $	2020 $
Current		
Grants received in advance	589,174	209,272
Building grants received in advance	-	81,120
	589,174	**290,392**

12 Employee Benefits

Current liabilities		
Long service leave	14,019	10,432
TOIL	4,846	2,892
Annual leave	197,023	169,870
	215,888	**183,194**
Non-current liabilities		
Long service leave	51,628	34,860

Living Stone Foundation Inc
Notes to the Financial Statements
For the year ended 30 June 2021

13 Accumulated Funds

Opening balance	3,651,342	1,158,873
Result for the year	391,828	2,492,469
Closing balance	**4,043,170**	**3,651,342**

14 Auditors' Remuneration

Audit fee	9,000	9,000

15 Cash Flow Information

(a) Reconciliation of cash

	2021 $	2020 $
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Cash and cash equivalents	4,497,847	3,647,464

(b) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

Profit for the year	391,828	2,492,469
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	79,905	71,716
- depreciation - right-of-use asset	70,916	62,819
- interest portion of lease liability	2,990	5,196
- net (gain)/loss on disposal of investments	-	1,991
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(173,914)	90,133
- (increase)/decrease in other assets	(19,941)	126,678
- increase/(decrease) in trade and other payables	307,166	(444,104)
- increase/(decrease) in provisions	49,463	55,347
Cashflows from operations	**708,413**	**2,462,245**

16 Capital and Leasing Commitments

(a) Capital Commitments

The Association has committed funds of $50,147 (2020: $50,770) held with the National Australia Bank for the property lease guarantee.

(b) Operating Leases

	2021 $	2020 $
Minimum lease payments under non-cancellable operating leases:		
-not later than one year	5,760	5,760
- between one year and five years	13,920	19,680
	19,680	**25,440**

The Association has opted to utilise the exception under AASB 16 and recognise the lease as a low value asset.

(c) Finance Leases

The Association does not have any finance leases.

17 Capital Risk Management

The Association's objective is to manage working capital so as to ensure that liabilities can be settled as and when they fall due.

18 Contingencies

In the opinion of the Management committee, the Association did not have any contingencies at 30 June 2021 (30 June 2020:None).

Living Stone Foundation Inc
Notes to the Financial Statements
For the year ended 30 June 2021

19 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

20 Statutory Information

The registered office and principal place of business of the association is:
Living Stone Foundation Inc.
7 Aberdeen Street
PERTH
WA 6000

Living Stone Foundation Inc
Committee Members' Declaration
For the year ended 30 June 2021

The responsible persons declare that in the responsible persons' opinion:

there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and

the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Responsible person:

Sasha Pendal (Chairperson)

Dated this 26 day of August 2021

Living Stone Foundation Inc
Independent Audit Report
For the year ended 30 June 2021

BUTLER SETTINERI
Real Results. Better Business

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF LIVING STONE FOUNDATION INC.

Opinion

We have audited the financial report of Living Stone Foundation Inc. ("the Association"), which comprises the statement of financial position as at 30 June 2021, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Committee Member's declaration.

In our opinion, the accompanying financial report of the Living Stone Foundation Inc. is prepared, in all material respects, in accordance with the Associations Incorporation Act 2015 (WA) and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

i) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its financial performance for the year then ended; and

ii) complying with Australian Accounting Standards to the extent described in note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We have 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 Association in accordance with the auditor independence requirements of the Associations Incorporation Act 2015 (WA), the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including independence standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical requirements 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.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committee's financial reporting responsibilities under the Associations Incorporation Act 2015 (WA) and the Australian Charities and Not-for-profits Commission Act 2012 As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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Committee's Responsibilities for the Financial Report

The Committee of the Association is responsible for the preparation of the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 2015 (WA), the Australian Charities and Not-for-profits Commission Act 2012 and the needs of the members.

The Committee's responsibility also includes such internal control as the Committee determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

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 and 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 the financial report.

As part of an audit in accordance with the Australia Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our 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.

- Obtain and 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 Association's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Committee.

Living Stone Foundation Inc
Independent Audit Report
For the year ended 30 June 2021

- Conclude on the appropriateness of the Committee'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 Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.

- Evaluate 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.

We communicate with the Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the management committee with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats of safeguards applied.

Report on Other Legal and Regulatory Requirements

In our opinion, Living Stone Foundation Inc. has complied with sections 60-30(3)(b), (c) and (d) of the Australian Charities and Not-for-profits Commission Act 2012 and sections 82(1)(b), (c) and (d) of the Associations Incorporation Act 2015 (WA) :

- by providing us with all information, explanation and assistance necessary for the conduct of the audit;

- by keeping financial records sufficient to enable a financial report to be prepared and audited;

- by keeping other records required by Part 3-2 of the Australian Charities and Not-for-profits Commission Act 2012, including those records required by Section 55-5 that correctly record its operations, so as to enable any recognized assessment activity to be carried out in relation to the entity; and

- by keeping other records required by Part 5 of the Associations Incorporation Act 2015 (WA), including those records required by Section 66 that correctly record its operations, so as to enable true and fair financial statements to be prepared.

BUTLER SETTINERI (AUDIT) PTY LTD

MARCIA JOHNSON CA
Director

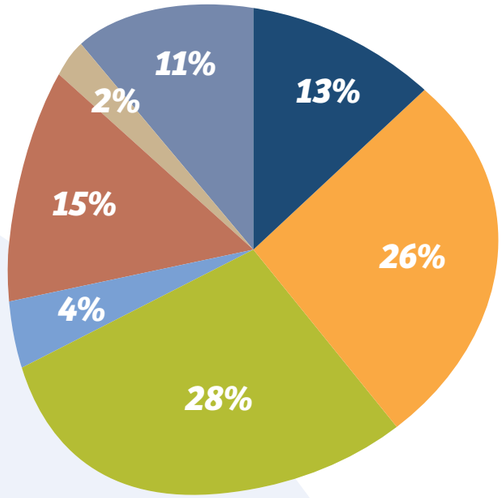
Perth
Date: 26 August 2021

GM Crisis Support Services, Brett Davey, Clinical Governance Manager, Ellie Carr, GM Service Delivery, Natalie Martinovich, CEO, Lorna MacGregor & GM Business Support & CFO, Gavin Douglas

Financial Results

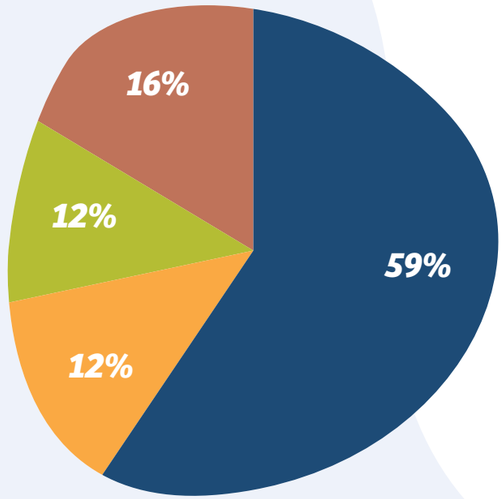
Income	FY 2021 $	%
Contracted services	963,728	13%
Government grants	1,886,867	26%
Fundraising and donations	2,037,761	28%
Education and prevention services	289,505	4%
Volunteer labour contribution	1,109,020	15%
Other income	150,267	2%
Non-operating funds received for COVID-19 relief	804,414	11%
Total	**7,241,562**	**100%**

Expenses	FY 2021 $	%
Services Provision	4,056,515	59%
Fundraising Costs	835,457	12%
Administration and Office Costs	848,742	12%
Other	-	0%
Volunteer Services	1,109,020	16%
Total	**6,849,734**	**100%**



Income 2020-21

- Contracted services
- Government grants
- Fundraising and donations
- Education and prevention services
- Volunteer labour contribution
- Other income
- Non-operating funds received for COVID-19 relief



Expenses 2020-21

- Services Provision
- Fundraising Costs
- Administration and Office Costs
- Other
- Volunteer Services

Gratitude

On behalf of Lifeline WA, we would like to thank our generous partners and donors for their contribution to supporting Western Australians in need and preventing suicide across our State.

Their continued support has enabled us to grow to meet the demand for crisis support and suicide prevention in WA, and we are humbled to be able to work with such an incredible group of organisations that are passionate about the wellbeing of the workplaces and communities in which they operate.

Major Partners

arc infrastructure · Baldock Family · CBH Group · CME · Minderoo Foundation · P&N bank · The Push-Up Challenge · Richard Lockwood Charitable Foundation · RioTinto · Roy Hill Holdings · The McCusker Charitable Foundation · Woodside

Diamond Partners

Fortescue · Mineral Resources · Lotterywest · Santos · Stan Perron Charitable Foundation

Fortescue Metals Group
As a major corporate partner, Fortescue supports the 13 11 14 crisis support service by contributing significant funding to the training of Crisis Supporters, the wellbeing of volunteers and Lifeline WA's various other suicide prevention services across Western Australia.

Mineral Resources Limited
As part of a three-year strategic partnership with Lifeline WA, MRL is committed to addressing the mental health challenges facing the resources industry in WA's mining sector through investing in mental health training and providing significant funding to the 13 11 14 crisis support service.

Lotterywest
Lotterywest is a major supporter of Lifeline WA's Volunteer@Home program, which trains regional volunteers remotely in their homes to help answer calls to Lifeline's 13 11 14 crisis support services.

Santos
Santos has been one of Lifeline WA's major corporate partners since 2016, providing significant support to sustain and improve Lifeline WA's suicide prevention services and ensure that every Western Australia has someone to speak to in moments of crisis.

Stan Perron Charitable Foundation
The ongoing financial and in kind support from the Stan Perron Charitable Foundation has helped Lifeline WA for many years to ensure that people who are experiencing loneliness, isolation or a personal crisis have somewhere to turn.

Partners

Alcock Family Foundation · AMCAP · Azure Consulting · Behets Family Foundation · CSBP · Emeco Force PNP · Herbert Smith Freehills · HopgoodGanim · Perth Airport · Perth Radiological Clinic · Ramelius Resources · Wesfarmers Chemicals, Energy & Fertilisers

Event Partners

Grant Givers

Friends of Lifeline WA

Advanced Cosmeceuticals	Data 3	Herbert Smith Freehillls	Shreeve & Carslake
Artrage	Department of Transport	Home Base	Uniting Church
Austal Ships	Don and Robyn Holywell	Lavan Legal	Wesfarmers
Brookfield Properties	Paula Rogers Consulting	Nelson Resources	ECG Engineering
Community TAB	Erceg Management	Rotary Club of Nedlands	

Partnerships Coordinator, Brielle Basmadjian
& Events Assistant, Britney Nguyen

Lifeline WA

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