Annual Report 2024

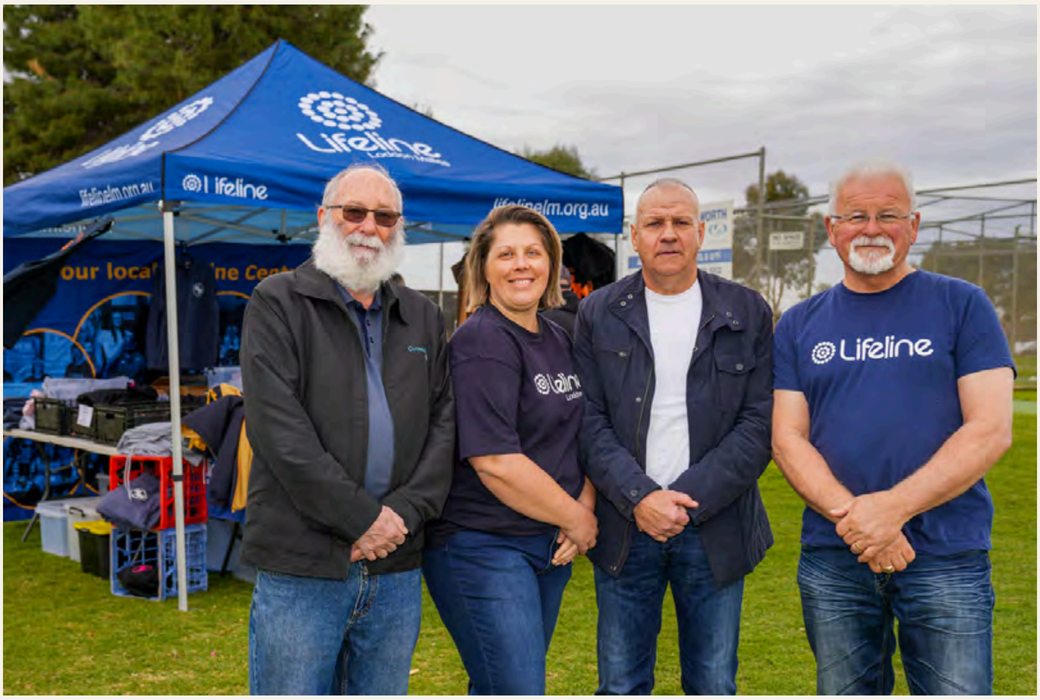
Lifeline Loddon Mallee

Lifeline Loddon Mallee started servicing the local region as a short-term crisis support hotline in 1995. Since then, we have become a community-focused and volunteer-led for purpose organisation.

Today we are proud to have almost **90** volunteers throughout the Loddon and Mallee regions. With call centres answering 13 11 14 calls in Bendigo & Mildura, we answered over **22,300** calls last year from people needing support or short-term crisis help. **This was an increase in over 4,000 calls from the year before.**

Our purpose is to provide support and connection to empower people to change their lives, and we live this purpose by delivering other programs into our community.

Our accredited trainers deliver training and education that is highly valued and equips local people with the skills, experience, and knowledge to recognise, respond and refer those experiencing poor mental health, suicidality, and domestic violence.

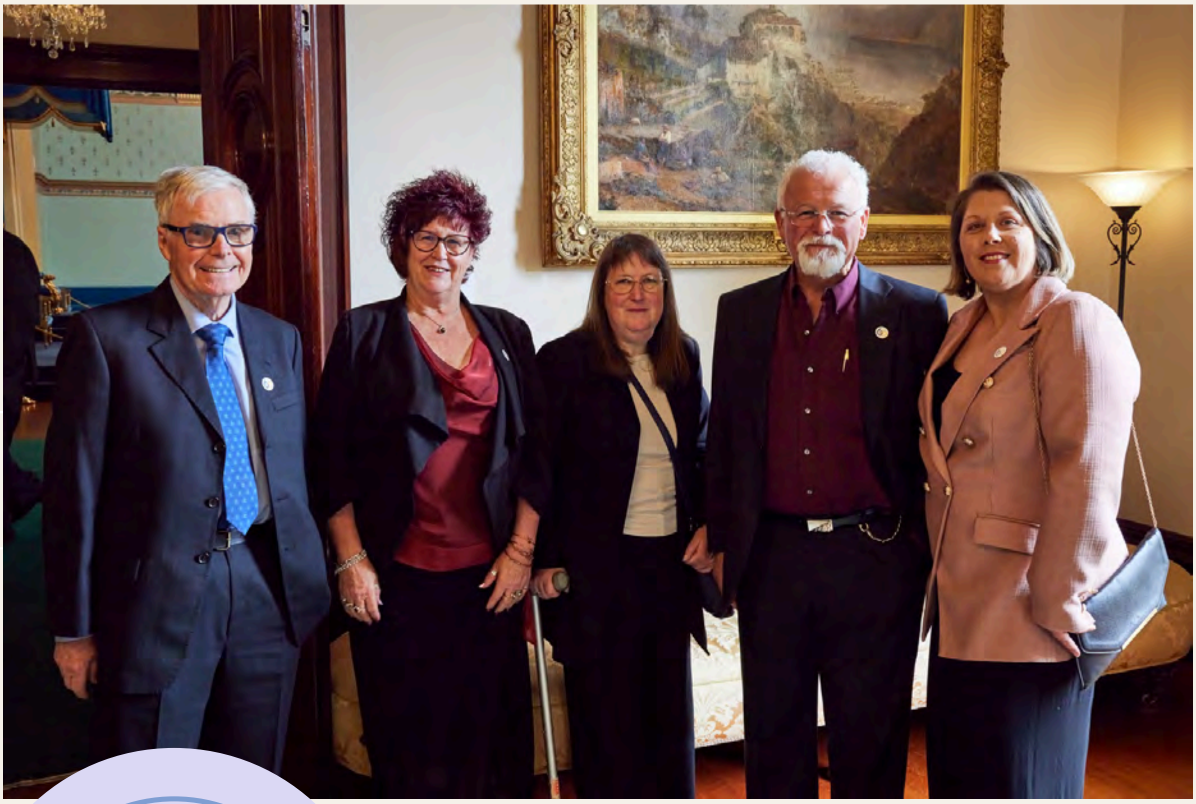


This year saw a very special milestone with the opening of our first social enterprise, the Lifeline Loddon Mallee Thrift Store. The store will provide the organisation with another income stream and will reduce our reliance on grants and external funding, resulting in greater control on outcomes.

We were able to build on our counselling services by continuing to provide support directly to organisations in-house and also in-person one-on-one counselling support.

Our dedicated volunteer Board drives our organisation to be a connected place with solid governance and strategic direction. Our employees are building an inclusive community from the inside out, with our help seekers and volunteers at the centre of that community.

Lifeline Loddon Mallee built on the strong foundations of the first 25 years and has moved the organisation on in a new strong and strategic direction. We continued to build on our established core offering and have built a strong brand and presence accross the Loddon and Mallee regions.



Message from the Chair

Dianne Bowles

As I reflect on the past year at Lifeline Loddon Mallee, I am filled with immense pride and gratitude for the remarkable journey we've undertaken together. The team of volunteers has answered an astounding number of calls this year, providing crucial support to individuals in need throughout our region. This achievement is a testament to the dedication and compassion of our staff and volunteers, who work tirelessly to make a difference in the lives of so many.

In addition to our core services, a major milestone for Lifeline Loddon Mallee was the opening of our first social enterprise, the Lifeline Loddon Mallee Thrift Store. Whilst the start of the project hit a couple of roadblocks, our dedicated Executive Officer pushed on to bring the project to fruition and the result is remarkable.

This initiative not only provides affordable goods to our community, it reduces the amount of waste by giving clothes, furniture and treasurers another opportunity to be used again. The Thrift Store has also provided the community with an opportunity for volunteerism as the store is run by a group of passionate volunteers.

Whether you are a Crisis Supporter, a Volunteer, a staff member, the Executive Officer, a Board Director, or a supporter of the organisation, I would like to personally thank you for your continued support and trust in Lifeline Loddon Mallee. Together, we are building a stronger, more resilient community.

Treasurer's Report

Joel Atkinson

As this is my first report as Treasurer, I would like to take a moment to reflect on the financial position of our organisation which is solvent, for the fiscal year 2024. This year has presented us with significant challenges, culminating in a deficit of -$121,817.

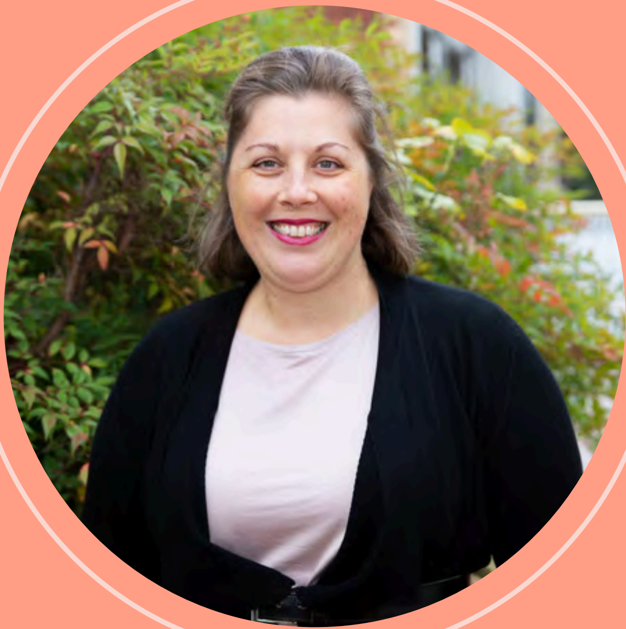
Throughout the year, I undertook a comprehensive review of our financial practices in alignment with accounting standards. This review revealed a necessary adjustment regarding our rent payment process, leading to an unexpected obligation to repay GST to the ATO. This adjustment was crucial in ensuring our compliance and maintaining the integrity of our financial reporting.

Additionally, we faced an unfortunate delay in the opening of our Thrift Store due to permit issues. This setback meant that we incurred operating costs without the corresponding income from store operations, further contributing to our financial challenges.

Despite these hurdles, I want to commend the resilience and dedication of our team and Board. Weekly meetings were instrumental in closely monitoring our financial position and conducting thorough reviews of all expenditures. Their collaborative efforts were essential in navigating the complexities of this fiscal year.

Moving forward, it is imperative that we continue to refine our financial strategies and practices to ensure the sustainability of Lifeline Loddon Mallee so that we can continue to support the community.

Message from the Executvie Officer



Lisa Renato

As we reflect on the 2023-2024 financial year, Lifeline Loddon Mallee has seen extraordinary growth, impact, and resilience. It has been a period filled with significant achievements, alongside the challenges that come with a constantly evolving landscape of mental health and crisis support.

Key Achievements

Expansion of Services

This year, we expanded our outreach, ensuring more people across regional Victoria had access to our life-saving services. We successfully extended our crisis services into under-served areas, ensuring that no call for help went unanswered.

Award Recognition

Being recognised as the Not for Profit of the Year at the Be.Bendigo Business Excellence Awards was a humbling acknowledgment of our collective efforts. It not only celebrated the work we do but also reinforced the importance of our presence within the community.

Community Engagement Initiatives

We launched impactful campaigns like Hello for Hope, connecting people with lived experience advocates, and expanded How's Ya Mate, in partnership with the Sunraysia Football Netball League, promoting mental health awareness in sporting communities. These initiatives strengthened our connection with regional communities and heightened mental health awareness across all demographics.

Volunteer Growth and Development

Our volunteer base has grown steadily, driven by a strong focus on both engaging and retaining existing volunteers while continuing to recruit new ones at a consistent rate. This year, we successfully welcomed a diverse range of individuals, each bringing unique skills and perspectives to the team. Their ongoing commitment, supported by our robust training programs, has been instrumental in ensuring we can effectively respond to the increasing demand for crisis support.

Challenges Faced

Increased Demand for Services

The growing demand for our services has been both a challenge and a call to action. We have seen a surge in the need for crisis support across our region, reflecting the broader mental health pressures facing many Australians. While this has stretched our resources, it has also inspired us to innovate and expand our capacity to meet this demand.

Resource Allocation

As we continue to grow, balancing resource allocation between service delivery, volunteer support, and community outreach has been a complex challenge. Our team has worked tirelessly to ensure that our expanding services maintain the highest standard of care and compassion, despite these pressures.

Volunteer Fatigue

The demands on our volunteers and staff have been noticeable. While we've implemented wellbeing initiatives to support our teams, it remains an ongoing priority to ensure that those providing care are also receiving the support they need.

Messages of Thanks

To our **staff and volunteers**, I want to extend my deepest gratitude. It is your unwavering commitment that enables us to support our community in their most vulnerable moments. The long hours, emotional strength, and dedication you bring to your roles are the backbone of our organisation.

To our **community partners and supporters**, thank you for your collaboration and belief in our mission. Your partnerships enable us to reach more people and make a lasting impact.

To the **Board**, your guidance and strategic vision continue to drive Lifeline Loddon Mallee forward, ensuring that we remain resilient and responsive to the needs of those we serve. Together, we have achieved incredible things this year. As we look ahead to FY25, I am confident that by continuing to grow, innovate, and support one another, we will be able to extend our reach and deepen our impact in the Loddon Mallee region.

Warmest,
Lisa Renato

Strategic Pillars

- Engaged Volunteers and Stakeholders
- Continuous Improvement in Operations & Goverance
- Strengthen Brand Identity
- Extend Quality Service Delivery
- Increase Financial Sustainability

Extend Quality Service Delivery

Lifeline Loddon Mallee is a key provider of crisis support and suicide prevention services in the region, relies on the tireless work of its volunteers to deliver essential services and outreach programs.

Lifeline Loddon Mallee is committed to continuing its purpose of providng support and connection to empower people to change their lives.

We support the community with a variety of services which have been detailed in this report. In everything we do we follow our core key values, **Integriy, Authenticity, Generosity, Community, Empathy and Passion.**

This year saw us expand our reach into the Mallee and forge strong partnerships with key stakeholders. Here are our high-level service delivery metrics.

89
Active Volunteers

3,214
Deaths by Suicide Nationally

42
Number of training packages delivered

22,309
Number of Calls Answered

5,301
Number of hours logged by volunteers in Loddon Mallee

Award Recipients

Eucalypt Award - 5 years of service

Bett van Geuns
Geoff Pitson
Jan Hall
Nicole Logan

Golden Wattle Award - 10 years of service

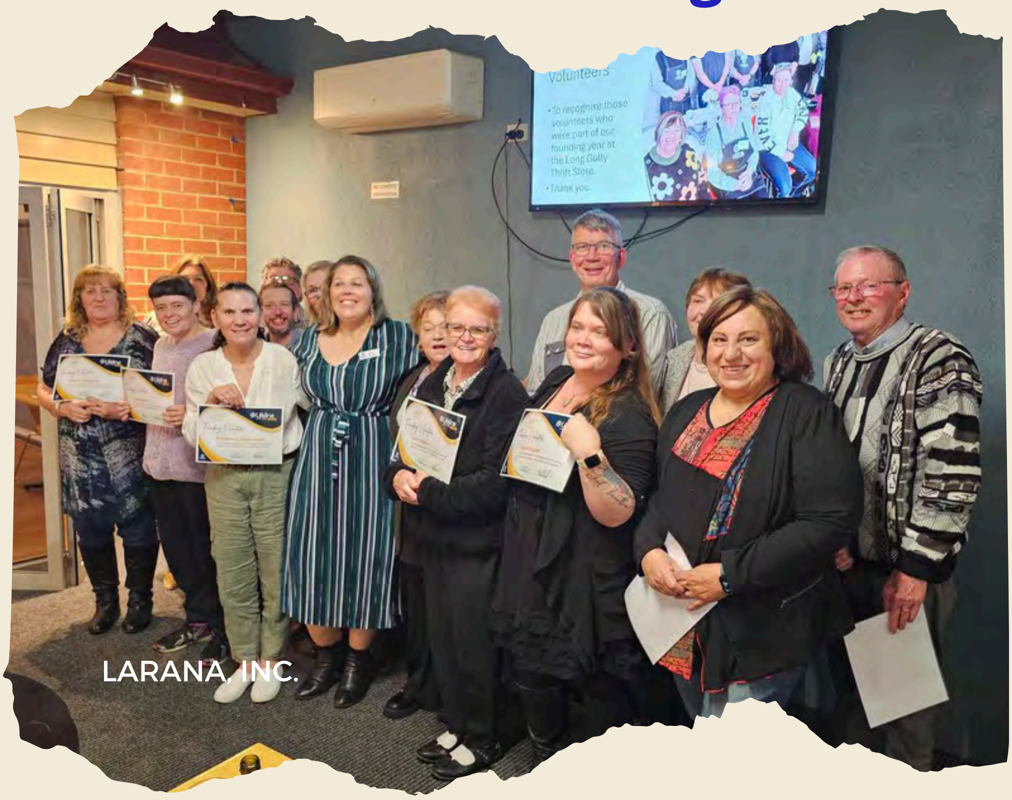
Val Moran

Award Recipients

Peter Ryall - Quiet Achiever Award

Graeme Cleator

Founding Volunteers



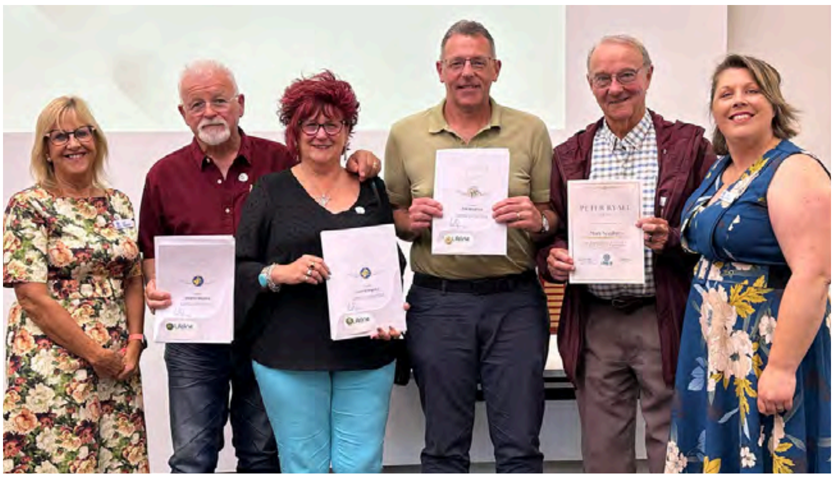
To recognise those volunteers who were part of our founding year at the Long Gully Thrift Store. Thank you

Engaged volunteers and stakeholders

Each year, the Board of Directors conducts a culture & engagement survey of all staff and volunteers. The 2024 surveys will be issued shortly, however as part of the process we provide the below summary.

Culture & Engagement Survey: Key Outcomes and Actions for Continuous Improvement
The 2023 culture and engagement survey provided valuable insights into areas where the organisation excels and opportunities for further improvement. Below is a summary of key findings and the actions being taken to contribute to ongoing progress.

	What we are doing well	Initiatives underway
Communication	High satisfaction with communication across teams.	Monthly in-centre newsletters and bi-annual updates to balance frequency. Personalising messages to improve engagement.
Teamwork & Collaboration	Strong recognition of strategic input and collaboration	More regular workplans and team meetings to foster collaboration and accountability.
Professional Development	Structure of supervision and PD workshops	Bi-annual coaching, improving PD workshops to support skill development.
Recognition	Appreciative of thank you via social media	Annual Awards dinner introduced, monthly acknowledgements.
Support and Feedback	Continue to enhance the existing framework	Annual performance reviews, more regular opportunities to provide coaching and support.



Ongoing Efforts:
In early 2024, we identified and launched several key initiatives, many of which are still in progress. We are actively implementing our continuous improvement plan, with a strong focus on enhancing volunteer recruitment, engagement and retention strategies.

Our commitment to ongoing evaluation and feedback ensures that these improvements align with our broader goal of enriching the overall employee experience, team collaboration, and a positive workplace culture.

Continuous Improvement in Governance & Operations

Lifeline Loddon Mallee is a registered charity with the Australian Charities and Not for profit Commission (ACNC). The organisation has a highly skilled and experienced Board of Directors who provide robust governance, clear strategic direction, and transparent financial management.

Board members freely invest their knowledge, expertise, and time to ensure quality services are available to help support Australians in time of crisis and promote a resilient and suicide-safe community. The Board is committed to the highest standards of professionalism, probity, diligence, and excellence and is responsible for setting the ethical framework for the organisation, defining, and nurturing the organisation's fundamental values.

BOARD DIRECTOR	ELIGIBLE MEETINGS	ATTENDED MEETINGS
Dianne Bowles	6	6
Jan Boynton	6	5
Katherine Hancy	6	6
Joel Atkinson	6	4
Anjum Chaudhry	6	5
Rick Van Emmerick	6	6
Sean MacDermott	6	6
Rachel Mason	6	5
Simon Carter	2	0
Charmaine Calis	2	2

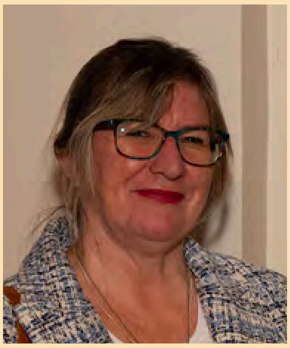
SUBCOMMITTEES

Finance & Audit Subcommittee
Chair - Joel Atkinson
Members - Jan Boynton, Dianne Bowles and Katherine Hancy

Governance Subcommittee
Chair - Anjum Chaudhry
Members - Jan Boynton and Sean MacDermott

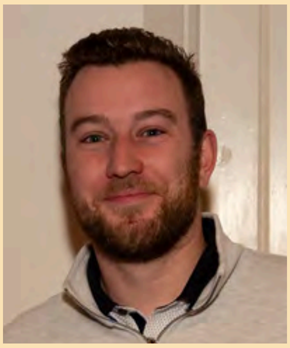
Business Development Subcommittee
Chair - Rick Van Emmerick
Members - Rachel Mason and Katherine Hancy

Our Board



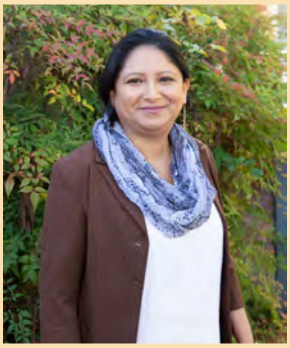
Dianne Bowles
GAICD Adv Dip Ag
Chair

Jan Boynton*
BTRP and FAICD
Vice Chair



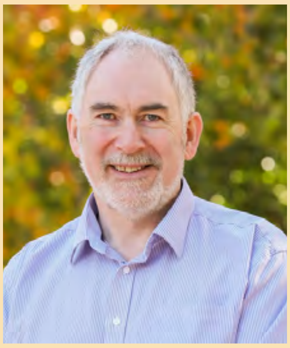
Joel Atkinson
CA
Treasurer

Katherine Hancy*
B. Pharm, MPS, MBA



Anjum Chaudhry

Rick Van Emmerick

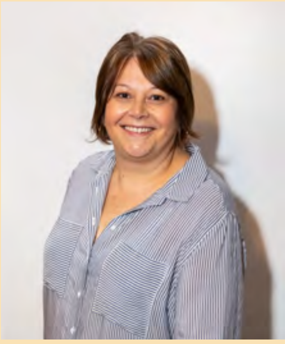


Sean MacDermott

Rachel Mason MFIA
BBus Mkt, GradCert
Bus Admin, MICDA

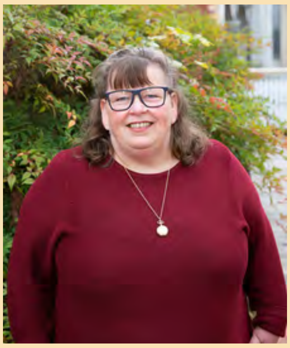
These Board Directors held an office bearer role from 1/7 - 13/12/24
Jan Boynton - Chair
Katherine Hancy - Vice Chair

Our Operational Team



Christine Adelwohrer
Lead Counsellor

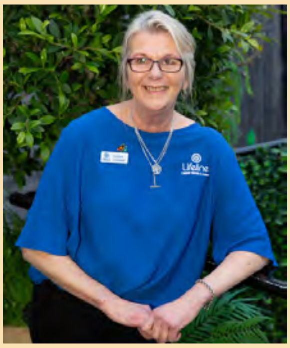
Gillian Edlin
Marketing Officer



Julie Holland
Services Coordinator

Jacqui Knight
Personal Assistant

Meg Logan
Centre Supervisor



Leanne Loveland
Store Manager

John Richards
Community Fundraising
& Events Officer

Prue Walkinshaw
Service Support Officer

Our Impact

Lifeline Loddon Mallee store

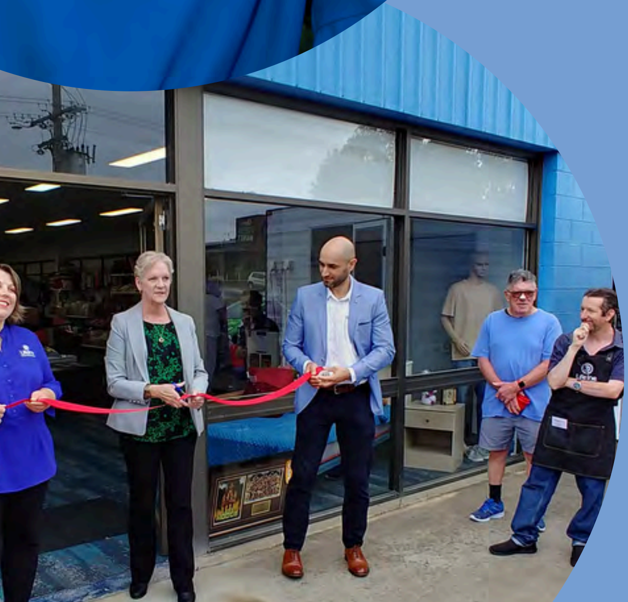
The project to open the new thrift store began in early 2023 and has involved significant effort and goodwill, culminating in its official opening on Friday 24th November 2023.

In collaboration with Lifeline Loddon Mallee (LLM), Givan Group delivered a tailored fit out designed to support the store's success.

This social enterprise initiative has empowered LLM to generate additional funds through the thrift store, allowing for expanded community services and an increased capacity to respond to help seekers, ultimately enhancing long-term sustainability.

Since its opening, the store has seen impressive sales of $167,000. It has also created further opportunities for community engagement through volunteering.

Additionally, items that cannot be sold are responsibly managed by Recycle Care, which repurposes them into reusable clothing, shoes, rags, and recycled yarn. This commitment to sustainability not only supports the environment but also enriches the community by promoting a circular economy.



The thrift store stands as a testament to the collaboration and dedication of all involved, ensuring that it serves as a valuable resource for both Lifeline Lodden Mallee and the broader community.

Leanne Loveland, Store Manager

Our Impact

Training

This past year has been incredibly busy for Lifeline Loddon Mallee, who delivered training across various communities and workplaces, focusing especially on often-overlooked areas like Mildura and smaller towns such as Maryborough, Castlemaine, and Shepparton.

The training team kicked off the year by offering Mental Health First Aid training, aimed at equipping individuals with the skills and confidence to support those who are struggling. Participants learned the ALGEE model—Approach, Assist, Give Information, Encourage Help, and Encourage Next Steps—which can be lifesaving and help individuals feel less isolated and more connected to their communities.

Another key program offered was DV-alert Foundations, designed for frontline workers in health and allied health. This workshop focused on recognizing, responding to, and referring individuals experiencing or at risk of domestic and family violence. **One critical message from this training is that the time of leaving or planning to leave an abusive relationship is often the most dangerous.** Understanding this evidence-based risk factor has proven transformative for many participants, some of whom have shared their own experiences as victims or survivors and expressed a desire to help others.

Our Impact Training cont.

Additionally, Lifeline Loddon Mallee conducted several safeTALK and ASIST workshops for both corporate and community audiences. These programs not only raise awareness about suicide risks but also teach effective intervention strategies. Participants gain the confidence to engage in critical conversations with individuals overwhelmed by life's challenges—whether due to relationship issues, financial stress, work problems, or health concerns. This training prepares them to ask difficult questions and provides guidance on how to assist when someone indicates they are considering suicide. The skills learned in safeTALK and ASIST can create a lasting positive impact, equipping individuals to support anyone who is struggling.

Julie Holland, Services Coordinator

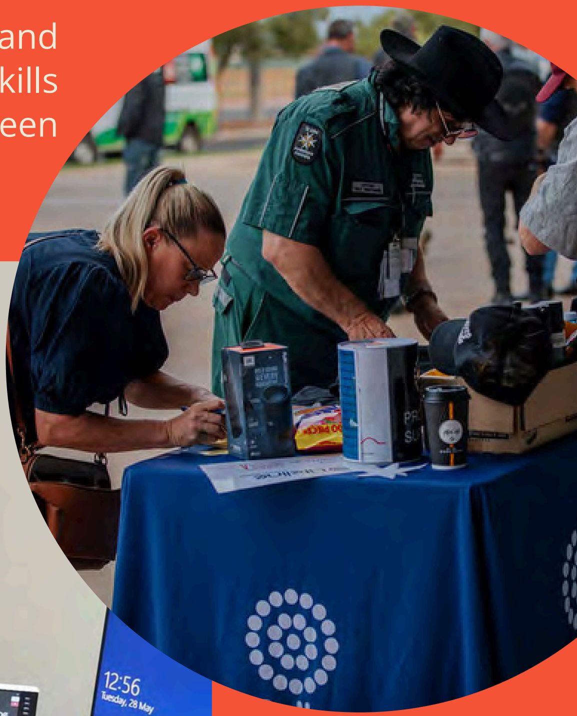
Our Impact
Group Supervision

A total of 30 Group Supervisions were held in the 2023/24 year, with approximately 40% being Face to Face sessions and 60% online. Online sessions are valuable and can be attended by both the Mildura and Bendigo crisis supporters which has been well taken up.

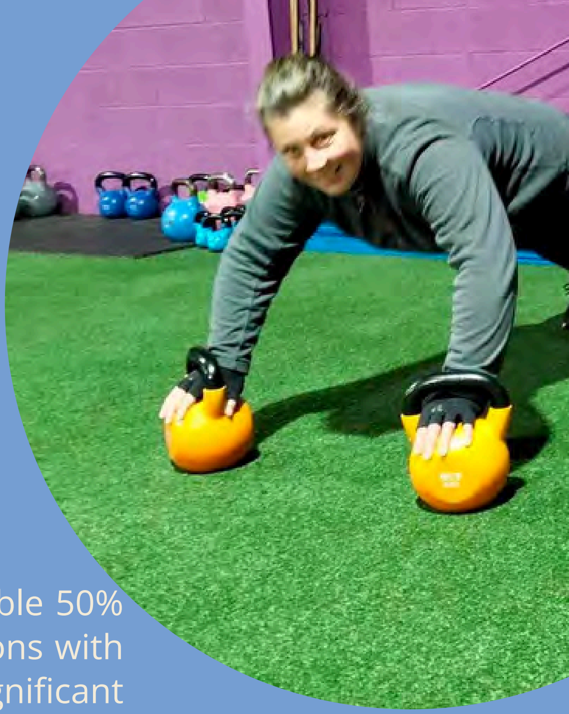
New initiatives in the last financial year were integrating professional development into the group supervision sessions to allow crisis supporters to tick off these two elements of their accreditation simultaneously. Topics for professional development have included psychosis, collusion, character strengths, mindfulness, gender and sexual diversity and behaviour change.

Professional development and group supervision sessions have also been integrated into the monthly paid services meetings for convenience and this has also seen an increased uptake.

Overall, session attendance has steadily increased and the addition of professional development and skills workshops integrated into group supervision has seen and increase in crisis supporter engagement.



Our Impact
Event Marketing



From June 2023 to June 2024, we observed a remarkable 50% increase in our Facebook reach. Additionally, interactions with our content surged by an impressive 90%. The most significant growth in reach occurred during June, July, August, September, February, and March.

In February and March, we actively promoted the Walkathon and the Sunraysia Bike Ride. June and July focused on the Push Up Challenge, while August and September highlighted the Hello for Hope, Out of the Shadows and Peddling for Hope events.

Videos proved to be the most effective, achieving a reach of 61,639, in contrast to 28,737 for photos. Our Instagram reach also rose dramatically by 340% during this timeframe, mirroring the spikes seen on Facebook.

At every event we organise, we make an effort to capture photos to showcase on our social media platforms. This is crucial because images and videos featuring local individuals tend to generate significantly more engagement, as they are liked and shared frequently. This, in turn, drives traffic to our social media pages.

Gillian Edlin, Marketing Officer

Our Impact
Fundraising

The last year saw impressive development of our three major events – our Hello For Hope fundraising month in September, the Sunraysia Lifeline Ride and Bendigo Bank Walkathon which both take place in March.

In 2023 the Sunraysia Lifeline Ride had 30 riders and raised $2500. In 2024 we had 80 bikes, over 100 riders and raised $11,000 from the event itself plus an additional $20,000 donation.

In 2023 the Bendigo Bank Walkathon had 22 walkers and raised $10,500. This year we had 70 walkers and raised over $21,000.

As well as increased participation we have generated new revenue through grants, sponsorship and merchandise.

Hello For Hope 2023 saw a consolidation of the inaugural 2022 concept and has led to an expansion for 2024. Hello For Hope will now go from a week to a full month, bringing in new stakeholders and audiences as we leverage the skills of outside partners.

John Richards, Community Fundraising & Events Officer

Our Impact
Counselling delivery

The counselling service is now in its third year of operation and in the past twelve months we have developed a range of ongoing partnerships with community organisations and health care providers. Our collaboration with the Mount Alexander Shire Council and Dhelkaya Health gave our service insight into the ongoing and specific needs of the region. We were able to deliver a service uniquely tailored to their needs fitted out with a mix of face-to-face counselling, town hall presentations and community training.

We continue to offer EAP support to a large non government organisatiosn and its employees in the form of short -term counselling and crisis support. Staff can arrange both onsite and offsite appointments and we have supported both community and staff in a rnage of ways to discuss mental health and wellbeing.

The Hargreaves Street office continues to thrive as clients from a mix of service providers schedule appointments. We have noticed a significant uptick in self-referrals, with people indicating that the benefits of our social media presence.

Christine Adelwohrer, Lead Counsellor

Independently Audited Financial Report

Lifeline Loddon Mallee Ltd

ABN 50 405 097 465

Financial Report - 30 June 2024

Lifeline Loddon Mallee Ltd
Directors' report
30 June 2024

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2024.

Directors
The names of each person has been a director during the year and to the date of this report are:

Dianne Bowles (Chairperson)
Joel Atkinson (Treasurer) (appointed September 2023)
Katherine Hancy
Anjum Chaundry
Rick Van Emmerick
Sean MacDermott
Rachel Mason
Simon Carter (resigned November 2023)
Jan Boynton (resigned September 2024)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities
During the financial year the principal activity of the company was to assist in the delivery of Lifeline's 13 11 14 crisis support services.

No significant changes in the nature of the company's activity occurred during the year.

Contributions on winding up
In the event of the company being wound up, ordinary members are required to contribute a maximum of $nil each.

Auditor's independence declaration
A copy of the auditor's independence declaration as required under section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* is set out immediately after this directors' report.

This report is made in accordance with a resolution of directors.

On behalf of the directors

Dianne Bowles
Chairperson

Joel Atkinson
Treasurer

22 October 2024

68 Powells Avenue, East Bendigo VIC 3550
P 03 54 444 417 E info@aasbendigo.com.au
WWW.AASBENDIGO.COM.AU

AUDITORS INDEPENDENCE DECLARATION
Under the *Australian Charities and Not-for-profits Commission Act 2012 Section 60-40*

TO THE BOARD OF
Lifeline Loddon Mallee Ltd.

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-Profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the Board of Lifeline Loddon Mallee Ltd. as the lead auditor for the review of the financial report of Lifeline Loddon Mallee Ltd. for the year ended 30 June 2024. I declare that, to the best of my knowledge, there have been no contraventions of:

(1) The independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the review; and

(2) any applicable code of professional conduct in relation to the review.

Darius Middleton
CPA # 10175599
Accounting & Audit Solutions Bendigo

Dated: 31st October 2024

Lifeline Loddon Mallee Ltd
Contents
30 June 2024

Lifeline Loddon Mallee Ltd
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2024

	Note	2024 $	2023 Restated $
Revenue			
Revenue from contracts with customers	5	795,820	661,881
Other income	6	222,812	225,070
Finance revenue		34,017	5,009
		1,052,649	891,960
Total revenue		1,052,649	891,960
Expenses			
Thrift store expenses		(37,550)	(11,277)
Lifeline Australia expenses		(9,543)	(9,708)
Employee benefits expense		(859,128)	(620,006)
Training expenses		(17,612)	(51,392)
Depreciation expense		(59,244)	(39,395)
G5 Consortium expenses		(21,307)	(15,648)
Fundraising expenses		(16,589)	(26,722)
Sunraysia Project expenses		(9,535)	(19,309)
Office expenses		(28,000)	(27,704)
Administration expenses		(74,434)	(92,078)
Finance costs		(37,273)	(19,766)
Total expenses		(1,170,215)	(933,005)
Deficit for the year attributable to the members of Lifeline Loddon Mallee Ltd		(117,566)	(41,045)
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Lifeline Loddon Mallee Ltd		(117,566)	(41,045)

Refer to note 4 for detailed information on Restatement of comparatives.

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Lifeline Loddon Mallee Ltd
Statement of financial position
As at 30 June 2024

	Note	2024 $	2023 Restated $	2022 Restated $
Assets				
Current assets				
Cash and cash equivalents	7	180,134	104,270	662,276
Trade and other receivables	8	83,735	34,510	49,639
Investments	9	400,000	603,740	205,103
Total current assets		663,869	742,520	917,018
Non-current assets				
Property, plant and equipment	11	72,500	-	-
Right-of-use assets	10	635,075	678,672	242,583
Other assets		18,375	18,375	8,750
Total non-current assets		725,950	697,047	251,333
Total assets		1,389,819	1,439,567	1,168,351
Liabilities				
Current liabilities				
Trade and other payables	12	85,397	15,800	25,733
Contract liabilities		43,130	27,900	112,260
Lease liabilities	13	75,414	70,928	34,332
Employee benefits		33,176	26,080	26,412
Other liabilities		-	-	42,521
Total current liabilities		237,117	140,708	241,258
Non-current liabilities				
Lease liabilities	13	597,726	626,317	213,506
Total non-current liabilities		597,726	626,317	213,506
Total liabilities		834,843	767,025	454,764
Net assets		554,976	672,542	713,587
Equity				
Retained surpluses		554,976	672,542	713,587
Total equity		554,976	672,542	713,587

Refer to note 4 for detailed information on Restatement of comparatives.

The above statement of financial position should be read in conjunction with the accompanying notes

Lifeline Loddon Mallee Ltd
Statement of changes in equity
For the year ended 30 June 2024

	Retained surpluses $	Total equity $
Balance at 1 July 2022	713,587	713,587
Deficit for the year	(41,045)	(41,045)
Other comprehensive income for the year	-	-
Total comprehensive income for the year	(41,045)	(41,045)
Balance at 30 June 2023	672,542	672,542

Refer to note 4 for detailed information on Restatement of comparatives.

	Retained surpluses $	Total equity $
Balance at 1 July 2023	672,542	672,542
Deficit for the year	(117,566)	(117,566)
Other comprehensive income for the year	-	-
Total comprehensive income for the year	(117,566)	(117,566)
Balance at 30 June 2024	554,976	554,976

The above statement of changes in equity should be read in conjunction with the accompanying notes

Lifeline Loddon Mallee Ltd
Statement of cash flows
For the year ended 30 June 2024

	Note	2024 $	2023 Restated $
Cash flows from operating activities			
Receipts from grants and customers (inclusive of GST)		1,020,596	843,223
Payments to suppliers (inclusive of GST)		(1,068,631)	(991,625)
Interest received		34,017	5,009
Donations received		35,667	39,492
Finance costs		(37,273)	(19,766)
Net cash used in operating activities	14	(15,624)	(123,667)
Cash flows from investing activities			
Payments for property, plant and equipment	11	(75,000)	-
Payments for security deposits		-	(9,625)
Redemption of/(investment in) term deposits		203,740	(398,637)
Net cash from/(used in) investing activities		128,740	(408,262)
Cash flows from financing activities			
Repayment of principal component of lease liabilities		(37,252)	(26,077)
Net cash used in financing activities		(37,252)	(26,077)
Net increase/(decrease) in cash and cash equivalents		75,864	(558,006)
Cash and cash equivalents at the beginning of the financial year		104,270	662,276
Cash and cash equivalents at the end of the financial year	7	180,134	104,270

The above statement of cash flows should be read in conjunction with the accompanying notes

Note 1. General information

The financial statements cover Lifeline Loddon Mallee Ltd as an individual entity. The financial statements are presented in Australian dollars, which is Lifeline Loddon Mallee Ltd's functional and presentation currency.

Lifeline Loddon Mallee Ltd is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is:

421 Hargreaves St
Bendigo VIC 3550

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 22 October 2024. The directors have the power to amend and reissue the financial statements.

Note 2. Material accounting policy information

The accounting policies that are material to the company are set out either in the respective notes or below. The accounting policies adopted are consistent with those of the previous financial year, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted
The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the AASB that are mandatory for the current financial year. A description of the impact of new or amended Accounting Standards and Interpretations that have had a material impact on the company during the current financial year is outlined below:

AASB 2021-2 Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates is mandatory for annual reporting periods beginning on or after 1 January 2023 and was adopted by the company in the preparation of the 30 June 2024 financial statements.

AASB 2021-2 includes amendments to AASB 101 Presentation of Financial Statements, requiring the company to disclose material accounting policy information in its financial statements rather than significant accounting policies which was required in previous financial years. Accounting policy information is material if it, when considered with other information, could reasonably be expected to influence decisions of primary users based on the financial statements.

Adoption of AASB 2021-2 has had no impact on the numerical information disclosed in the company's financial statements. Rather, adoption has required the company to remove significant accounting policy information from the notes to the financial statements that is not considered material.

Basis of preparation
In the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012.*

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') 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', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for profit oriented entities.

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

Note 2. Material accounting policy information (continued)

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 3.

Revenue recognition
The company recognises revenue as follows:

Revenue from contracts with customers
Revenue is recognised at 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 sale of goods 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.

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.

Other revenue
Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax
As the company is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Current and non-current classification
Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

Note 3. Critical accounting judgements, estimates and assumptions

The company evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Note 3. Critical accounting judgements, estimates and assumptions (continued)

Revenue from contracts with customers involving sale of goods
When recognising revenue in relation to the sale of goods to customers, the key performance obligation of the company is considered to be the point of delivery of the goods to the customer, as this is deemed to be the time that the customer obtains control of the promised goods and therefore the benefits of unimpeded access.

Estimation of useful lives of assets
The company reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

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 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 2, 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.

Note 4. Restatement of comparatives

Correction of error
Prior to the 2024 financial year, the company had been incorrectly accounting for it's building leases under AASB 16 *Leases*. This was rectified during 2024, and the appropriate correcting adjustments were made to both the 2023 and the 2022 financial years.

The impacts of this retrospective application of AASB 16 can be seen in the tables below, and is summarised as follows:

	Change total assets	Change in total liabilities	Change in net profit
Restatement for the period ended 30 June 2023	455,537	480,414	(19,622)
Restatement for the period ended 30 June 2022	169,666	174,921	(5,255)
	625,203	655,335	(24,877)

Reclassification
During the 2024 financial year, the company performed a reassessment of it's revenue and expense classifications on the statement of profit or loss and other comprehensive income, to ensure better compliance with AASB 101: *Presentation of Financial Statements.*

During the 2024 financial year, the company retrospectively corrected inappropriate treatment of investment balances for the 2022 and 2023 periods, and, where applicable, restated these amounts in the statement of financial position and corrected it's impact on the statement of cash flows.

These reclassifications had no impact on the net profit, net assets or net cash of the company.

Note 4. Restatement of comparatives (continued)

Statement of profit or loss and other comprehensive income

Extract	2023 $ Reported	$ Adjustment	2023 $ Restated
Revenue			
Revenue from contracts with customers	886,951	(225,070)	661,881
Other income	-	225,070	225,070
	891,960	-	891,960
Expenses			
Thrift store expenses	(17,111)	5,834	(11,277)
Employee benefits expense	(628,666)	8,660	(620,006)
Depreciation expense	-	(39,395)	(39,395)
Fundraising expenses	-	(26,722)	(26,722)
Sunraysia Project expenses	-	(19,309)	(19,309)
Office expenses	(48,741)	21,037	(27,704)
Administration expenses	-	(92,078)	(92,078)
Finance costs	(126)	(19,640)	(19,766)
Operational expenses	(88,241)	88,241	-
Motor vehicle and travel expenses	(5,150)	5,150	-
Telephone & internet expenses	(8,222)	8,222	-
Accounting, audit & insurance	(25,793)	25,793	-
Board & governance	(14,585)	14,585	-
Deficit for the year attributable to the members of Lifeline Loddon Mallee Ltd	(21,423)	(19,622)	(41,045)
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year attributable to the members of Lifeline Loddon Mallee Ltd	(21,423)	(19,622)	(41,045)

Note 4. Restatement of comparatives (continued)

Statement of financial position at the beginning of the earliest comparative period

Extract	Reported $	Adjustment $	Restated $
Assets			
Non-current assets			
Right-of-use assets	72,917	169,666	242,583
Total non-current assets	81,667	169,666	251,333
Total assets	998,685	169,666	1,168,351
Liabilities			
Current liabilities			
Lease liabilities	35,000	(668)	34,332
Total current liabilities	241,926	(668)	241,258
Non-current liabilities			
Lease liabilities	37,917	175,589	213,506
Total non-current liabilities	37,917	175,589	213,506
Total liabilities	279,843	174,921	454,764
Net assets	718,842	(5,255)	713,587
Equity			
Retained surpluses	718,842	(5,255)	713,587
Total equity	718,842	(5,255)	713,587

Note 4. Restatement of comparatives (continued)

Statement of financial position at the end of the earliest comparative period

Extract	2023 $ Reported	$ Adjustment	2023 $ Restated
Assets			
Current assets			
Trade and other receivables	56,495	(21,985)	34,510
Total current assets	764,505	(21,985)	742,520
Non-current assets			
Right-of-use assets	201,150	477,522	678,672
Total non-current assets	219,525	477,522	697,047
Total assets	984,030	455,537	1,439,567
Liabilities			
Current liabilities			
Trade and other payables	31,481	(15,681)	15,800
Lease liabilities	70,000	928	70,928
Total current liabilities	155,461	(14,753)	140,708
Non-current liabilities			
Lease liabilities	131,150	495,167	626,317
Total non-current liabilities	131,150	495,167	626,317
Total liabilities	286,611	480,414	767,025
Net assets	697,419	(24,877)	672,542
Equity			
Retained surpluses	697,419	(24,877)	672,542
Total equity	697,419	(24,877)	672,542

Note 4. Restatement of comparatives (continued)

Statement of cash flows

Extract	2023 $ Reported	$ Adjustment	2023 $ Restated
Cash flows from operating activities			
Receipts from grants and customers (inclusive of GST)	811,577	31,646	843,223
Payments to suppliers (inclusive of GST)	(1,015,320)	23,695	(991,625)
Donations received	39,491	1	39,492
Finance costs	(126)	(19,640)	(19,766)
Net cash used in operating activities	(159,369)	35,702	(123,667)
Cash flows from investing activities			
Payments for security deposits	-	(9,625)	(9,625)
Redemption of/(investment in) term deposits	-	(398,637)	(398,637)
Net cash used in investing activities	-	(408,262)	(408,262)
Cash flows from financing activities			
Repayment of principal component of lease liabilities	-	(26,077)	(26,077)
Net cash used in financing activities	-	(26,077)	(26,077)
Net decrease in cash and cash equivalents	(159,369)	(398,637)	(558,006)
Cash and cash equivalents at the beginning of the financial year	662,276	-	662,276
Cash and cash equivalents at the end of the financial year	502,907	(398,637)	104,270

Note 5. Revenue from contracts with customers

Disaggregation of revenue
The disaggregation of revenue from contracts with customers is as follows:

	2024 $	2023 $
Grant funding	170,463	347,633
Lifeline Australia services	358,104	218,635
Training revenue	108,121	95,613
Thrift store sales	159,132	-
	795,820	661,881
Timing of revenue recognition		
Goods transferred at a point in time	528,567	566,268
Services transferred over time	267,253	95,613
	795,820	661,881

Note 6. Other income

	2024 $	2023 $
Donations	35,667	39,492
G5 Consortium income	53,000	58,367
Hello for Hope donations and fundraising	25,900	44,368
Sunraysia Project donations and fundraising	42,682	61,835
Other fundraising	31,686	20,361
Memberships	648	647
Subsidies and recoveries	31,785	-
Sundry income	1,444	-
	222,812	225,070

Note 7. Cash and cash equivalents

	2024 $	2023 $
Current assets		
Cash at bank	180,134	104,270

Note 8. Trade and other receivables

	2024 $	2023 $
Current assets		
Trade receivables	70,527	34,510
Prepayments	13,208	-
	83,735	34,510

Note 9. Investments

	2024 $	2023 $
Current assets		
Term deposit	400,000	603,740

Note 10. Right-of-use assets

	2024 $	2023 $
Non-current assets		
Land and buildings - right-of-use	758,652	745,505
Less: Accumulated depreciation	(123,577)	(66,833)
	635,075	678,672

Note 10. Right-of-use assets (continued)

Reconciliations
Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Leased land and buildings $	Total $
Balance at 1 July 2023	678,672	678,672
Remeasurements	13,147	13,147
Depreciation expense	(56,744)	(56,744)
Balance at 30 June 2024	635,075	635,075

Accounting policy for 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.

Note 11. Property, plant and equipment

	2024 **$**	**2023** **$**
Non-current assets		
Leasehold improvements - at cost	75,000	-
Less: Accumulated depreciation	(2,500)	-
	72,500	-
Plant and equipment - at cost	26,823	26,823
Less: Accumulated depreciation	(26,823)	(26,823)
	-	-
	72,500	-

Reconciliations
Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Leasehold improvements $	Plant and equipment $	Total $
Balance at 1 July 2023	-	-	-
Additions	75,000	-	75,000
Depreciation expense	(2,500)	-	(2,500)
Balance at 30 June 2024	72,500	-	72,500

Accounting policy for property, plant and equipment
Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses.

Note 11. Property, plant and equipment (continued)

Depreciation
The depreciable amount of all fixed assets is depreciated on a straight line basis over the asset's useful life to the company commencing from the time the asset is held ready for use. The depreciation rates are consistent with the prior year. The depreciation rates used for each class of depreciable assets are:

Leasehold improvements	5 - 20 years
Plant and equipment	3 - 7 years

Note 12. Trade and other payables

	2024 $	2023 $
Current liabilities		
Trade payables	20,392	4,690
Amounts payable to the ATO	36,445	8,027
Other payables	28,560	3,083
	85,397	15,800

Note 13. Lease liabilities

	2024 $	2023 $
Current liabilities		
Lease liability	75,414	70,928
Non-current liabilities		
Lease liability	597,726	626,317

Accounting policy for 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 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.

Note 14. Cash flow information

	2024 $	2023 $
Deficit for the year	(117,566)	(41,045)
Adjustments for:		
Depreciation and amortisation	59,244	39,395
Change in operating assets and liabilities:		
Decrease/(increase) in trade and other receivables	(49,225)	15,129
Increase/(decrease) in trade and other payables	69,597	(9,933)
Increase/(decrease) in contract liabilities	15,230	(84,360)
Increase/(decrease) in employee benefits	7,096	(332)
Decrease in other liabilities	-	(42,521)
Net cash used in operating activities	(15,624)	(123,667)

Note 15. Contingent liabilities and contingent assets

The directors are not aware of any contingent liabilities or assets at the date of signing this report. (2023: nil)

Note 16. Capital commitments

No capital expenditure commitments existed at 30 June 2024. (2023: nil)

Note 17. Related party transactions

Transactions with related parties
There were no transactions with related parties during the current and previous financial year.

Receivable from and payable to related parties
There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Note 18. Economic dependency

The company is dependent of the Department of Health for a significant portion of its revenue used to operate the business. At the date of this report, the directors have no reason to believe the Department of Health will not continue to support the company.

Note 19. Events after the reporting period

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

Lifeline Loddon Mallee Ltd
Directors' declaration
30 June 2024

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 2 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012*.

- the attached financial statements and notes comply with the the Accounting Standards.

- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2024 and of its performance for the financial year ended on that date; and

- 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.

On behalf of the directors

Dianne Bowles Chairperson	Joel Atkinson Treasurer

22 October 2024

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Lifeline Loddon Mallee Ltd.
Independent Auditor's Review Report

Report on the Financial Statements

Conclusion

We have reviewed the accompanying financial report of **Lifeline Loddon Mallee Ltd.** (the Company) which comprises of the Statement of Financial Position as at 30 June 2024, the Statement of Financial Performance, and Statement of Cash Flows for the year then ended, Notes including material accounting policy information and other explanatory information, and the director's declaration on the annual statements giving a true and fair view of the financial position and performance of the Company.

Based on our review, which is not an audit, nothing has come to our attention that causes us to believe that the accompanying financial report of **Lifeline Loddon Mallee Ltd.** does not present fairly, in all material respects, the financial position of **Lifeline Loddon Mallee Ltd.** as at 30 June 2024, and its financial performance and its cash flows for the year ended on that date, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*

Basis for Conclusion

We conducted our review in accordance with ASRE 2410 *Review of a Financial Report Performed by the Independent Auditor of the Entity*. Our responsibilities are further described in the *Auditor's Responsibilities for the Review of the Financial Report* section of our report. We are independent of the **Lifeline Loddon Mallee Ltd.** in accordance with 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 annual financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

Directors Responsibility for the Financial Statements

The Directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. The Directors determine that internal controls are 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.

Auditor's Responsibility for the Review of the Financial Report

Our responsibility is to express a conclusion on the financial report based on our review. ASRE 2410 requires us to conclude whether anything has come to our attention that causes us to believe that the financial report does not present fairly, in all material respects, the financial position of the **Lifeline Loddon Mallee Ltd.** as at 30 June 2024 and of its financial performance and its cash flows for the year ended on that date, in accordance with *Australian Charities and Not-for-profits Commission Act 2012*.

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A review of a financial report consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Australian Auditing Standards and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

Independence

In conducting our Review, we have complied with the independence requirements of the Australian professional ethical pronouncements.

Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the **Lifeline Loddon Mallee Ltd.** to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012.* As a result, the report may not be suitable for another purpose. Our report is intended solely for the **Lifeline Loddon Mallee Ltd.** and should not be distributed to or used by other parties.

Darius Middleton CPA
Accounting & Audit Solutions Bendigo

Dated this 31st day of October, 2024.

Contact Us

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