



Lifeline Central West INC

2013/2014

Key Statements

Philosophy: Connecting people with care.

Vision: A society where our community has full access to support, care and justice for all.

Mission: To aid, support and encourage all who seek assistance from the organisation.

About Lifeline Central West Inc

Lifeline Central West is celebrating 35 years of connecting people with care. Lifeline Central West's activities are aimed at relieving distress and suffering in the community as a registered charity. The centre currently covers approximately 1/3 of New South Wales, which is a catchment area of more than 500,000 people.

Lifeline Central West has offices located in Bathurst, Orange and Dubbo where the 13 11 14 crisis phones are manned, as well as face to face gambling and financial counselling services are provided. Many outreach locations are serviced by our counsellors in the Orana, Far West and Central West NSW regions.

The organisation delivers counselling and support services both on a paid and volunteer basis, with approximately 50 volunteers, and 12 paid staff.. All counsellors are accredited and undertake regular professional development.

Apart from some specific government funds, which are tied to particular services, Lifeline Central West provides most of the funds for its counselling activities and must raise all of the funds for premises and other costs. The bulk of this support comes through community funding grants and fundraising events.

Governance

The Board of Governance meets quarterly or more frequently as required. The Board Chairman visits the Bathurst office on a weekly basis and other regional offices as the opportunity arises. The Chairman or representative attends the Lifeline Australia Annual General Meeting.

Alex Ferguson	Executive director
Bill Miller	Chairperson
Tony Eviston	Public Officer
Phillip Wilson	Treasurer, resigned April 2014
Terisa Ashworth	Director
Clinton Taylor	Director

Telephone Crisis Support

The mission of Lifeline's telephone crisis support service is to make short term crisis support, suicide intervention and community services more accessible to anyone, anytime.

The service promise is to offer an enabling process and empowering outcomes for dealing with a specified caller need.

Specifically, the service offer is as follows:

- **Need.** The service offers and is equipped to provide immediate, short-term help when callers need support to deal with current problems in living that are overwhelming their capacity to cope and may be threatening their safety.
- **Process.** The service enables universal access, with the capability of embedding response to high needs / risk groups and individuals within this framework.
- **Outcomes.** Promised caller outcomes are support, alleviation of immediate distress, exploration of coping options, increased safety when at risk of suicide or harm from others and assistance in identifying pathways to further care.

The service is for providing accessible help to people needing support at a time of crisis in their lives, whatever the issue, whenever the time and whoever they may be. It aims to help callers find immediate relief from emotional distress, explore coping strategies for the current crisis, safely manage any immediate threats to life or safety, open pathways for longer term solutions to underlying issues or preventative measures, and focus specific next steps the caller can take to follow-up on the call. It seeks to achieve these aims by supportively engaging with the caller in an empathic, collaborative, empowering process.

There are three crisis support centres in the Central West, located in Bathurst, Orange and Dubbo.

Face to Face Counselling Services

Throughout 2014 Lifeline Central West employed equivalent to 6 full time staff members to conduct Face to Face Financial and Gambling Counselling throughout the Central West and Orana Areas.

In 2013/2014 financial year Lifeline Central West installed a Client Managed System database to maintain client information. This CMS database ensures that counsellors are able to:

- Ensure that all client records are maintained in a professional format
- Accessibility to client information is consistent and accurate
- Counsellors can access all information whilst on outreach

Financial Counselling Service

The Financial Counselling service offers free and confidential face-to-face counselling to people with financial difficulties and those wishing to avoid financial problems. These include bankruptcy, budgeting and repayment problems. The Office of Fair Trading supports this program with funding which assists with the employment of six Financial Counsellors.

These Financial Counsellors not only provide credit support, referral and advocacy to their clients who live in the Central West, but also provide consumer education workshops on budgeting and money management, as well as involvement in Correctional Centre Pre-Release programs.

Problem Gambling Counselling

The Gambling Counselling service offers personal financial counselling for problem gamblers and their families. The NSW Government supports this program through the Responsible Gambling Fund. Area covered includes the Central West and Orana Regions.

During the 2014 year Lifeline Central West signed an MOU with Clubs NSW on behalf of members to work together to assist those affected by problem gambling.

Training Programs

Lifeline Australia is a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's VET sector for NSW. TRO's operate under the National VET Regulations (NVR) Standards and governed by the National Vocational Education & Training Regulations Act 2011. As an RTO, Lifeline is able to offer nationally recognised training qualifications. Lifeline and Designated Training Sites must meet ASQA requirements for registration, including the requirements in the VET Quality Framework (VQF)

Lifeline Australia ensures that all Centres that provide training are RTO Designated Training Sites and as such provide quality training and assessment. Lifeline Central West offers quality training to our Telephone Crisis Support Workers. Training covered by Lifeline Central West currently includes:

- CHCTC301 – Deliver a service consistent with the organisation's mission and values
- CHCTC302 – Provide client-centred telephone counselling
- CHCTC403 – Provide telephone counselling in crisis situations
- CHCTC404 – Provide competent suicide intervention in a telephone counselling context

Other training currently offered but not nationally recognised:

- LivingWorks ASIST11
- Mental Health First Aid

Lifeline Central West will be expanding our Training Programs throughout 2015 to include Corporate training.

Current funding arrangements

Telephone Crisis Support:

This service is primarily supported through donations from corporate and philanthropic organisations as well as private donations and fund raising events such as Book Fairs in Bathurst & Dubbo.

NSW Ministry of Health Grant provided \$109,137 and the Western NSW Local Health District provided \$18,400 throughout the 2014 financial year which supported the training of our Telephone Crisis Support Workers.

Local Government grants were also provided to support our training:

- Bathurst Regional Council
- Dubbo City Council
- Boorowa Shire Council
- Lachlan Shire Council
- Orange City Council
- Oberon Council

Gambling & Financial Counselling

Our Gambling and Financial Counselling is supported totally from Government funding:

- | | |
|--|-----------|
| • The Responsible Gambling Fund,
NSW Office of Liquor, Gaming & Racing. | \$364,967 |
| • Department of Social Services | \$117,529 |
| • The Office of Fair Trading, NSW Department of Commerce | \$233,570 |
| • Families & Community Services | \$ 6,196 |

Community Programs: Additional programs including ASIST, Mental First Aid, Working Effectively and Stress Manager, plus various Financial and Gambling Workshops have been delivered in the past. The challenge in delivering these programs is to ensure that all administrative costs are budgeted for within the grant.

In relation to Telephone Counselling, retention of specialist training skills developed through additional training programs is difficult. This provides challenges in maintaining sustainability for ongoing delivery of similar programs. There is continuing competition from other charities delivering programs through direct funding from government.

Chairman's Report

Lifeline is a vital charity. It doesn't fund research for the benefit of future generations; it works at the coalface of personal crisis whatever that may be, 24 hours of the day, 7 days per week.

Lifeline has a 98% brand recognition nationally and is lauded for its good works within society. Over the past 4 years incoming calls to the 13 11 14 crisis line has doubled and, it is anticipated that over 1,000,000 contacts could be received nationally in 2015. This increase in demand puts a significant financial strain on Lifeline Central West with the constant need to recruit and train volunteers to man the 13 11 14 crisis phones in the three tele-centres.

Some funding for the training and support of the volunteers comes from government but a large proportion must be found by individual centres. Fundraising activities such as Book Fairs are run by Lifeline Central West and Corporate Donations help support Lifeline Central West.

Lifeline Central West has had another successful year as measured by the organisations work in the fields of Problem Gambling Counselling, Financial Counselling and the 13 11 14 crisis line. In all areas, spreading the word to help individuals recognise problems and to seek assistance is as valuable as the assistance itself.

During the year Mrs Gillian Date was awarded the volunteer of the year for the Central West. A great honour to a very deserving candidate. Well done Gillian. Lifeline Central West is supported by a number of volunteers right across the structure, without them we could not answer calls, go to book fairs or administer the office. A very big thank to you all.



Our funding bodies are constantly requiring more data to justify the ongoing expenditure into the programs. This has meant significant change in reporting formats and detail. To Bronwyn and the team, well done.

During this year the board saw the resignation of Phillip Wilson after serving Lifeline Central West for longer period of time than most can remember. During the year Ms Terese Ashworth and Mr Clinton Taylor joined the board as non executive directors. On behalf of you all I welcome these talented directors and look forward to their contribution.

As we head towards Christmas, on behalf of the board of Directors I wish all connected with Lifeline a very restful and safe holiday. I am aware that some staff members have lost family this year and to them I sincerely hope that the sorrow of loss is replaced by fond memories.

Bill Miller
Chairman Lifeline Central West

Treasurer's Report

Financial Year Ending 30 June 2014

The 2014 full year performance has built on the improved financial performances of 2012 and 2013 generating a net surplus of \$50,425 with the commensurate improvement in the balance sheet. Clearly the restructuring of all aspects of Lifeline Central West that has been undertaken in past years and is continuing today is driving these improved financial results while increasing the efficiency and transparency of program delivery.

Total revenue was \$990,073 essentially equal to the previous year at \$864,917. Total government grant revenue increased to \$875,081 from \$764,818.

The highlight of the 2014 result is the improvement in the balance sheet from \$31,561 in 2013 to \$101,987 in 2014. The cash position also improved during the year reflecting better cost controls and budgeting. Cash on hand at balance date was \$130,115 which also demonstrates a significant improvement year on year.

While government program funding is a constant over the life of the contract, funding from other sources such as book fairs, club grants, and donations are more uncertain and it is this area of income that needs constant effort to fund the business and provide untied capital for growth. Donations to the organisation increased to \$61,249 this last year from \$36,983 in 2013.

The financial accounts have again been audited by Auditors Crowe Horwath without qualification. Some minor suggestions were made by the auditors to improve internal processes.

It is pleasing then to conclude this report by stating the Lifeline Central West has finished the 2014 financial year in a strong financial position. These improvements reflect the effort and dedication deployed by the management group led by Mrs. Bronwyn Giovenco. Running the financial components of a charity involved in the execution of government contracts is very difficult. This 2014 result is testament to that effort and I congratulate all involved.

A S Ferguson
Executive Director

Honour Roll

		
Orange Ex Services Club	GilSA	Mars Petcare
Regis Resources Ltd	Barlow Cleaning Services	Rural Press
Meet U in Molong	Wes Heather & Quig Lifeline Promotion	Bathurst East Rotary
Viatek		
<p>A huge vote of thanks to our many sponsors, donors and volunteers for their continued generosity over the past year. Without this level of financial and in-kind support our service would not exist, develop or improve.</p>		

How can you help?

Lifeline Central West relies on community support to help fund vital services such as our 24-hour Telephone Crisis Support service.

There are many different ways you can contribute to Lifeline and help us support the Australian community:

- make a donation and become a regular giver
- volunteer your time
- become a corporate supporter
- help raise awareness
- become involved in fundraising

For further information on how you can make a difference to our community by becoming part of the Lifeline story, call us on 02 6331 7344 or visit or email at info@lifelinecentralwest.org.au