



Annual Report

2020 - 2021

Contents

ACKNOWLEDGEMENTS.....	2
WHO ARE WE AND WHAT DO WE DO?.....	3
MESSAGE FROM THE CHAIRPERSON.....	4
CHIEF EXECUTIVE SUMMARY	5
OUR SERVICES	6
OUR BUSINESS CONTRIBUTION	6
OUR COMMUNITY ENGAGEMENT	7
OUR AMAZING VOLUNTEERS	8
THANK YOU TO OUR GENEROUS SUPPORTERS	2
ANNEX: FINANCIAL STATEMENTS	3

Front cover: Troy, Casey, Kaden, Jaylah and Dejah Robinson, photo taken by Geoff Baldry Photography

ACKNOWLEDGEMENTS

We acknowledge the Gumbaynggirr, Bundjalung and Yaegl nations, who are the Traditional Custodians of the lands within the region we work in. We pay our respect to the culture, country and languages of the Aboriginal custodians across the lands on which we work, and acknowledge their elder's past, present and emerging.

We acknowledge those with lived experience of mental health, trauma and suicide, including their families and their carer's across our region.

This organisation is led and sustained by volunteers. We thank them for their support and guidance.

Our organisational Life Members:

Thilda Dusseldorp
Valerie Moase
Rev Graeme Poulden
Trevor Dillon
Jan Thomas
Alistair Robertson
Madeline Parish

UCA Lifeline North Coast (NSW) (ABN 33 386 107 247) is an unincorporated entity with a Board of Governance appointed by the Uniting Church Australia. Registered office: is 115 West High Street, Coffs Harbour, 2450, NSW. Lifeline North Coast is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution (PBI). The Australian Taxation Office (ATO) has endorsed the company as an Income Tax Exempt Charity from July 01 2000. As a result, it receives income and certain other tax concessions and exemptions consistent with its status as a PBI, which relate to Goods and Services and Fringe Benefits taxes. The ATO also endorses lifeline North Coast as a Deductible Gift Recipient (DGR) from July 01 2000.

Responsibility for this document lies with Lifeline North Coast

WHO ARE WE AND WHAT DO WE DO?

Our Vision

To connect with compassion and provide support to people in crisis

Our Purpose

To enhance community resilience and wellbeing across the North Coast of NSW

Our Values

Care, Respect, Integrity & Connection

Lifeline North Coast, NSW, delivers much-needed support to the national Lifeline 13 11 14 phone service. We are a regional Lifeline affiliated Centre based in Coffs Harbour and provide regional localised services between Nambucca Heads and Bowraville in the south, to Coombadjha and Yamba in the north. We use retail outlets and paid training businesses to cover the cost of our national and community service offerings. We have retail outlets in Grafton, West High Street Coffs Harbour, Vernon Street Coffs Harbour, Toormina and Nambucca Heads. This year marks our 37th anniversary since our establishment.

We are active partners in the national network that provides a high-quality telephone service 24 hours a day, seven days a week to those in crisis. We focus on suicide prevention through this service, aligning with Lifeline Australia's vision for "An Australia free of suicide". Our capacity comes from the many committed volunteers who work with us, and we are guided by our volunteer Board of Governance.

We contribute to a national suicide prevention phone, text and online service. We are a part of the robust national network providing Australians experiencing a crisis with confidential access to 24-hour support and suicide prevention services. Our crisis services are maintained by volunteer Crisis Supporters (CS) who are trained and accredited by our training team.

We provide crisis support to our community and participate in local suicide prevention, bereavement, and mental health initiatives. We are a founding member of the Our Healthy Clarence initiative in Grafton.

MESSAGE FROM THE CHAIRPERSON

As Chairperson of the Lifeline North Coast, New South Wales (LLNC) Board, I am delighted to introduce our annual report for 2020-2021.

I particularly would like to thank the Board for their commitment to the governance of LLNC, through volunteering their time for teleconferences and face-to-face meetings, and its ongoing support to me in the capacity of Chairperson. This year we farewelled outgoing Board Members Colin Robson, Trevor Dillon and Ross Coomber, who have been faithful members of the Board for many years.

On behalf of the Board, I would like to take this opportunity to thank our CEO Miko Smith, who has worked tirelessly to continue to strengthen and grow the organisation. This year has seen some extenuating circumstances, including COVID-19, floods, and bushfires and Miko has guided the organisation through these with the utmost dedication.

This annual report highlights the organisation's considerable achievements and challenges over the past year as we continue our vital work, providing crisis support services to Australians. With the increased psychological, financial, physical, and emotional distress over this period, many Australians have turned to Lifeline in more significant numbers.

**In mid-August 2020, Lifeline Australia experienced a new daily call record of 3,501 calls within 24hrs
LLNC connected with 14,151 help seekers - LLNC completed 5,141 hours on the phones
LLNC delivered mental health support training to over 468 members of the community**

This year has seen the highest volume of calls ever answered by LifeLine, 1,070,860. This is a record for Lifeline in its 58 years of service as a national provider of crisis support. The addition of text messaging and online chats also added to our conversations. Text messages generated 51,265 conversations, and online chat generated 27,898 conversations.

We are incredibly grateful to our volunteers who, over the year, put up their hand to do additional shifts, and thanks to them, our call answer rate is much higher than it has ever been. With callers still being impacted by the Black Summer bushfires and the ongoing pandemic - coronavirus, we are thankful to our volunteers who answered those calls.

I would like to thank Lifeline Australia, the New South Wales Government, and the Federal Government for the financial support they provided to our organisation, ensuring we could support our communities through these challenges.

Thank you to our amazing and very committed employees and volunteers. They have worked tirelessly to ensure we could meet our commitments to the 13 11 14 phone service, our retail outlets, financial and gambling support, training services and administrative support.

LISA WEBER
Chairperson

CHIEF EXECUTIVE SUMMARY

At Lifeline North Coast, New South Wales (LLNC), our connection with people who are experiencing suicidal thoughts and personal crises sets us apart from other service providers in the region. This relationship is fundamental to all that we do. Our role is to provide care, respect, and connection to those in crisis and support them in their time of need.

Firstly, I want to acknowledge the massive contribution of Lisa Weber, the Chairperson of LLNC, for her guidance and support over this period. I would also like to recognise the entirety of our current and outgoing volunteer Board members for their support, commitment, and guidance over the year.

Our organisation is led and sustained by an outstanding group of volunteers whose time and commitment to our mission cannot be understated. Our volunteers form an integral part of our organisation's persona, skill set and capacity within the communities we serve. A massive thank you to our volunteers for everything you do for us!

Our achievements as an organisation are only possible because of the people who dedicate their time to achieving them. This year brought many changes and challenges; we faced significant uncertainty and disruptions to our planning and operations. However, throughout the period, the managers and staff of LLNC were determined and committed, ensuring that our services continued throughout these challenging times. To that end, I acknowledge every one of our outstanding staff members, especially the senior leadership team, who have worked tirelessly to solve problems and ensure the safety and care of our volunteers and employees.

A highlight of this year has been the development of our Community Engagement and Communications Department, which is a very welcomed addition to the team. During the first three months of inception, the team secured a \$20,000 Grant, which delivered a suite of much-needed community engagement tools to our organisation, including the development of our first website and a fundraising portal. This team will be our driving force of community engagement across our region.

A further significant element to celebrate this year was the successful funding of the \$5M GambleAware Program. This program was awarded to LLNC by the Office of Responsible Gambling. This program provides gambling harm counselling and support services free from Laurieton in the south to Tweed Heads in the north. A leading focus of this program is to support our region's culturally and linguistically diverse communities and provide culturally safe support services to Aboriginal communities.

As a critical support mechanism for our community, we played a lead role in assisting our communities through the ongoing trauma from the devastating black summer bushfires, the 2021 floods and the continuation of the COVID-19 pandemic.

MIKO SMITH
Chief Executive Officer

OUR SERVICES

In a year that saw the impacts of bushfires, floods, and the COVID-19 pandemic, Lifeline North Coast's offer of unconditional support was more appropriate than ever. In the wake of the COVID-19 pandemic, we experienced unprecedented rates of callers to Crisis Supporters across the nation. This year we saw record call volumes from those in crisis across our community and received well over a million calls from people in distress. The network saw record demand for our crisis support services over the period, with a 25 per cent increase during the pandemic. Lifeline North Coast embraced this demand by increasing service delivery in two new service offerings. Specifically, we began our contribution to 13-Help in December 2020, followed shortly by a newly expanded service to meet Helpseeker demand at earlier and later times (hard-to-fill shifts). Our Crisis Supporters delivered over 5141 hours of crisis response over this period. They answered approximately 14,151 calls (2000 more calls than the previous year) from help seekers in distress across the nation. The 13 11 14 teams hosted two intakes of new intern Crisis Supporters to support our Crisis Supporter team and meet the needs of the national service.

Our Problem Gambling Counselling Service ended after 17 years of service to make way for a new, much larger GambleAware program in FY 20/21. Over this period, our team of three clinicians provided counselling to those affected by gambling. Specifically, we hosted over 300 clinical Gambling Help sessions during this period. With the transition from 'Gambling Help' into 'GambleAware', we will offer hugely expanded community services across the mid and north coast of NSW.

OUR BUSINESS CONTRIBUTION

In a year of retail uncertainty due to COVID-19, we prioritised reinforcing our internal processes. In December, we confirmed the lease for a massive warehouse expansion which saw us increase our warehouse space by 700%. By February, we had implemented a completely new system of sorting and warehousing our donations. The new warehouse provided a significant increase in capacity, efficiency, and effective management of our donations. The warehouse expansion and subsequent update of sorting practise also significantly decreased our landfill levels and disposal costs.

Over this period, we renovated all the retail outlets to varying levels. The Retail Manager Louise Langley added a new 'Lifeline North Coast Retail Style' incorporating deep blue carpets, the painting of a 'Lifeline Blue' feature wall, and the addition of coordinated storage and sorting areas.



'Vernon Street Shop' at the Uniting Church in Vernon Street.

OUR COMMUNITY ENGAGEMENT

Communications and Community Engagement Department - In April 2021, a new initiative to boost our presence in the community was implemented through the development of the 'Communications and Community Engagement Department'. This newly formed department has highlighted our organisation's operational strengths and provided a spotlight on suicide prevention across our region.

National Volunteer Week - In May 2021, the volunteers at all retail stores participated in an online social media campaign for National Volunteer Week (17th -23rd May). Each volunteer was interviewed about their involvement in Lifeline. Their profiles were used in social campaigns to acknowledge their unwavering support and work with us.

Adopt a Family - 57 families were adopted for Christmas 2020 to receive hampers from caring members of the public who want to make a difference and give back to those who need it most. This is run through Coffs Harbour Advocate, and our families are sourced through the local schools. The schools identify those who have had a tough year and greatly appreciate the support.

Suicide Bereavement Support Group - Our service persisted throughout this period; however, the meetings were ceased during the lockdowns. The online option was explored. However, it was decided that this was not suitable for the group to meet online and away from the safety created at our face-to-face sessions. February 2021 saw the sad news of Tony Homer's passing on February 17, following a short illness. Tony was a highly respected Psychologist who, among other things, supported the clinical oversight of the Suicide Bereavement Support Group for four years.

Out of the Shadows 2020: Grafton and Coffs Harbour – The Grafton and Coffs Harbour communities joined with us to create a safe place of acceptance to mourn loved ones lost to suicide and reduce stigma by bringing suicide out of the shadows and into the light. Due to the COVID-19 Pandemic, we decided to commemorate this event more conducive and safe way. The LLNC team decided the best way to engage the community was by hosting a commemorative wall at several of our Lifeline retail sites. This was an opportunity for those bereaved by suicide or those who have survived their own lived experience of suicide to come forward and post a message on our commemorative wall. It was a well-received opportunity for the community who came forward to post their messages of hope. It was a terrific opportunity to bring awareness, destigmatise help-seeking, and commemorate those lost to suicide.

Our Healthy Clarence (OHC) – Our organisation is a founding member of the OHC, and we continue to support the group's initiatives. The OHC began as a community response to a tragic set of events in the Clarence Valley. We are a collaboration of community groups, services providers, schools, health industry professionals working together to sustain a healthy and well Clarence Valley community.

Community Training – Over the past year, the ongoing restrictions for COVID-19 impacted our community training, with most training sessions moving online with an overall participation rate of 468 students over eight courses. DV Aware and DV Alert programs attended training sessions with 134 and 101 participants, respectively.

OUR AMAZING VOLUNTEERS

We recognise the critical role that our volunteers play across our organisation. We are thankful for our highly motivated volunteers who work tirelessly across our organisation.

Board Members

Chairperson	Lisa Weber	(Appointed December 2015) (Chair from November 2019)
Deputy Chairperson	Gordon Letts	(Appointed April 2019)
Treasurer	Madeline Parish	(Appointed November 2019)
Secretary	Carol Burfoot	(Appointed February 2020) (Secretary from February 2021)
Board Member	Lynda Dillon	(Appointed December 2019)
	Lynda Garland	(Appointed December 2019)
	Desley Morgan	(Appointed November 23, 2020)
	Vishal Sharma	(Appointed November 23, 2020)
	Lyndall Coomber	(Appointed November 23, 2020)
	Mary O'Callaghan	(Appointed November 23, 2020)
	Ross Coomber	(Appointed December 2012) (Resigned November 23, 2020)
	Colin Robson	(Appointed September 2011) (Resigned November 23, 2020)
	Trevor Dillon	(Appointed August 2013) (Resigned November 23, 2020)

Crisis Supporters

Lyn Anderson	Julie De Waal	Naomi Jennings	Hazel Proust
Evelyn Jan Bracht	Geoff Donnan	Deborah Jones	Alistair Robertson
Bernard Bracks	Liz Donnan	Tony Judge	April Savage
Karen Brown	Sunjii Doohan	Anne Leigh	Julie Smith
Ellie Butcher	David Ellis	Jeannette Levy	Bruce Southcott
Shiralee Buttermann	Michael Faulkner	Desiree Lissaman	Christine Stannard
Peter Cairns	Jacqueline Fittler	Susan Morte	Kristine Stone
Lyn Cameron	Shane Flemming	Graham Macquarie-	Leanne Varley
Tony Carter	Declan Forrester	Parkes	
Michael Champion	Shari Genoli	Troy McIntosh	
Pandora Chippendall	Nicole Hayes	Lisa McKeon	
Elaine Clements	Sharna Holt	Ellen McNulty	
Judy Cochrane	Jan Homer	David Merrikin	
Cath Cooper	Sharna Inishiata	Robert Minogue	
Sharon Corbett	Karen Irons	Julia Morell	
Frank Dean	Jeni Jaffray	Elena Petersen	

Suicide Bereavement Support Group

Susan Morte

Maggie Andrews

Ian South

Joy Watson

Grafton Retail Outlet

Elva Austen

Debra Lee Carroll

Fran Maaka

Kathy Brown

Ann Godwin

Brian Martin

Christine Browne

Ann Kinnell

William Potter

Nambucca Retail Outlet

Denise Bradbury

Tina Giannone

Dianne Mountford

Naomie Tozer

Karen Brandolino

David Johnston

Cheryl Taylor

Dennis Wilson

Rosemary Clowe

Soccaro Martinez

Gail Taylor

Vernon Street Retail Outlet

Jannene Brown

Elle Larcombe

Penny Mills

Hadley Easson

Anne Mare Mundy

Michelle De Kinderin

West High Street Retail Outlet

Lynne (Rosalie) Benham

Jennifer Ann

Sue Taylor

Helen Van-Leeuwen

Kay Bingham

Hetherington

Christine Thompson

Jasmin Williams -Eidridge

Toormina Site (retail outlet and warehouse)

Anne Atkinson

Gayle Herington

Jenna Matthews

Kate Sanders

Andrea Barlow

Amanda Hill

Pip McKay

Eleisher Slater

Sonja Baxter

Deirdre Hope

Kathie Miller

Anna Sawicki

Heather Black

Fay Howgate

Robyn McIntyre

Amisha Steinbeck

Wendy Connors

Jennifer Howorth

Pamela Morgan

Camila Tassino

Julia Cronin

Pam Hull

Paul Musumeci

Jeannie Townsend

Colleen Delaforce

Rob Jackson

Kate Navarrete

Bob Tremayne

Farah Elnakkady

Hilary Johnsen

Rob Nichols

Jim Van Geelkerken

Richard Evan

Mathilde Logan

Bette Anne Pearce

Deborah Ware

Julie Frisken

Annette Lockett

Roslyn Perry

Peter Fullbrook

Brad Ludlow

Lena Petravicius

Saskia Fullbrook

Sean Martin

Rowena Post

OUR PEOPLE

Executive

Chief Executive Officer

Miko Smith

Administration

Office Manager

Jeremy Street

Accounts Officer

Debbie Ramirez

Receptionist

Nicole Hayes

Services

Services Manager

Jason D'Onofrio

Centre Supervisor and Crisis Support

Ellen McNulty

Centre Supervisor & Trainer

Lyn Anderson

Work Force Management System

Tegan McVey

Regional Gambling Fund - Project Coordinator

Julie Curnow

Regional Gambling Fund - Counsellor

Vince Jensen

Regional Gambling Fund – Financial Counsellor

Lynnette Coggins

Retail

Retail Manager

Louise Langley

Retail Volunteer Coordinator

Cheryl Pope

Warehouse - Coordinator

Marc Hutchinson

Vernon Street shop - Coordinators

Penny Mills & Erica Hayes

Toormina Site - Coordinator

Zoe Whiffen

Grafton shop - Coordinator

Erin Hankin

Nambucca shop - Coordinator

Suzanne Durrant-Hoskins

West High Street Coffs - Coordinator

Maureen Burgess

Communications and Community Engagement

Communications Manager

Angela Martin

THANK YOU TO OUR GENEROUS SUPPORTERS

Lifeline North Coast thank the following people and groups for their support of our organisation.

Cash donations

- Hoys Allied Health
- Robson Family
- Herb Simpson
- Ross Coombers

In-kind donations

- The Uniting Church of Coffs Harbour
- The Swiss Chalet Café
- Patrick Merhlert
- Brian Toby

Grants and program support

- Lifeline Australia
- NSW Government, Communities and Justice
- NSW Government, Office of Responsible Gambling,
- NSW Government, Department of Health
- Lifeline Mid-North Coast
- The Commonwealth Government of Australia

Donations

- Lite Movers
- La La Land Moonee

ANNEX: FINANCIAL STATEMENTS

Incorporation: Lifeline North Coast (NSW) (ABN 33 386 107 247) is an unincorporated entity with 7 Life Members on June 30 2020 and a Board of Directors. Its registered office is located at 115 West High Street, Coffs Harbour, 2450, NSW.

Charitable status, tax concessions and fundraising: Lifeline North Coast is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution (PBI). The Australian Taxation Office (ATO) has endorsed the company as an Income Tax Exempt Charity from July 01 2000. As a result, it receives income and certain other tax concessions, along with exemptions consistent with its status as a PBI, which relate to Goods and Services and Fringe Benefits taxes. Lifeline is also endorsed by the ATO as a Deductible Gift Recipient (DGR) from July 01 2000.

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

<u>Contents</u>	<u>PAGE</u>
Board Report	1
Auditor's Independence Declaration	2
Statement of Profit or Loss and Other Comprehensive Income	3
Statement of Financial Position	4
Statement of Changes in Equity	5
Statement of Cash Flows	6
Notes to the Financial Statement	7
Statement by Members of the Board	18
Independent Auditor's Report	19
Disclaimer	22
Detailed Income and Expenditure Statement	23

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

BOARD REPORT
FOR THE YEAR ENDED 30 JUNE 2021

Your Board Members submit the financial statements of UCA - Lifeline North Coast (NSW) for the financial year ended 30 June 2021.

Board Members

The names of the Board members in office at any time during or since the end of the year are:

Board Member	Position	
Lisa Weber	Chairperson	Appointed December 2015 (Chair from November 2019)
Gordon Letts	Deputy Chairperson	Appointed April 2019
Madeline Parish	Treasurer	Appointed November 2019
Lynda Garland		Appointed December 2019
Carol Burfoot	Secretary	Appointed February 2020 (Secretary from February 2021)
Desley Morgan		Appointed 23 November 2020
Vishal Sharma		Appointed 23 November 2020
Lyndall Coomber		Appointed 23 November 2020
Mary O'Callaghan		Appointed 23 November 2020
Ross Coomber		Appointed December 2012 Resigned 23 November 2020
Colin Robson		Appointed September 2011 Resigned 23 November 2020
Trevor Dillon		Appointed August 2013 Resigned 23 November 2020

Principal Activities

The principal activities of the entity during the financial year were to provide services associated with counselling.

Significant Changes

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

Operating Result

The surplus of the organisation for the financial year after providing for income tax amounted to \$350,902 (2020 surplus \$138,251).

Signed in accordance with a resolution of the Board Members:



Lisa Weber
Chairperson



Madeline Parish
Treasurer

Dated: 19 November 2021

**AUDITORS' INDEPENDENCE DECLARATION
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES
AND NOT FOR PROFIT COMMISSION ACT 2012
TO THE BOARD MEMBERS OF
UCA - LIFELINE NORTH COAST (NSW)**

ABN 33 386 107 247

I declare that, to the best of my knowledge and belief, during the financial year to 30 June 2021 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

CROWE AUDIT AUSTRALIA



Kylie Ellis

Partner

Registered Company Auditor (ASIC RAN 483424)

107 West High Street

COFFS HARBOUR NSW 2450

Dated: 19 November 2021

Liability limited by a scheme approved under Professional Standards Legislation.

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

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
Revenues	2	2,258,706	1,727,678
Interest revenue calculated using the effective interest rate method	2	5,192	2,832
Other Income	3	277,717	209,265
Administration costs		(105,479)	(64,319)
Cost of goods sold	4	-	(21,715)
Depreciation expense		(307,687)	(309,200)
Employee benefits expenses		(1,337,773)	(1,055,972)
Finance costs	4	(89,370)	(74,625)
Occupancy expenses		(102,487)	(126,927)
Project expenses		(135,190)	-
Other expenses		(112,727)	(148,766)
Surplus before income tax expense		350,902	138,251
Income tax expense	1(a)	-	-
Surplus after income tax expense		350,902	138,251
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		350,902	138,251

UCA - LIFELINE NORTH COAST (NSW)

ABN 33 386 107 247

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,505,615	650,716
Trade and other receivables	6	44,738	8,698
Other assets	7	879	21,360
Investments and other financial assets	8	-	5,752
TOTAL CURRENT ASSETS		1,551,232	686,526
NON CURRENT ASSETS			
Property, plant and equipment	9	193,613	233,131
Right of use assets	10	1,937,889	1,363,255
TOTAL NON CURRENT ASSETS		2,131,502	1,596,386
TOTAL ASSETS		3,682,734	2,282,912
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	210,202	184,920
Lease Liabilities	12	194,118	166,968
Employee benefits	13	119,943	144,859
Borrowings	14	5,000	5,000
Other liabilities	15	472,500	-
TOTAL CURRENT LIABILITIES		1,001,763	501,747
NON CURRENT LIABILITIES			
Lease Liabilities	12	1,799,801	1,236,244
Employee benefits	13	19,280	28,933
Borrowings	14	833	5,833
TOTAL NON CURRENT LIABILITIES		1,819,914	1,271,010
TOTAL LIABILITIES		2,821,677	1,772,757
NET ASSETS		861,057	510,155
EQUITY			
Accumulated funds		861,057	510,155
TOTAL EQUITY		861,057	510,155

UCA - LIFELINE NORTH COAST (NSW)

ABN 33 386 107 247

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021

	Accumulated Funds \$	Total \$
Balance at 01 July 2019	371,904	371,904
Surplus after income tax expense	138,251	138,251
Other comprehensive income for the year	-	-
Balance at 30 June 2020	510,155	510,155
Surplus after income tax expense	350,902	350,902
Other comprehensive income for the year	-	-
Balance at 30 June 2021	861,057	861,057

UCA - LIFELINE NORTH COAST (NSW)**ABN 33 386 107 247****STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		3,084,817	2,115,238
Interest received		5,192	2,832
Payments to suppliers and employees		(1,926,581)	(1,418,600)
Interest paid		(89,370)	(74,625)
Net cash provided by operating activities	16 (b)	1,074,058	624,845
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant and equipment		(32,525)	(44,404)
Receipt from/(Payment for) investments		5,752	(140)
Net cash used in investing activities		(26,773)	(44,544)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of borrowings		(5,000)	(5,000)
Repayment of lease liabilities		(187,386)	(180,861)
Net cash used in investing activities		(192,386)	(185,861)
Net increase in cash held		854,899	394,440
Cash at the beginning of the financial year		650,716	256,276
Cash at the end of the financial year	16 (a)	1,505,615	650,716

Note 1: Statement of Significant Accounting Policies

UCA - Lifeline North Coast (NSW) is an unincorporated not-for-profit organisation established by the Uniting Church in Australia - New South Wales Synod. The Uniting Church in Australia - New South Wales Synod has appointed the Board of UCA - Lifeline North Coast (NSW) to govern its health and community services activities. Legal title to all property beneficially utilised in the services provided by UCA - Lifeline North Coast (NSW) is held in trust by the Uniting Church in Australia Property Trust (NSW), a body incorporated by statute and domiciled in Australia.

The financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of UCA - Lifeline North Coast (NSW) and the Uniting Church in Australia - New South Wales Synod. The Board have determined that the unincorporated entity is not a reporting entity.

The financial report covers UCA - Lifeline North Coast (NSW) as an individual entity.

The financial report has been prepared in accordance with the following Australian Accounting Standards:

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 and Application of Standards

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

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

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

(a) Income Tax

The Board consider that the organisation is exempt from income tax under Division 50-5 of the Income Tax Assessment Act of 1997.

(b) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. For the statement of cash flows presentation purposes, cash and cash equivalents also includes bank overdrafts, which are shown within borrowings in current liabilities on the statement of financial position.

(c) Property, Plant and Equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Plant and Equipment	5-50%
Motor Vehicles	18-25%

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the Entity. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

(d) 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 Entity 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.

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

(e) Impairment of Non-Financial Assets

At the end of each reporting period, the Entity assesses whether there is any indication that an asset may be impaired. The assessment will include considering external sources of information and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use to the asset's carrying value. Any excess of the asset's carrying value of its recoverable amount is expensed to the statement of profit or loss and other comprehensive income.

Where it is not possible to estimate the recoverable amount of an individual asset, the Entity estimates the receivable amount of the cash-generating unit to which the asset belongs.

(f) Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

(g) Revenue

Revenue from Contracts with Customers

Revenue is recognised at an amount that reflects the consideration to which the entity is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the entity: 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.

Grants

Grants - AASB1058: Income of Not-for-Profit Entities

The entity receives a number of funding streams that do not contain sufficiently specific performance obligations. Where there are no sufficiently specific performance obligations present, the entity recognises revenue on receipt of funds in accordance with AASB1058: Income of Not-for-Profit Entities.

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.

All revenue is stated net of the amount of goods and services tax (GST).

(h) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the organisation the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(i) 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 Entity'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 or extension 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 an extension or 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

(j) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

(k) Critical Accounting Estimates and Judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Key Judgement - Revenue from contracts with customers

When recognising revenue in relation to the sale of goods to customers, the key performance obligation of the consolidated entity 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 entity determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in Note 1 (f), 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.

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 Entity'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 Entity 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 Entity 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.

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

(I) Changes in accounting policy, disclosures, standards and interpretations

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Note 2: Revenue		
Revenue from contracts with customers		
Sales	1,265,943	843,339
Training courses	114,227	102,466
Government funding	299,500	-
Wage subsidies	-	16,980
Total revenue from contracts with customers	1,679,670	962,785
Other revenue:		
Donations	75,963	12,127
Government funding	468,652	748,990
Other funding	33,000	-
Other revenue	1,421	3,776
Total other revenue	579,036	764,893
Total revenue	2,258,706	1,727,678
Interest calculated using the effective interest rate method:		
financial institutions	5,192	2,832
	5,192	2,832
Note 3: Other Income		
Net gain on disposal of property, plant & equipment	-	(44,737)
Gain/(loss) on lease modification	32,185	-
COVID rent relief	-	36,002
Government stimulus	233,000	218,000
Insurance recoveries	12,532	-
Total other income	277,717	209,265
Note 4: Expenses		
Profit before income tax includes the following specific expenses:		
Cost of goods sold	-	21,715
Finance costs		
- Interest and finance charges paid/payable on lease liabilities	89,370	74,625
Operating leases		
- Short-term lease payments	37,984	44,073
Depreciation		
- Plant & equipment	75,882	88,383
- Right-of-use assets	231,805	220,818
Electricity	17,760	31,087
Motor vehicle expenses	28,375	34,673
Provision for employee entitlements	15,177	72,961
Rent	307,532	254,785
Salaries and wages	996,236	759,299
Superannuation	89,203	73,169

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

Note 5: Cash and Cash Equivalents

Cash on hand	3,500	3,434
Cash at bank	1,502,115	647,282
	<u>1,505,615</u>	<u>650,716</u>

Reconciliation to cash and cash equivalents at the end of the financial year

The above figures are reconciled to cash and cash equivalents at the end of the financial year as shown in the statement of cash flows as follows:

Balances as above	1,505,615	650,716
Balance as per statement of cash flows	<u>1,505,615</u>	<u>650,716</u>

Note 6: Trade and Other Receivables

CURRENT

Trade Debtors	37,733	2,184
Other Debtors	7,005	6,514
	<u>44,738</u>	<u>8,698</u>

Note 7: Other Assets

CURRENT

Prepaid expenses	879	21,360
	<u>879</u>	<u>21,360</u>

Note 8: Investments and other financial assets

Held-to-maturity financial assets		
- Term Deposits	-	5,752

Held-to-maturity assets comprise term deposits with financial institutions. There are fixed rate returns upon maturity of these assets.

Note 9: Property, Plant and Equipment

Plant & Equipment (at cost)	457,608	424,810
Less: Accumulated depreciation	(263,995)	(191,679)
	<u>193,613</u>	<u>233,131</u>

(a) Movements in carrying amounts

	Plant and Equipment \$	Total \$
Balance at the beginning of the year	233,131	233,131
Additions	32,525	32,525
Disposals	-	-
Depreciation expense	(72,043)	(72,043)
Carrying amount at the end of the year	<u>193,613</u>	<u>193,613</u>

(b) No impairment has been recognised in respect of plant and equipment.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

Note 10: Right of Use Assets

Land and Buildings

Buildings	2,216,664	1,580,231
Less: Accumulated depreciation	(280,993)	(220,006)
	<u>1,935,671</u>	<u>1,360,225</u>
Plant & Equipment	3,842	3,842
Less: Accumulated depreciation	(1,624)	(812)
	<u>2,218</u>	<u>3,030</u>
Total Right of Use Assets	<u>1,937,889</u>	<u>1,363,255</u>

(a) Movements in carrying amounts

	Land and Buildings \$	Plant and Equipment \$	Total \$
Balance at the beginning of the year	1,360,225	3,030	1,363,255
Additions	1,379,380	-	1,379,380
Disposals	(572,941)	-	(572,941)
Depreciation expense	(230,993)	(812)	(231,805)
Carrying amount at the end of the year	<u>1,935,671</u>	<u>2,218</u>	<u>1,937,889</u>

(b) The entity depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term.

(c) The entity also assesses the right-of-use asset for impairment when such indicators exist. No impairment has been recognised in respect of right-of-use assets.

Note 11: Trade and Other Payables

CURRENT

Other payables	199,966	179,940
Accrued expenses	10,236	4,980
	<u>210,202</u>	<u>184,920</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

Note 12: Lease Liabilities

Lease liabilities are presented in the statement of financial position as follows:

CURRENT

Lease liability	<u>194,118</u>	<u>166,968</u>
Total Current Lease liability	<u>194,118</u>	<u>166,968</u>

NON-CURRENT

Lease liability	<u>1,799,801</u>	<u>1,236,244</u>
Total Non-Current Lease liability	<u>1,799,801</u>	<u>1,236,244</u>
Total Lease liability	<u>1,993,919</u>	<u>1,403,212</u>

The entity has leases for several properties. With the exception of short-term leases and leases of low-value underlying assets, each lease is reflected on the balance sheet as a leased asset and a lease liability. Variable lease payments which do not depend on an index or a rate (such as lease payments based on a percentage of entity sales) are excluded from the initial measurement of the lease liability and asset. The entity classifies its leased assets in a consistent manner to its property, plant and equipment (see Note 9).

Each lease generally imposes a restriction that, unless there is a contractual right for the entity to sublet the asset to another party, the right-of-use asset can only be used by the entity. Leases are either non-cancellable or may only be cancelled by incurring a substantive termination fee. Some leases contain an option to extend the lease for a further term. Lease terms (including options) have 1 - 10 years remaining. The entity is prohibited from selling or pledging the underlying leased assets as security. For leases over office buildings and shop premises the entity must keep those properties in a good state of repair and return the properties in their original condition at the end of the lease. Further, the entity must insure items of property, plant and equipment and incur maintenance fees on such items in accordance with the lease contracts.

Note 13: Provisions

CURRENT

Provision for employee entitlements	<u>119,943</u>	<u>144,859</u>
	<u>119,943</u>	<u>144,859</u>

NON-CURRENT

Provision for employee entitlements	<u>19,280</u>	<u>28,933</u>
	<u>19,280</u>	<u>28,933</u>

Note 14: Borrowings

CURRENT

Fit out loan	<u>5,000</u>	<u>5,000</u>
--------------	--------------	--------------

NON CURRENT

Fit out loan	<u>833</u>	<u>5,833</u>
Total Borrowings	<u>5,833</u>	<u>10,833</u>

Note 15: Contract Liabilities

CURRENT

GambleAware funding	<u>472,500</u>	<u>-</u>
	<u>472,500</u>	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

Note 16: Cash Flow Information

(a) Reconciliation of cash

Cash on hand	3,500	3,434
Cash at bank	1,502,115	647,282
	1,505,615	650,716

(b) Reconciliation of cash flow from operations with surplus after income tax expense:

Surplus/(Deficit) surplus after income tax expense	350,902	138,251
Non cash flows in surplus from ordinary activities:		
Depreciation	307,687	309,200
(Profit)/Loss on sale of fixed assets	-	44,737
(Gain)/loss on lease modification	(32,185)	-
Changes in Assets and Liabilities:		
(Increase)/decrease in trade and other receivables	(36,040)	45,740
(Increase)/decrease in inventories	-	17,148
(Increase)/decrease in prepaid expenses	20,481	4,507
Increase/(decrease) in creditors and accruals	25,282	112,767
Increase/(decrease) in provisions	(34,569)	(47,429)
Increase/(decrease) in other liabilities	472,500	(76)
Cash flows from operations	1,074,058	624,845

(c) The unincorporated entity has no credit stand-by or financing facilities in place

(d) There were no non-cash financing or investing activities during the period

Note 17: Capital and Leasing Commitments

(a) Capital Expenditure Commitments

As at 30 June 2021, the organisation had not engaged in any capital commitments.

Note 18: Economic Dependence

The ability of the organisation to continue as a going concern is dependent upon the continuation of the following matters:

(a) The GambleAware projects of the organisation are substantially dependent on the receipt of recurrent funding from the NSW Government. The organisation's current funding agreement with the NSW department of Customer Service (office of responsible gambling) relating to the GambleAware projects is due to expire on 30 June 2026.

Note 19: Events After the End of the Reporting Period

No events have arisen since the end of the reporting period which significantly or may significantly affect the operations of the organisation, the results of those operations, or the state of affairs of the organisation in future financial years.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

Note 20: Charitable Fundraising

The organisation holds an authority to conduct fundraising activities under the Charitable Fundraising Act 1991. The net surplus from fundraising was used to assist the organisation in accomplishing its principal activities.

Information and Declarations to be Furnished under the Charitable Fundraising Act 1991

Details of aggregate gross income and total expenses of fundraising appeals.

Fundraising

Donations received	75,963	12,127
Gross proceeds from fundraising	75,963	12,127
Cost of Fundraising Appeals		
Fundraising expense	-	-
Total costs of fundraising	-	-
Net surplus from fundraising appeals	75,963	12,127

	2021		2020	
	\$	%	\$	%

Note 21: Comparative Figures and Ratios

a) Total cost of Fundraising	-	-	-	-
Gross income from fundraising	75,963		12,127	
Net surplus from Fundraising	75,963	-	12,127	100.0
b) Total cost of services provided	1,990,452	100.0	1,708,823	100.0
Total expenditure	1,990,452		1,708,823	
c) Total costs of services provided	1,990,452	78.3	1,708,823	88.1
Total income received (excluding capital grants)	2,541,615		1,939,775	

Note 22: Organisation Details

The principal place of business of the organisation is:

Lifeline North Coast (NSW)
115 West High Street
COFFS HARBOUR NSW 2450

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

STATEMENT BY MEMBERS OF THE BOARD
FOR THE YEAR ENDED 30 JUNE 2021

The Board have determined that the organisation is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial report as set out on pages 3 to 17:

1. Presents a true and fair view of the financial position of UCA - Lifeline North Coast (NSW) as at 30 June 2021 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that UCA - Lifeline North Coast (NSW) will be able to pay its debts as and when they fall due.
3. The accounts give a true and fair view of all income and expenditure with respect to fundraising appeals.
4. The statement of financial position gives a true and fair view of the state of affairs of the organisation with respect to fundraising appeals.
5. The provisions of the Charitable Fundraising Act 1991 (NSW), the regulations under the Act and the conditions attached to the fundraising authority have been complied with by the organisation.
6. The internal controls exercised by the organisation are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals.

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



Lisa Weber
Chairperson



Madeline Parish
Treasurer

Dated: 19 November 2021

**INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
UCA - LIFELINE NORTH COAST (NSW)**

ABN 33 386 107 247

Opinion

We have audited the financial report of Lifeline North Coast (NSW) (the Organisation), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and statement by member of the board.

In our opinion, the accompanying financial report of the Organisation is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the Organisation's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (b) 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 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 Organisation in accordance with the auditor independence requirements of the Organisations Incorporation Act NSW 2009, 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 (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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 Board's financial reporting responsibilities under 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.

Liability limited by a scheme approved under Professional Standards Legislation.

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

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**INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
UCA - LIFELINE NORTH COAST (NSW)**

ABN 33 386 107 247

Other Information

The Board are responsible for the other information. The other information comprises the information included in the Organisation's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

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

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

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

Responsibilities of the Board for the Financial Report

The Board of the Organisation are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the needs of the members and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the Board determine is 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.

In preparing the financial report, the Board are responsible for assessing the ability of the Organisation to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the Organisation 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 an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

- Identify and assess the 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.

Liability limited by a scheme approved under Professional Standards Legislation.

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

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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**INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
UCA - LIFELINE NORTH COAST (NSW)**

ABN 33 386 107 247

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organisation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board'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 Organisation'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 Entity 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 those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

CROWE AUDIT AUSTRALIA



Kylie Ellis
Partner
Registered Company Auditor (ASIC RAN 483424)
107 West High Street
COFFS HARBOUR NSW 2450

Dated: 26 November 2021

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**DISCLAIMER TO
UCA - LIFELINE NORTH COAST (NSW)**

ABN 33 386 107 247

The additional financial data presented on pages 23 - 29 is in accordance with the books and records of the unincorporated entity which have been subjected to the auditing procedures applied in our statutory audit of the unincorporated entity for the financial year ended 30 June 2021. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data, and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than UCA - Lifeline North Coast (NSW)) in respect of such data, including any errors of omissions therein however caused.

CROWE AUDIT AUSTRALIA



Kylie Ellis

Partner

Registered Company Auditor (ASIC RAN 483424)
107 West High Street
COFFS HARBOUR NSW 2450

Dated: 26 November 2021

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UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

CONSOLIDATED	2021	2020
	\$	\$
Income		
Trading activities		
Sale of goods	1,265,943	843,339
Cost of goods sold	-	(21,715)
Gross Profit	1,265,943	821,624
Grants (State) Operating - Recurrent		
NSW Department of Health & Ageing	239,978	161,286
Responsible Gambling Fund	207,511	195,251
ERO payments	20,254	38,954
NSW Department of Customer Service	299,500	-
Grants (other)		
Lifeline Australia hardship funding	909	310,000
Bushfire recovery funding	-	43,500
Donations received	75,963	12,127
DV Alert	70,775	72,227
Sundry income	1,421	3,776
Insurance recoveries	12,532	-
Interest income		
- Restricted	268	870
- Unrestricted	4,925	1,962
Other income		
Training course fees	43,452	30,240
Wage subsidies	-	16,980
Profit/(loss) on sale of fixed asset	-	(44,737)
Gain/(loss) on modification of leases	32,185	-
COVID rent relief	-	36,002
Cashflow boost	83,000	50,000
Job keeper	183,000	168,000
Total Other Income	1,275,673	1,096,438
Total Income	2,541,616	1,918,062
Expenditure		
Admin fee	31,024	33,540
Advertising & promotion	35,048	6,513
Asset purchases < 5,000	22,684	6,734
Bank charges	11,629	7,099
Board/governance expenses	256	270
Cleaning and waste removal	7,392	8,341
Client support services		
Counselling resources	-	1,184
Community education	5,010	6,720
Clinical supervision	2,620	3,984
Computer Expenses	6,125	342
Depreciation		
Motor vehicle	16,710	55,740
Plant & equipment	59,172	32,642
Leases	231,805	220,818
DV Alert	17,405	23,342
Entertainment costs	1,349	3,797
Fees & permits	-	(244)
Health & safety	8,043	9,826

This statement should be read in conjunction with the attached disclaimer.

Consolidated figures have had new accounting standards applied

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

CONSOLIDATED	2021	2020
	\$	\$
Insurance		
General	3,987	493
Interest - leases	89,370	74,625
Management fees	45	50
Membership fees & subscriptions	19,577	14,622
Motor vehicle expenses	27,431	34,673
Postage, printing and stationery	8,360	9,732
Professional fees	22,518	17,292
Project costs	135,190	-
Recoupments	(40,024)	(52,391)
Rent	37,984	44,073
Repairs and maintenance	27,439	78,615
Salaries & wages		
Provision for employee entitlements	(34,570)	(47,428)
Superannuation	106,957	81,463
Workers compensation	22,920	18,832
Salaries and wages	1,233,868	992,354
Sundry expenses	13,796	12,728
Telephone	14,803	14,760
Training & development		
Staff training and seminars	6,854	10,751
Training expenses	8,435	4,228
Travelling	4,859	16,077
Utilities		
Electricity	17,629	31,087
Water	302	-
Volunteer costs	6,712	2,526
Total Expenditure	2,190,714	1,779,810
Surplus before income tax expense	350,902	138,252

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

ASSOCIATION	2021	2020
	\$	\$
Income		
Grants (State) Operating - Recurrent		
NSW Department of Health & Ageing	214,978	161,286
Donations received	-	210
DV Alert	70,775	72,022
Sundry income	-	15,134
Interest income		
- Unrestricted	138	-
Other income		
Training course fees	29,257	18,350
Total Income	315,148	267,002
Expenditure		
Advertising & promotion	1,138	64
Bank charges	8	5
Cleaning and waste removal	-	90
Client support services		
Computer Expenses	543	137
DV Alert	17,405	18,975
Health & safety	314	342
Insurance		
General	56	32
Management fees	-	50
Membership fees & subscriptions	16,031	14,622
Motor vehicle expenses	3,043	1,800
Postage, printing and stationery	1,821	3,044
Freight	6,052	6,000
Repairs and maintenance	280	-
Salaries & wages		
Provision for employee entitlements	(4,461)	3,917
Superannuation	24,499	24,549
Workers compensation	7,443	4,061
Salaries and wages	285,021	249,392
Sundry expenses	675	234
Telephone	1,374	1,246
Training & development		
Staff training and seminars	5,115	8,448
Training expenses	5,242	3,964
Travelling	919	1,102
Volunteer costs	1,618	1,640
Total Expenditure	374,136	343,714
Deficit before income tax expense	(58,988)	(76,712)

This statement should be read in conjunction with the attached disclaimer.

Figures have not had new accounting standards applied

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

TRADING	2021	2020
	\$	\$
Income		
Trading activities		
Sale of goods	1,265,903	843,339
Cost of goods sold	-	(21,715)
Gross Profit	1,265,903	821,624
Donations received	-	181
Sundry income	-	503
Other income		
Wage subsidies	-	16,980
Profit/(loss) on sale of fixed asset	-	(26,957)
Total Other Income	-	(9,293)
Total Income	1,265,903	812,331
Expenditure		
Advertising & promotion	231	2,267
Asset purchases < 5,000	22,684	6,667
Bank charges	11,611	7,065
Cleaning and waste removal	3,380	5,682
Computer Expenses	734	35
Depreciation		
Motor vehicle	7,934	13,201
Plant & equipment	9,072	12,896
DV Alert	-	2,122
Entertainment costs	98	-
Fees & permits	-	(139)
Health & safety	6,247	4,794
Insurance		
General	2,198	404
Management fees	45	-
Membership fees & subscriptions	9	-
Motor vehicle expenses	16,250	19,709
Postage, printing and stationery	3,390	2,938
Professional fees	1,007	-
Recoupments	-	(300)
Rent	245,519	192,910
Repairs and maintenance	28,741	28,371
Salaries & wages		
Provision for employee entitlements	-	6,000
Superannuation	41,670	29,747
Workers compensation	9,269	9,628
Salaries and wages	476,993	328,937
Sundry expenses	4,214	7,389
Telephone	6,380	5,448
Staff training and seminars	1,024	160
Utilities		
Electricity	11,678	23,463
Water	151	-
Volunteer costs	3,515	886
Total Expenditure	914,044	710,280
Surplus before income tax expense	351,859	102,051

This statement should be read in conjunction with the attached disclaimer.

Figures have not had new accounting standards applied

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

ADMINISTRATION	2021	2020
	\$	\$
Income		
Grants (State) Operating - Recurrent		
NSW Department of Health & Ageing	25,000	-
ERO payments	20,254	-
Grants (other)		
Lifeline Australia hardship funding	909	310,000
Bushfire recovery funding	-	43,500
Donations received	75,963	11,736
DV Alert	-	205
Sundry income	800	27,093
Insurance recoveries	12,532	-
Interest income		
- Unrestricted	4,787	1,962
Other income		
Training course fees	14,195	11,890
Profit/(loss) on sale of fixed asset	-	(17,240)
Cashflow boost	60,000	50,000
Job keeper	183,000	168,000
Total Income	397,440	607,146
Expenditure		
Advertising & promotion	806	4,182
Asset purchases < 5,000	-	67
Bank charges	10	29
Board/governance expenses	256	270
Cleaning and waste removal	4,011	2,569
Computer Expenses	4,849	974
Depreciation		
Motor vehicle	2,536	5,468
Plant & equipment	50,100	50,582
DV Alert	-	2,245
Entertainment costs	1,251	3,797
Fees & permits	-	(105)
Health & safety	1,482	4,690
Insurance		
General	1,733	57
Membership fees & subscriptions	2,950	-
Motor vehicle expenses	4,671	8,173
Postage, printing and stationery	3,103	3,750
Professional fees	13,924	9,757
Recoupments	(40,024)	(52,091)
Rent	62,013	61,875
Repairs and maintenance	2,929	51,191
Salaries & wages		
Provision for employee entitlements	497	51,985
Superannuation	20,346	16,107
Workers compensation	3,520	2,378
Salaries and wages	234,222	180,970

This statement should be read in conjunction with the attached disclaimer.

Figures have not had new accounting standards applied

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

**DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021**

ADMINISTRATION	2021	2020
	\$	\$
Sundry expenses	3,573	4,492
Telephone	7,049	8,068
Training & development		
Staff training and seminars	715	2,143
Training expenses	-	264
Travelling	1,464	12,557
Utilities		
Electricity	6,082	7,624
Water	151	-
Volunteer costs	1,579	-
Total Expenditure	395,798	444,068
Surplus before income tax expense	1,642	163,078

This statement should be read in conjunction with the attached disclaimer.

Figures have not had new accounting standards applied

UCA - LIFELINE NORTH COAST (NSW)
ABN 33 386 107 247

DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

RESPONSIBLE GAMBLING FUND	2021	2020
	\$	\$
Income		
Responsible Gambling Fund	207,511	195,251
NSW Department of Customer Service	299,500	-
Interest income		
- restricted	269	870
Total Income	507,280	196,121
Expenditure		
Admin fee	31,024	33,540
Advertising & promotion	14,278	-
Client support services		
Counselling resources	-	1,184
Community education	5,010	6,720
Clinical supervision	2,620	3,984
Depreciation		
Motor vehicle	6,240	6,236
Membership fees & subscriptions	587	
Motor vehicle expenses	4,411	4,991
Postage, printing and stationery	-	-
Professional fees	1,535	1,535
Project costs	135,190	-
Rates		
Rent	1,424	7,826
Repairs and maintenance		
Salaries & wages		
Provision for employee entitlements	(30,605)	7,013
Superannuation	19,141	11,059
Workers compensation	2,688	2,766
Salaries and wages	237,076	120,876
Fringe benefits		
Stock purchases		
Sundry expenses	5,377	613
Training expenses	3,193	-
Travelling	2,475	2,418
Total Expenditure	441,664	210,761
Transfer to unexpended grants	-	-
Surplus/(Deficit)	65,616	(14,640)

This statement should be read in conjunction with the attached disclaimer.

Figures have not had new accounting standards applied