Lifeline
Darling Downs &
South West QLD Ltd

Lifeline Darling Downs & South West Queensland Ltd

(ABN 97075403959)

Holds accreditation from **Lifeline Australia**

Lifeline is a Christian ministry committed to counsel in accordance with Christian insights.

Lifeline seeks and acknowledges the support of the wider community in enabling it to maintain its service.

Our Motto:

Strengthening Communities
Empowering People

Our Vision

We see a future of people living engaged and fulfilling lives throughout our region by:

- strengthening community participation and resilience
- more individuals, families and communities achieving an increased sense of wellbeing
- increasing our engagement with at-risk groups
- helping to reduce rates of suicide in our region
- maintaining a state of readiness to respond to natural disasters via our Community Recovery capabilities
- ensuring our practices and systems are responsive to community needs and expectations

Our Thanks

The Lifeline Darling Downs & South West Queensland Ltd Team extends thanks to the Chronicle, ABC Radio Southern Queensland, Radio Stations Triple M 864 Darling Downs, 4WK and 102.7 FM Community Broadcasting Association of Australia, WIN Television, Channel Seven Queensland, Nine Television Network, Southern Cross Austereo, The Dalby Herald, The Warwick Daily News, Queensland Country Life Newspaper and other rural papers for their support throughout the year.

BOARD OF DIRECTORS

(1 October 2017 to 30 September 2018)

Board Executive

Andrew Taylor
Chairman

Beck Borger
Deputy Chairman

Donna Lafferty
Treasurer
(exited 30/4/19)

Alex Terwijn
Treasurer

Directors

Maryanne Long

Ron Hampton
Human Services Liaison

Cath Rogers

Nadja Jones

Rob Craig

John Henderson

Simone Finch
Business Liaison
(exited 26/2/19)

Darryl Bates

Alan Dean

Dale Murrie

Ian Rosenberger - *Ex-Officio*
Harold Crane - *Ex-Officio*

Kristy Hogarth - *Ex-Officio*
Ben Hooper - *Ex-Officio*

History of Board Chairpersons

Andrew Taylor	2017 - present	Rev Paul Moore	1991 - 1992
Shane MacDonald OAM	2014 - 2017	Mark Orchard	1987 - 1990
Jim Black	2011 - 2014	Rev Brian Lynes	1986
Taisoo Kim Watson	2007 - 2010	Rev Sue Algate	1984 - 1985
Alan Dean	2003 - 2006	Barry Whisson	1982 - 1983
Jennifer Grummitt	1997 - 2002	Jean Bryant	1981
Rob Nielsen	1997 - 1998	Rev Ken Hill	1980
Avril Baynes	1993 - 1996		

Life Members

Miss Ethel Fick OAM (dec'd)

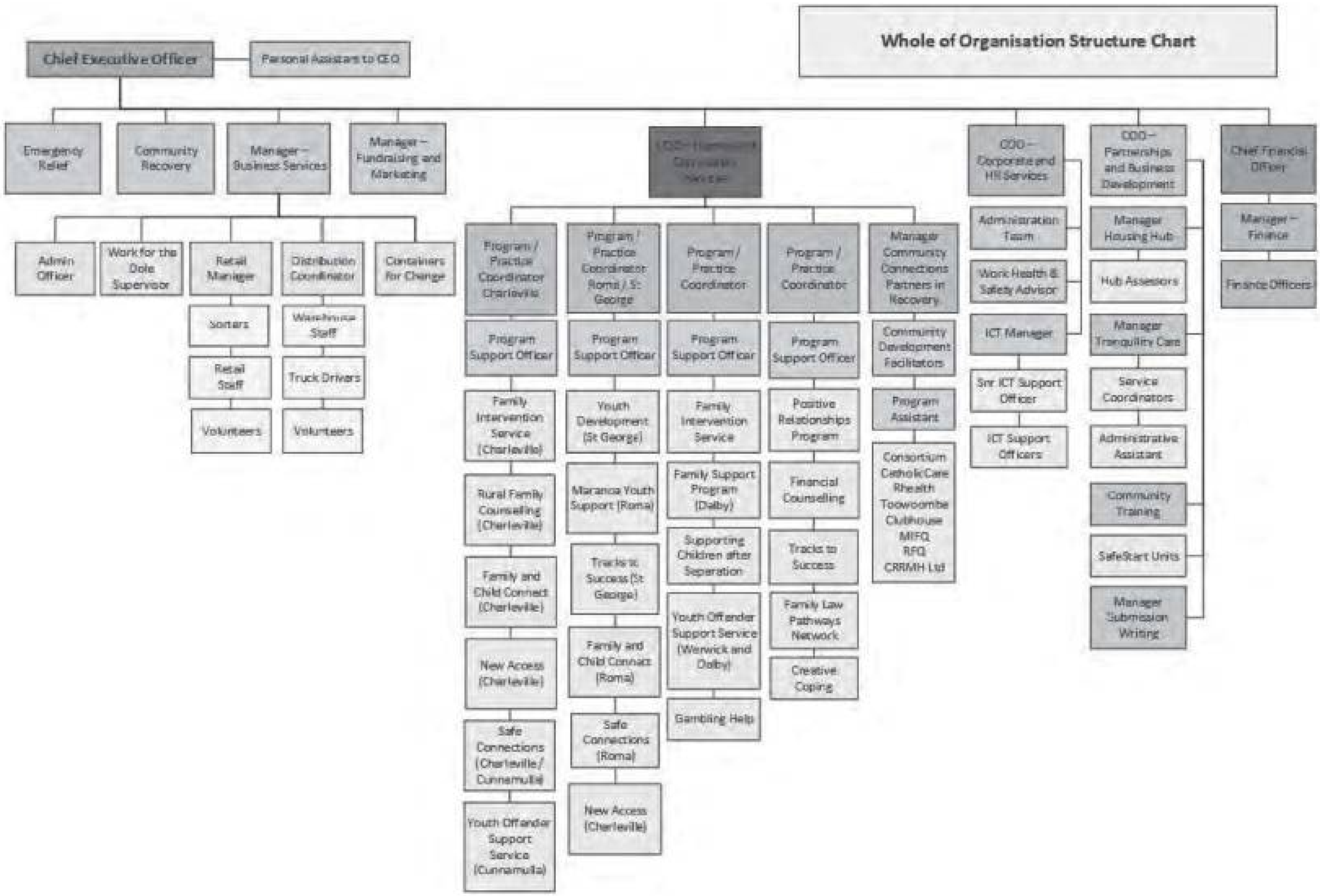
Rev Noel Park OAM

OUR HISTORY (1975 - 2019)

The establishment of Lifeline Toowoomba was due to the efforts of Mr Vic Davis, a foundation member of Lifeline Brisbane and retired bank manager.

20 JUL 1975	Lifeline Toowoomba opened at Matilda House, 88 Russell Street, Toowoomba (receiving 600 to 700 calls per annum). Rev Geoff Waugh serves as the Interim Director.
JAN 1976	Rev Robert Holt takes over as the Director of Lifeline Toowoomba.
APR 1977	Sister Bernadette Curtin L.C.M. is appointed Director.
JAN 1979	The Family Support Service (known originally as The Homemaker Service) is first funded.
FEB 1980	Rev Noel Park begins as Director/Managing Director.
JUL 1980	The Material Aid Service (now called Emergency Relief) is established.
AUG 1980	The Counselling Centre is relocated to 161 Hume Street, Toowoomba.
1981	The Dalby and Warwick Sub-Committees are established to help fund the first land line to Toowoomba in June 1982.
MAY	1983 Lifeline's current logo is approved by the National Board of Lifeline Australia.
1984/1985	The Distribution Centre relocates to 2-6 Hodgson Street.
1987	Lifeline Farmline is established to help farmers cope with high interest rates.
1988	Relocation of the Counselling Centre to 127 Russell Street in 1988.
1991	The Dalby Office is opened.
JUN 1993	The Break-even Program is established.
JUL 1993	Telstra introduces the National Number - 13 11 14.
DEC 1993	The Counselling Centre relocates to 5 Mill Street.
1995	Rural Family Counselling Service established.
SEP 1996	The Company is registered.
1997	Warwick Counselling Rooms and Shop established.
1998	St George Counselling Rooms and Shop established.
OCT 1998	The Distribution Centre relocates to 192A Stephen Street.
JUL 1999	Charleville Office is established.
NOV 1999	Office at 1 Taylor Street, Toowoomba is established.
MAY 2000	Derek Tuffield appointed General Manager.
AUG 2001	Dalby Office (1 Patrick Street) is officially opened.
25 JUN 2003	The Lifeline Smart Tip Shop is officially opened.
FEB 2004	Premises at 17 Long Street, Toowoomba are purchased.
20 JUL 2005	Celebration of 30 Years of Service.
2006	National Roll-Out of Greater Access Program by Lifeline Australia Incorporated – 13 11 14.
APR 2010	Office opens at 34 Queen St, Roma.
JUN 2010	Office opens at 24 Stockyard St, Cunnamulla.
20 JUL 2010	Lifeline Darling Downs & South West QLD Ltd celebrates 35 years of service.
30 AUG 2011	Execution of new Memorandum of Understanding III between UnitingCare Community and Lifeline Darling Downs & South West QLD Ltd.
2 SEPT 2011	Purchase of 33 Russell Street, Toowoomba
MID APR 2012	Renovations commenced at 192A Stephen Street and 33 Russell Street
31 AUG 2012	Sale of 5 Mill & 1 Taylor Streets, Toowoomba
5 SEPT 2012	Relocation of Head Office to 33 Russell Street, Toowoomba
31 DEC 2012	Official Opening of Head Office, 33 Russell Street, Toowoomba
21 JUN 2013	Official Opening of Renovations to Distribution Centre, 192A, Stephen Street, Toowoomba
23 DEC 2013	Sale of 17 Long Street, Toowoomba
26 MAY 2014	Opening of New Shop in Warwick
20 JUL 2015	Celebration of 40 Years of Service
NOV 2015	Opening of Herries Street Superstore
5 FEB 2016	Opening of new Smart Tip Shop, Wellcamp
13 MAY 2016	Official opening of the Flexi-School Intergenerational Mentoring Hub
JULY 2017	Lifeline Australia Winter Sessions held in Toowoomba
JAN 2018	Purchase of SafeStart Units (2) to support domestic and family violence victims
MAR 2019	Offical opening of the new look Wilsonton Shopping Centre
MAR 2019	Purchase of building 14-16 McDowall Street Roma for offices.
APR 2019	Return to the Titanic Fundraising Dinner, raised $15,000.
JUN 2019	Opening of second Containers for Change depot in Dalby.

WHOLE OF ORGANISATION STRUCTURE



ABOUT US

44 YEARS
of Dedicated Service

Lifeline Darling Downs & South West Qld Ltd provides counselling and community services on the Darling Downs and in the far South West of Queensland, a coverage area of more than 500,000 square kilometers. We are the largest Regional Lifeline Centre in Australia and a Member of Lifeline Australia, our national body

25 LOCATIONS

STAFF EMPLOYED IN 2018 **140**

STAFF EMPLOYED IN 2019 **212**

Containers for Change TOOWOOMBA

Containers for Change DALBY

WE PROUDLY HAVE ESTABLISHED OFFICES IN CUNNAMULLA, CHARLEVILLE, DALBY, ROMA, ST GEORGE, TOOWOOMBA AND WARWICK

We have shops in 15 different locations across our coverage area

Our staff and volunteers are vital to the success of LDDSWQL and the high quality of service that we provide to our clients and customers 52 weeks a year.

15,000
PEOPLE RECEIVING CARE AND SUPPORT

240
NDIS CLIENTS

350+
DEDICATED VOLUNTEERS

OVER THE PAST 12 MONTHS OUR VOLUNTEERS DONATED AN ESTIMATED

12,500 HOURS

IN VITAL WORK TO SUPPORT OUR ORGANISATION

BOARD CHAIRMAN

Andrew Taylor

It is with much pleasure that I present the Chairman's report for 2019 on behalf of the Board of Lifeline Darling Downs and South West Queensland Ltd (Lifeline Darling Downs).

As you read through the pages of this report, you will hopefully get a sense of the breadth of services that Lifeline Darling Downs provides to people on the Darling Downs and in the South West corner of Queensland. I hope that by the end you will have some insight into the extraordinary work that our team undertake every day.

Our aim is to assist people in need. Whether that is through counselling for someone who is feeling suicidal, whether it is for someone who is struggling financially or whether it is to provide affordable clothing or goods - our goal is to meet that person's needs in whatever form that may be.

The Board of Directors meets monthly and twice a year for board development days. Our mission is to ensure that the organisation operates effectively and is able to provide whatever resources and support are necessary in order for our team to provide the services required.

Lifeline Darling Downs is an entity that is locally owned and operated. The funds that are raised through the sale of second-hand goods, from donations received and from government grants are administered locally and used for programs and services in our region. We are also proud of our ongoing affiliation with Lifeline Australia and we support the national vision of an Australia free of suicide.

Every program and division of the organisation is considered by the Board at our meetings during the year. We receive reports from every program and division in the organisation and then make strategic decisions to make sure that the organisation can function properly to achieve the goals we have set in our strategic plan.

In particular, this year we have developed and extended the range of services that are being provided to NDIS participants. We have seen this area of our organisation expand considerably in the past few years. In addition, the Board has been encouraged by the expansion of our services in South Wwest Queensland. It is with much pride that we have witnessed the rollout of additional services in this area that so desperately needs attention.

As we look to the future, we see that there will be an increase in demand for our services in the community. Our focus as a Board will be to always use the resources that have been provided to us to equip our team in a way that most effectively addresses the people that we serve.

It has been an honour to chair the Board this year. Each director on the Board is extremely competent and has a clear desire to support the organisation and this is evident in the discussions that take place at our meetings. I thank each one of them for the time and commitment they have shown to the Board throughout the year.

As a Board, we would like to thank the Executive Management Team, our managers, our program coordinators and every member of staff and all the volunteers for the tireless work that they do. The organisation has a very bright future and we are confident as we look ahead as an organisation that we will be able to continue to help those most in need.

TREASURER'S REPORT

Alex Terwijn - Treasurer

I am pleased to present my Treasurer's Report for the 2018-2019 Financial Year for Lifeline Darling Downs and South West Queensland Ltd (Lifeline Darling Downs).

The 2018-2019 year was a year of significant financial growth and improved general trading for Lifeline Darling Downs . Total Income of $17,685,655 for the year was up 31.9% on the 2017-2018 Financial Year.

The deficit for the year of $104,016 was after depreciation of $300,749 and was down on the previous year $212,110 surplus. However, the surplus was achieved after an extraordinary donation of $400,000 to assist us to purchase a property for families fleeing domestic and family violence.

Total Income

Major contributing factors to the $4,276,414 increase in Total Income include the following:

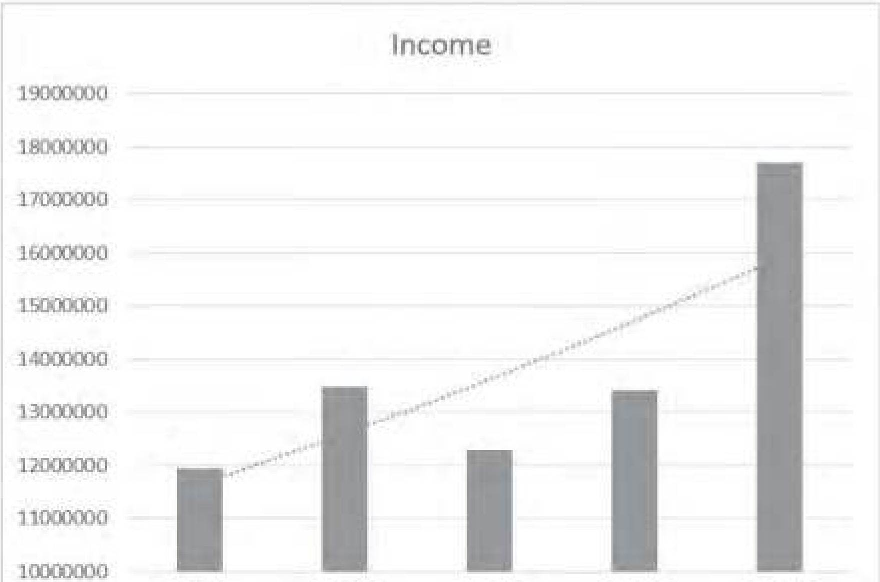
Positive Factors:

- Grant Revenue is up $2,533,439 or 39% on last year. This large increase includes funds from the state and federal governments as well as philanthropy and is a testament to Lifeline's reputation and success in delivering programs to assist Queenslanders in need.
- Other Income is up considerably on last year. This is primarily due to the growth of Tranquillity Care Services (TCS). This demonstrates the level of care that Lifeline Darling Downs and South West Queensland Limited has provided via TCS to our clients with a disability.
- Training Income is up $20,444 or 69% on last year. Funds were used to conduct various workshops on Mental Health First-Aid, Suicide Prevention and Domestic Violence Alerts (DV-Alert), just to mention a few.

Adverse Factors:

- Gross Profit from Trading is down $ 240,304 or 5 % on last year. The profit contribution by the Toowoomba stores declined by $113,826 and the overall trading result was affected by firstly the closure of Lifeline Smart Tip Shop in late December 2018, and secondly a more conservative valuation methodology for closing stock on hand. These two factors further affected our trading result by $91,083.

Total Income has been steadily increasing over the past five years as reflected by the following graph.



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Total Expenditure

Expenditure is up $4,592,540 on last year and is in line with the increase in income of $4,276,414.

The major contributing factor to the increased expenditure was the employment of an additional 63 staff during the year to fulfill obligations in providing government grants and enhanced support of NDIS services provided to participants. As a result Salaries, Wages & On Costs and Superannuation was $3,433,200 higher than last year.

Other expenditure items had modest increases in line with new programs and to fulfill government grant requirements.

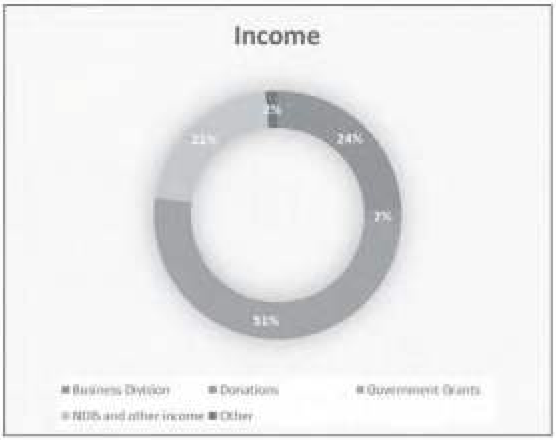
Surplus/ Deficit

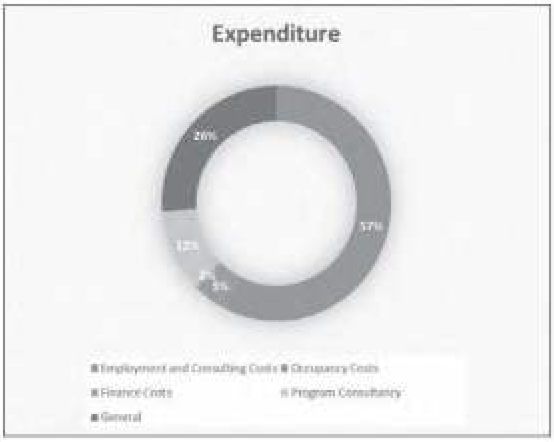
As a not-for- profit organisation, the deficit of $104,016 (or only 0.6 % of total income) is a more than acceptable result for the year. This is on the back of a very successful year from Lifeline Darling Downs providing much needed community services and emotional support across more than 450,000 square kilometres.

These financial results could not have been achieved without the help of our dedicated band of loyal volunteers that have contributed their time to the success of the vision of Lifeline Darling Downs.

Financial Highlights

Lifeline is fortunate to have many income streams. These income streams and associated expenditures are shown below.





Baulch & Associates conducted an independent audit of the Financial Statements for the year ended 30 June 2019 and have provided an "unqualified audit opinion".

I started my role as Treasurer in May 2019 after the resignation of Donna Lafferty who had been Treasurer for seven years. On behalf of the organisation I congratulate and express our heartfelt gratitude to Donna for her long and dedicated service.

In my short tenure I have been very impressed with the professionalism of the finance team headed by Colin Aynsley as Chief Financial Officer and the efficiency of the interaction between the Finance & Assets Committee and the Board.

The 2019/2020 budget has been approved and adopted by the Board and we relish the year ahead as we pursue our vision of 'We see a future of people living engaged and fulfilling lives throughout our region'.

CHIEF EXECUTIVE OFFICER

Derek Tuffield OAM

EXECUTIVE MANAGEMENT TEAM

Chief Executive Officer

Derek Tuffield

Chief Operating Officer-Corporate & Human Resources

Andrew McGill (exited June 2019)

Chief Operating Officer -Human and Community Services

Rachelle Patterson,

Chief Operating Officer -Partnerships and Business Development

Rodney Watton,

Chief Financial Officer

Colin Aynsley

Personal Assistant to CEO

Robin Waldie

It is with much pleasure that I present my twentieth report on the activities and challenges that have occurred within Lifeline Darling Downs and South West Queensland Ltd (Lifeline Darling Downs) over the past 12 months. We are a member centre of Lifeline Australia and work together with UnitingCare (Qld) as detailed in our Memorandum of Understanding of 2011 and variation agreement of 2017.

Achievements

There are several wonderful achievements which occurred during the 2018/19 financial year.

JULY 2018

Notification of the successful tender for Containers for Change

AUGUST 2018

HSQF Surveillance Audit conducted

10 OCTOBER 2018

Unleash the Beast Writers Symposium

OCTOBER 2018

Roll-out of Office 365 across our organisation

OCTOBER 2018

Purchase of Cunnamulla house property for staff

1 NOVEMBER 2018

Successful launch of Containers for Change

DECEMBER 2018

The 4th Civic Assist / Lifeline Loads of Love Christmas appeal

DECEMBER 2018

Hand back of Smart Tip Shop to Toowoomba Regional Council after 15.5 years of partnership

FEBRUARY 2019

Past and Present Board Member Lunch

FEBRUARY 2019

The Lions Club of West Toowoomba donation of $27,500 from the Toowoomba Christmas Wonderland annual event December 2018

FEBRUARY 2019

Community Recovery activation following Townsville floods

MARCH 2019

The 39th Chronicle / Lifeline Bookfest ($74,000)

MARCH 2019

Official opening of the new look Wilsonton store

MARCH 2019

Purchase of building 14-16 McDowall Street, Roma for offices.

APRIL 2019

Return to Titanic Fundraising Dinner raised $15,000

MAY 2019

The construction of a new secure fence at our SafeStart units

MAY 2019

Rainbow Connections forum for the LGBTIQA+ community

JUNE 2019

9th Annual Whole of Organisation Day

JUNE 2019

Centenary Heights State High School Interact Club donates over 8,365 non-perishable food for Emergency Relief. (Seventeenth year of donations)

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JUNE 2019

Opening of second Containers for Change depot in Dalby

Challenges Resolved

We have successfully addressed our rural accommodation issues during 2018/19 with the purchase of 14-16 McDowall Street, Roma and the relocation of our Warwick offices to 52 King Street, Warwick. We have also fully air-conditioned our Dalby and Charleville offices.

Disappointments

The closure of Partners in Recovery in June 2019 after seven successful years of supporting people with severe and persistent mental health issues. The closure of Community Managed Mental Health South West – Charleville as at June 2019.

Future Challenges

- With the continued growth of our NDIS program, suitable office space going forward will be a challenge for 2019/2020.
- The construction of a new book storage area at our Distribution Centre, 192A Stephen Street, Toowoomba.
- The progressive replacement of our trucks for our Business Division.
- NDIS – further development of streamlining ICT capabilities for staff and clients.

Future goals

We continue to develop our organisational resources in helping to position our organisation for the future. We are achieving this through;

- succession planning for key positions,
- upgrading of our trucks for the Business Division,
- expansion of Container for Change depots in our region of operation,
- continued expansion of NDIS,
- opening a new shop at Highfields by March 2020.

Consortiums and Partnerships

Once again it is extremely important to acknowledge the importance that consortium partnerships play in the delivery of effective and successful services in Toowoomba, on the Darling Downs and in South West Queensland. Currently we partner with the following organisations;

- Aftercare – Community Managed Mental Health South West (Charleville)
- Centenary Heights State High School, University of Southern Queensland, The Older Men's Network, East Creek Community Centre, Rotary Club of East Toowoomba, Toowoomba Regional Council – Flexi-school Intergenerational Mentoring Hub construction project.
- CatholicCare Toowoomba, Centre for Rural and Remote Mental Health, Toowoomba Clubhouse, Richmond Fellowship Queensland – Partners in Recovery (PIR).
- Civic Care – Loads of Love Christmas Appeal.
- Lions Club of Toowoomba West, Toowoomba Hospice, Toowoomba Hospital Foundation – Christmas Wonderland.
- Mercy Community Services - Family and Child Connect – Roma and Charleville
- New Hope Group – Men's Mental Health
- Re.Group – Return it: partnership as part of Containers for Change in Queensland.
- Relationships Australia Queensland – lead organisation for Gambling Help
- The Apex Club of Toowoomba
- The Order of St John Hospitaller

Business Services

Manager – Angela Klein

Ms Angela Klein is our Manager Business Services and through her leadership, drive and commitment we have witnessed another strong performance for our Business Division. Angela has been extremely well supported by Barbara Dallinger Retail Coordinator, Stephen Pennells Distribution Centre Coordinator and many other staff and volunteers. Early indications are that the net profitability will be approximately $1 million dollars for the third year in a row. Generating our own funds is extremely important to the Board of Directors and the Executive Management Team. Over the past 12 months Angela has also managed our Skilling Queenslanders for Work program with 80% of our participants securing employment by the end of the program in March 2019.

Fundraising and Marketing

Manager – Kirsten McGovern

The past 12 months has proven to be another very busy year for our Manager Fundraising and Marketing. Kirsten's confidence and professional development continues to improve as can be witnessed by our various successful fundraising and marketing activities during 2018/19. Two major events include the highly successful Unleash the Beast conversation about mental health and how it affects us, our families and our community. This event was held on 10 October 2018 on World Mental Health Day. Another major event was the holding of our first Return to the Titanic Fundraising Dinner at the Cathedral Centre in Neil Street Toowoomba on Saturday, 13 April 2019. These events would not have proven so successful without Kirsten's support and commitment and that of her working party volunteers, such as;

- Frances Holmes
- Emma Mactaggart
- Shana Rogers
- Laura Ryan
- Robin Waldie (staff member)
- Cr Geoff McDonald
- Cr Megan O'Hara-Sullivan
- Jo Sheppard

Community Training

Rob Nielsen

The past 12 months has witnessed Rob Nielsen being extremely busy delivering a wide variety of invaluable training in Ipswich, the Darling Downs and South West Queensland. Rob has delivered training in DV-Alert, Mental Health First Aid, Mental Health First Aid for the LGBTIQ community, Mindfit, Myers Briggs and SafeTalk just to mention a few. I wish to express my sincere thanks for Rob's commitment in delivering this training on behalf of our organisation.

Human and Community Services

Chief Operating Officer - Rachelle Patterson

Another outstanding and very demanding 12 month's for Rachelle as she continues reshaping and developing her staff in the Human and Community Services Division. Rachelle has focused on strengthening our rural services and had various western trips during the past 12 months. Likewise, she has worked extremely closely with Debbie Olsen, Alison Smith (resigned March 2019), Darren Tomlinson, Samantha Cornelius and Alison Casey our Program and Practice Coordinators and her Human and Community Services staff. Rachelle's experience and leadership have strengthened our operational capacity with increased client service delivery. Rachelle has also performed as Acting CEO during Derek's annual leave.

Corporate and Human Resources

Chief Operating Officer - Andrew McGill

Over the past 12 months Andrew has developed various new documents such as the People Plan and the Leadership Document to help address future staff planning and management requirements. We are looking at a new HR system that will fit with our new Payroll program to take the organisation forward over the next 5 - 10 years. It is important that I once again acknowledge the ongoing work of our Corporate Services staff who provide the administration support, quality assurance, policy review, internet communication and technology (ICT) support services and work health and safety for our organisation. Their roles like other staff help make our organisation function, responsive and keep abreast of constant changes in communication and risk management.

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Partnerships & Business Development

Chief Operating Officer - Rodney Watton

Rodney has enjoyed a very successful but also demanding past 12 months. He continues to work with our Manager Service Development NDIS Melissa Volp to further develop and expand our NDIS services under the umbrella of Tranquillity Care Services (TCS). He has been busy with the development of the Toowoomba Housing Hub and he has continued his work with Golden Thread and social impact development. Rodney has also worked closely with Louise Kennett our Manager Submission Writing who has also enjoyed a successful year in securing some outstanding new funding in a wide variety of new and existing areas for our organisation. He also has direct oversight of our SafeStart Transitional Housing Program for family members fleeing Domestic and Family Violence. Rodney has also performed as Acting CEO during Derek's annual leave, sharing duties with Rachelle Patterson.

Finance (Payroll & Accounts)

Chief Financial Officer - Colin Aynsley

Over the past 12 months Colin has introduced new look financial reports for the Board of Directors. He has produced a new monthly 'Dashboard Report' and meets regularly with program practice coordinators and managers in relation to their budgets. I also wish to acknowledge Lea Bausch our Manager Finance and all the members of the finance team for their dedication, professionalism and support during 2018/19. This team has seen significant development over the past 12 months and plans for a new payroll system enhancement await in the 2019/2020 financial year.

Lifeline Drought Appeal

Chief Executive Officer – Derek Tuffield *and* PA to CEO – Robin Waldie

This has been the fourth year that Lifeline Darling Downs has supported drought affected landholders in our region with cash payments direct to their nominated bank accounts. This year our drought assistance was self-funded, and we are grateful to those who donated to this cause. Our Return to Titanic Fundraising Dinner raised much needed funds and we had very generous donations from AGL, Aspley Caring Through Service (ACTS), Clubs Queensland – Caboolture, Downs Club Toowoomba, Elders Rural, Lions Club International District 201Q3, Lions Club of West Toowoomba, pb Agrifoods and Re/Max Success - Toowoomba.

We have made payments to 133 families, assisting them to make bill payments, buy food and fuel, pay medical bills, help with school needs and purchase water and feed for their stock. Robin Waldie handles all drought applications and speaks daily with our farmers doing it tough during this difficult time. As well as the financial support they receive, recipients also appreciate the opportunity to be listened to and to know that others care about their situation.

In addition, Robin and I were involved in assisting Dr Sarah Casey and a team of the University of the Sunshine Coast Creative Industries academics in two research projects that aim to recognise and support the importance of emotional and physical communications in rural communities. Real Stories of Country Women investigates, documents, records and helps to disseminate the experiences and coping strategies of women farmers and other women living in drought-affected communities

Conclusion

The past 12 months have once again proved very challenging, exciting and impressive for our organisation. I wish to express my sincere appreciation to the dedicated Board of Directors both past and present, staff and our volunteers on how we have successfully negotiated our way through the past 12 months with our clients as our focus and maintaining our motto of Strengthening Communities and Empowering People. Our success could not be achieved without the combined efforts of all staff and volunteers to ensure we remain a successful and financially viable organisation.

Derek P Tuffield OAM

Chief Executive Officer

CORPORATE & HUMAN RESOURCES

Andrew McGill

THE TEAM

ADMINISTRATION

Administration Team Coordinator
Karen Murray

Administration Support Officer
Evlyn McKenzie

Administration Support Officer
Sandy Neuendorf

Administration Support Officer
Tracey Crighton

Customer Service Officer
Isabella Waldie

WORKPLACE HEALTH & SAFETY

Workplace Health & Safety Advisor
Craig Lincoln

INFORMATION & COMMUNICATIONS TECHNOLOGY

ICT Manager
Andries Buys

Senior ICT Officer
Antoine Changuion

ICT Support Officer
Jay Opperman

ICT Support Officer
Aaron Linder

Assistant ICT Support Officer
Stewart McGillivray

Purpose

The purpose of the Corporate Services Team is to ensure Lifeline Darling Downs and South West Queensland Limited (Lifeline Darling Downs) employees and volunteers can continue the exceptional service they provide to the community, confident in the knowledge they are supported by:

- A robust corporate governance structure;
- A rigorous Workplace Health & Safety (WH&S) framework;
- A people and culture strategy based on organisational development and continual quality improvement;
- A quality and contemporary information and communications technology (ICT) service; and
- Outstanding and timely administrative support services.

The Administration Team

The administrative team is critical to the organisation as it not only reduces the administrative burden on counsellors and other practitioners, it also provides all-important reception and customer facing operations such as Emergency Relief.

During the past twelve months the administration staff have welcomed the appointment of Isabella (Bella) Waldie to help strengthen the team given the increased workload and growth of programs during 2018/19.

Administration Team Coordinator Karen Murray has skilfully led the team and ensured ongoing training and support has been achieved. Our administration staff are our face of Lifeline Darling Downs Toowoomba. The variety of enquiries, appointments and unexpected daily challenges keep our staff on their toes as they answer in excess of thirty-nine thousand calls a year.

The team of Karen Murray, Evlyn McKenzie, Sandy Neuendorf, Tracey Crighton and Isabella (Bella) Waldie have done an excellent job over the past 12 months and we thank them and the various administration volunteers who have also supported us, for their dedication and commitment to the values of our organisation.

ICT

The ICT team initiated and implemented various improvements in Lifeline Darling Downs in the past year.

As expected, change and improvement often brings new challenges and we managed these challenges as a team successfully, whilst continuing to deliver support to the organisation to ensure ongoing, effective communication and ICT solutions throughout the organisation. In fact, evidence demonstrates that the ICT team, maintained uptime for the organisation far above benchmark expectation.

In the current environment, it has unfortunately become paramount to constantly be vigilant of potential hackers. We therefore implemented various new strategies to defend and protect our systems against these potential attacks.

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Email filters had to be upgraded, all mobile and workstations are continuously monitored, and additional systems were put in place to block and protect hackers entering our internet connections in our offices and shops.

In order to ensure that staff are up to date with the new implementations, education and training sessions commenced and ICT now offer training to all staff twice a month. This training is conducted every second Thursday of the month and repeated every fourth Tuesday for staff convenience. The objective of these sessions is to improve staff knowledge, to keep staff up to date with changes within ICT systems and to ensure the effective use of our systems. The outcome is better time management and higher productivity and work satisfaction for all involved.

Office 365 and SharePoint as a platform brought its own challenges. The change however, provided us with new opportunities to enhance our day-to-day task management as a larger team. Integration between teams is improved and the future for more improvements is looking bright and exciting.

The ICT team are currently looking into new Apps to integrate with our current usages. We have developed and launched an App for the Community Connections team to keep track of their day-to-day tasks and we are looking forward to receiving more feedback on this App. This App has significantly improved the time efficiency of the team and provided a platform where clients can receive information and meet deadlines set when interacting with the community.

ICT is excited and positive about these changes and innovations. The growth in Lifeline Darling Downs in all areas, including ICT has been extremely positive and we as a team look forward to the next chapter and what it holds in store for us.

Workplace Health & Safety

All our counselling centres and business division sites were visited during the year and found to be at low risk to staff and visitors.

We have had 17 Workcover claims since June 2019, mostly minor, requiring a single visit to a doctor.

We had a few staff requiring lost time from work, two of which were the result of minor motor vehicle accidents and two that occurred in public places.

This is reflected in our premium cost which is 73% less than the industry standard rate.

Training with rural staff at Roma, St George, Charleville, and Cunnamulla was conducted during visits in November and March. Topics covered included GPS locators, incident reporting and risk assessments. Site audits were also conducted during these trips.

Breath test devices were purchased in November 2018 and supplied to Russell St, Stephen St and for our rural staff in December 2018 and random testing was implemented. We have completed 239 tests with no positive results so far.

Responsible driver training was arranged for approx. 52 staff from all areas of the organisation and was held over two days at Helidon for Toowoomba and surrounds staff and one day at Roma for rural staff.

Payroll staff have received training in the use of the Workcover website to assist in processing of wages in relation to our claims.

The opening of our Return It sites required that they pass comprehensive WHS audits to be able to operate. It is pleasing to note that all sites passed the audits and are now operational.

Six monthly audits at our 11 Work for the Dole sites were also conducted and all sites were compliant with no outstanding issues.

WHS policies and procedures were updated as required.

A Red Cross blood donation group was established for Lifeline Darling Downs based in Toowoomba (as Red Cross do not have clinics in rural Queensland) in February and we have made 36 donations so far, averaging about 4 a month.

PARTNERSHIPS & BUSINESS DEVELOPMENT Rodney Watton - Chief Operating Officer

THE TEAM

Manager Service Development (NDIS)
Melissa Volp

Manager Submission Writing
Louise Kennett

Hub Services Integration Manager
Helen McGrath

Community Education Trainer
Rob Nielsen

As the Chief Operating Officer responsible for the growth of the organisation it has been extremely rewarding to witness the organisation's development over the last twelve months. I am very happy to concede this growth is not the result of my efforts, but the hard work and passion expressed by the staff and volunteers across the whole organisation. I am equally proud that we do not only pursue the low hanging fruit but across a number of initiatives such as Rainbow Connections, Safe Connections, the Toowoomba Housing Hub and Community Connections, have taken the more difficult, more inclusive, and more partnered approach recognising that we are only a part of the systems that impact people's lives. As a result, I believe we have become a desirable partner across a range of social issues. This brings both opportunities and challenges I feel blessed to be part of this wonderful work.

Achievements

Tranquillity Care Services

Tranquillity Care Services (TCS) has continued to grow at an outstanding rate from seven staff engaged in June 2017 to over 20 staff engaged in June 2018 to over 84 staff engaged during the financial year ending June 2019. In the last twelve months we have focused on developing the direct service delivery element of our services as this builds a backbone of revenue required for our service to be sustainable in the long term. We have also focused on the development of our IT systems largely using our Office 365 environment to streamline and automate several of our processes. These processes have allowed our Financial Intermediator NDIS (FIN) service to be a sustainable operation for the organisation and an excellent exemplar of a partnership between two separate departments (Finance and the TCS team). Our long-term strategy is to develop a series of semi-independent 'pods' where a coordinator works with a group (generally in a geographic location) of participants and their workers to operate what feels like (for the participants and their families) a small local service. After a number of failed starts we have witnessed this strategy bear fruit in Warwick which is well on its way to offering a quality local service with the strength of a larger organisation. The TCS team have also spent much time this year developing the structures required to move the service into its next phase of development. This has included the creation of a Support Coordinator role specifically supporting our FIN participants, two Service Coordinator roles (coordinating direct service delivery) and four team leader roles. For the first time this year we have also employed staff specifically to provide Support Coordination which continues to be a significant part of our TCS services.

Toowoomba Housing Hub – Community Connections Partner

I was delighted late in June 2019, on behalf of the organisation, to accept an extension to our Community Connections Partner (CCP) funding, extending our work and partnership with the Department of Housing and Public Works until June 2020. It is fair to say that establishing the successful day-to-day operations of the Hub was the focus of our efforts over the last 12 months. I am pleased to report that the Hub has operated every business day since opening on 8 August 2018 and has supported hundreds of households to access support services to maintain or find new accommodation solutions. The Toowoomba Housing Hub operates on a 'no wrong door' principal and we have found that this removal of 'eligibility criteria' from the initial conversation has been a game changer in developing a quick rapport with the Hub's customers. Depending on a person's needs when they present, we have three types of response:

- Straightforward - person has an enquiry that can be simply responded to either within the Hub (using the provided computers to lodge a rental application) or quick referral to the most appropriate service to meet their needs.
- Complicated - person's initial enquiry requires an assessment of their circumstances to determine the most appropriate next steps. The ultimate referrals may be to one or more organisations however once the referral(s) is complete no further action is required.

continued overleaf

- Complex - person may have multiple complex issues, assessment may require several conversations (these may include the provision of straightforward responses to immediate needs while assessment continues). Ultimate referrals may be delayed due to a lack of spaces in the appropriate programs/housing. The Hub may be required to provide interim case management while solutions emerge, or a space opens in the appropriate program.

The Hub is staffed by a core group of workers employed by Lifeline Darling Downs these are then supported by a roster of staff from the partnering organisations including the Toowoomba and South West Housing Service Centre (HSC). In addition to the assessment and linking services, several partners also deliver elements of their service using the Hub facilities.

In addition to the day-to-day operations of the Hub 'place' as CCP we also provide a secretariat to the Hub 'space' or the collaboration of services working in the housing and homelessness sector. This group has developed a high-level action plan seeking to: better integrate services, harness community resources with the aim of eliminating homelessness in Toowoomba. Our draft action plan has just been endorsed and will form our work plan over the next twelve months.

SafeStarts Transitional Housing Program

The SafeStarts units have been operational for just over a year now and have supported four households to transition from crises into a stable life free from violence. The feedback from tenants and service providers has been extremely positive and it is clear that the transitional nature of our program fills a gap. We have installed new kitchens in the units with the support of the Gambling Community Benefit Fund. We have also fenced the property to add security and privacy for our tenants with the support of Stronger Communities Program funding and the Apex Toowoomba group which provided assistance tidying the yards, removing a wall and cleaning the paths and driveways

Community Training

I would like to take this opportunity to recognise the contribution of Rob Nielsen over the last twelve months. Rob has delivered thousands of hours of community education and training delivery including Mindfit, DV Alert, SafeTALK and Mental Health First Aid not only in our region but across the state and interstate. Rob volunteers his time to the organisation and when the training earns the organisation a fee the profits from these deliveries contribute to the work of the organisation. Over an extended period, these fees represent a significant cash contribution to the organisation. Rob has also represented the organisation and the region at several conferences and roundtables in the Mental Health, LGBTIQA+ and DV Alert domains. This year Rob has been very busy and has travelled extensively and it has been my great pleasure to have witnessed his contribution to the mission of our organisation firsthand.

Rainbow Connections

It was with great pleasure I attended the Rainbow Connections event supporting members of the Toowoomba LGBTIQA+ community on Saturday 18 May 2019 together with my colleagues Louise Kennett, Kirsten McGovern, Rob Nielsen and Derek Tuffield. My role involves me attending

many events and functions locally, in Brisbane and interstate. I am very happy to report the calibre of speaker/content and the organisation of the event was nothing short of sector leading. The early feedback would confirm that participants at the event were equally impressed with our efforts.

My major contribution to the event was the development of an event app using the Crowd Compass platform. The app allowed attendees to access information about the sessions and speakers on their own devices, in addition to allowing the attendees to ask questions and provide feedback in real time. This is a new innovative way to engage with the public that has significant potential for many of our community education/engagement activities. Over 200 people engaged in the Rainbow Connections activity and the community feedback from a range of sources has been extremely positive.

Submissions

Another successful year with Submissions Manager Louise Kennett leading our organisation through several significant proposals and many smaller proposals. Louise also presented a submission writing presentation at the National Association of Charitable Recycling Organisations (NACRO) conference and assisted with a number of Golden Thread activities (social impact articulation and measurement) both internally and externally.

Challenges

Adequate resources continue to be a challenge with very few weeks coming to an end where all pending items have received their due attention. Both the TCS and Hub processes continue to develop faster that the available resources which places stress on everyone involved.

The Future

As discussed above, significant time has been devoted to planning and preparing for the next stage of development for TCS this will likely include both broadening of our service delivery to include activity based programs, respite and perhaps some early approaches into the employment area and deepening our service delivery into the region with the establishment of new Pods in the South West.

At the beginning of the next financial year we will commence planning for the merger of the Hub operation into the transformed service delivery of the HSC where the Hub will be co-located with the foyer of the HSC. This work will be conducted in parallel with the ongoing development of both the Hub service delivery model and the wider integrated service delivery model of the sector with the aim of halving homelessness in Toowoomba within two years.

From a business development perspective, I believe new opportunities in housing and the potential of establishing a public ancillary fund will feature in our near future.

Final Words

I would like to thank my team of managers Melissa, Helen, Louise, and Rob - each of you contribute well beyond the call of duty to your areas as do your respective teams. I would also like to thank the Business Development and Fundraising Committee for your ongoing support and contribution to both the organisation and to me both personally and professionally. Finally, I would like to thank Derek Tuffield for his ongoing mentorship and wise counsel on many things.

HUMAN & COMMUNITY SERVICES

Rachelle Patterson - Chief Operating Officer

THE TEAM

Manager PIR/Community Connections
Jodie Edge

Program and Practice Coordinator
Debbie Olsen

Program and Practice Coordinator
Darren Tomlinson

Program and Practice Coordinator
Samantha Cornelius

Program and Practice Coordinator
Alison Casey

Program and Practice Coordinator
Alison Smith - exited

Program and Practice Coordinator
Sue Mollgaard – exited

Program Support Officer
Tobi (TJ) Devereaux

COMMUNITY CONNECTIONS

Jodie Edge - Manager

Service Profile

Community Connections, funded by the Darling Downs and West Moreton Primary Health Network, has been developed to address the negative impact on individuals and communities due to the ongoing drought conditions and has been rolled out across the Lockyer Valley, Somerset, South Burnett, Cherbourg, and Western Downs, Goondiwindi, Southern Downs and Toowoomba regions.

The program is designed to enhance the ongoing social and emotional wellbeing of people by supporting them to recognise, strengthen and develop their community connections. This by no means indicates rural people are lacking in the ability to support each other. In fact, rural people are experts at it. Acknowledging rural connectedness and the work that already takes place together with awareness of available resources by someone they trust is a great starting point.

THE TEAM

Program Assistant
Bree-Anna Boorman

Community Development Facilitator
David Henderson

Community Development Facilitator
Lib McNaughton

Community Development Facilitator
Katherine Watson

Community Development Facilitator
Stephanie Walsh

Achievements

A strong foundation has been set to ensure the Community Connections program listens to our communities which are drought impacted by responding appropriately and respectfully. To do this Lifeline set about employing the right people (who understand that relationships are everything), set program values and objectives and developed processes and workflows that support the team.

Challenges

Surprisingly the greatest challenge is that everyone wants to help farmers and rural people. Most assistance is greatly appreciated, however at times assistance can be unhelpful and can damage trust. Over servicing creates service exhaustion and a reluctance to engage. As we all know trust is fragile and easy to break. It is easy to lose and one of the hardest things to ever get back. When people are under stress support and assistance needs to be appropriate and respectful.

Future directions

Securing ongoing funding for this important work is critical. At present funding is only guaranteed until 30 June 2020.

Funding Body

Darling Downs and West Moreton Primary Health Network (DDWMPHN)

COMMONWEALTH FINANCIAL COUNSELLING FINANCIAL COUNSELLING FOR PROBLEM GAMBLING

Service Profile

Commonwealth Financial Counselling & Financial Capability (CFC)

Provides assistance to people in financial difficulty by helping them address their financial problems, make informed choices and build longer term capability to budget and manage their money.

Financial Counselling for Problem Gambling (PG)

Offers targeted assistance for the delivery of financial counselling to support people affected by problem gambling, including direct case work, information provision, advocacy, creditor negotiation and community education.

Financial Literacy and Resilience

This program has an early intervention focus, assisting people to address their financial problems before they reach crisis point through financial counselling support.

THE TEAM

Financial Counsellor
William (Bill) McNaughton

Financial Counsellor
Donna Neale-Arnold

Financial Counsellor
Vivienne Ambrosiussen

Financial Resilience Worker
Kath McUtchen

Achievements

- Currently programs have offices in Toowoomba, Warwick and Dalby, along with outreach service provision between these sites and further west.
- Across all financial counselling programs there has been an increase in creditors waiving debts for vulnerable clients. In 12 weeks alone at the start of 2019 the combined programs negotiated $555,138 in debt being waived.
- Support in regional and rural areas has remained a strong focus with face-to-face outreach services being provided in Miles, Tara, Chinchilla and Roma, with remote service delivery via information and technology platforms to areas such as St George and Taroom. The program regularly travels approximately 1,200 kilometres a month to deliver face-to-face services.
- A strong partnership has been developed with Safe Connections in Roma, supporting women experiencing domestic and family violence with debt management assistance and negotiating waivers or arrangements not usually granted to the 'general' consumer.
- The building of our strong partnerships with other service providers has ensured we are able to engage with clients from a broad range of backgrounds, including, but not restricted to job readiness clients, Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse (CALD) communities and older people.
- All programs maintain high engagement rates with low wait times, despite high demand and high referral rates. Between September 2018 and September 2019, 458 clients received individual financial counselling and/or resilience services across all three programs. Despite the consistently high referral rates the program manages to maintain minimum wait times. This responsiveness is to a large part, due to the close collaboration between the program and Lifeline Darling Downs' other financial counselling services.

Challenges

- All three programs continuously operate at near capacity.
- Not only are numbers of referrals seen to be increasing, the complexity of presenting circumstances and the impacts upon individual clients and families is also anecdotally seen to be increasing.
- The program has seen an increase in referral for older people over 55 years, as well as a rise of older people requiring support whilst on Newstart. Many of these older clients would formerly have accessed the aged pension.
- Mortgage defaults continue to increase as property values continue to decline in the western region due to the mining downturn.

Funding Body

Department of Social Services (Commonwealth)

CREATIVE COPING

Service Profile

Creative Coping is a 20-week skill building program to develop capacity of participants in a group therapy model, to manage overwhelming thoughts and emotions, reduce distress and make life changes towards recovery. The four key skills are mindfulness; distress tolerance; emotional regulation and interpersonal effectiveness.

"Creative Coping has changed my life and helped me mange my mental health and illness in a healthier way. I'm ever grateful for being given this opportunity to gain skills for a better life." – Creative Coping Participant 2018

THE TEAM

Facilitator

Sarah Owens

Facilitator

Clare Whyte

Achievements

- During the 12 months of service provision a total of 32 participants commenced the program, meeting expected targets. Of the 32 service users who commenced the program, seven withdrew prior to completion which is lower than expected when compared to other DBT based programs which report retention rates of only 50%.
- Feedback collated from participants identified that the group format was found to be a positive learning environment for most, however potential participants where individual work was deemed to be more suitable due to personal complicating factors and individual circumstances, were referred to separate programs within Lifeline Darling Downs and Southwest Queensland Ltd (Lifeline Darling Downs) for DBT focused supports.
- Anecdotal evidence suggests the program has successfully engaged a target population who, before the program's existence, would likely have been challenged in finding a service model that met their needs.

Verbal feedback from Week 10 and Week 20 surveys included the following:

"This is fantastic, I have learned so much."

"Loved this course. Was broken down and explained really well, and questions were always answered."

"Excellent, life changing. All the facilitators very kind, supportive and very knowledgeable."

"I tell everyone about it, best help with my life I've ever experienced. Thank you, quite profound."

"I loved this group and found it so easy to talk to Cath and Sarah. I can't wait to do this course again."

"Absolutely life changing. Thank you! Facilitators were wonderful, very knowledgeable, sensitive, kind and caring."

Funding Body

Darling Downs and West Moreton Primary Health Network PHN (Public Health Network) (DDWMPHN)

EMERGENCY RELIEF (ER)

Service Profile

This program supports people experiencing unexpected short-term financial stress or a crisis such as loss of income, eviction, a personal tragedy, or emotional upheaval. The program meets short-term needs by providing food, clothing and, on occasion, funds to purchase life-saving medication.

THE TEAM

Administration Team Coordinator
Karen Murray

Administration Support Officer
Evlyn McKenzie

Administration Support Officer
Sandy Neuendorf

Administration Support Officer
Tracey Crighton

Customer Service Officer
Isabella Waldie

Achievements

- Thanks to the ongoing support of our Board of Directors we have been able to purchase food vouchers to provide to people in need on days when food parcels are not available.
- We continue to work with Second Bite and Oz Harvest to utilise food that would otherwise go to waste.
- We are also grateful to Coles and Aldi who donate excess bread and vegetables which we can then provide to clients.
- We extend thanks to our volunteers who pick up and deliver donated grocery items and pack our emergency relief food boxes each week.
- During the 2018 Christmas period food parcels were provided to support 1700 individuals.
- Adopt a Family 2018 provided Christmas hampers to 38 families in need.

Data from 01 Jan - 30 Jun 2019	
Food Parcels	429
Clothing Vouchers	15
People looking for bread	3625
Homeless Enquires	25
People Turned Away	522

Challenges

Every year we see an increase in demand for emergency relief and we struggle to meet the growing needs of our community.

Future directions

- In 2019 we will run the Loads of Love Christmas Appeal which provides food parcels to members of the community in need over the festive season.
- We will continue to partner with Centenary Heights State High School and their Lifeline Can Appeal. This annual project, conducted by the Student Interact Club, provides non-perishable food items to increase our emergency relief stock.

Funding Bodies

Department of Communities, Disability Services and Seniors

Lifeline Darling Downs and South West Queensland Ltd

FAMILY AND CHILD CONNECT - ROMA AND CHARLEVILLE

Service Profile

Family and Child Connect is a service that provides information and advice to people seeking assistance for children and families where there are worries about their wellbeing. Families who find themselves in need of support can also contact Family and Child Connect for help. Family and Child Connect is a non-profit service designed to support vulnerable families by providing information, advice and assessment.

THE TEAM

Family Response Facilitator
Kaylie Inglis

Family Response Facilitator
Amy Wilson

Family Response Facilitator
Robin Guinea

Achievements

- Working together with all networks in the region to bring about success.
- Building positive relationships within Indigenous communities to deliver sustainable outcomes for vulnerable families.
- Maintaining and expanding networks and referral bases within the South West region.
- The team continuing to remain dedicated to providing the best possible outcomes for clients.
- The South West team consistently attains a higher success rate of engaging non-consenting clients when compared with other regional counterparts.

Challenges

- Recruiting is limited given the need for potential employees to have minimum education qualification of diploma or above.
- The vastness of the region and the subsequent long distances constantly travelled.
- The limited quantity of services in the region.
- Maintaining client engagement whilst on waitlists for referred services.
- Due to the remoteness of the region the professional demographic is typically transient which negatively impacts the continuity of care.

Funding Body

Department of Child Safety, Youth and Women

Through dust storms to get to remote locations

To find some beauty in the Outback

FAMILY COUNSELLING

Service Profile

The Family Counselling Team provides a range of professional counselling services for individuals, couples, families and children.

THE TEAM

Counsellor
Kim Coleman

Counsellor
Kellie McDonald

Achievements

- Clients exiting the program report improved relationships, stronger attachments and reduced conflict through counselling and the increased ability to use a range of reflective strategies in their relationships and parenting.
- We continue to receive referrals from Goolburri Aboriginal Health Advancement and support Aboriginal and Torres Strait Islander community members to access our services.
- Continued review and development in the following areas:
    - Program model – focus on family systems therapy and a comprehensive individual case review process to manage complex clients.
    - Monthly reflective practice with other counselling team members to encourage reflection and shared learning. Previously this was done in separate teams.
    - Part time specialist children's counsellor able to meet the demand from the community for this work.
- Staff have attended training that has increased awareness of up to date research and current best practice.
    - Certificate in Sand-play Therapy and Symbol Work
    - Circle of Security
    - Play Therapy
    - Seasons of Growth
    - Domestic and Family Violence Workshop
    - Family Systems Therapy
- The refurbishment of the counselling rooms has meant that we are now providing comfortable and client focused spaces for working with couples, parents and children.

Updated counselling rooms for adults and children 2019

Challenges

- Complexity of presenting issues.
- Adjustment of the intake process to reflect parent/child inclusion as the demand for Children's counselling increases.

Funding Body

Since 1 January 2017, this program has been 100% funded by Lifeline Darling Downs and South West Queensland Ltd

FAMILY INTERVENTION SERVICES

Service Profile

The Family Intervention Service (FIS) aims to provide a holistic response to families whose children are at imminent risk of out of home placement or requiring reunification following a period of out of home care to address issues relating to, but not limited to, child protection concerns. By providing practical and emotional support and counselling, families are offered opportunities to make informed decisions about, and change for, their future.

THE TEAM

Family Intervention Worker
Sally Sciarrone

Family Intervention Worker
Kirby McGrory

Family Intervention Worker
Meaghan Feddema

Family Intervention Worker
Grace Slatter

Family Intervention Worker
Phillippa Riggs (moved to YOSS)

Achievements

- Since 1 July 2018 the service has worked with 38 families comprising 58 adults and 128 children. This number includes a total of 16 Indigenous families. 18 cases have been closed during the year with a total of 12 families closed after successfully resolving most of the child protection concerns.
- The Lifeline FIS team have had high rates of engagement from families. In the last year, only two cases have been required to close due to non-engagement. Given the tumultuous circumstances families are often faced with, this is an achievement for both the families and the team demonstrating a safe and supportive working relationship and active engagement skills.
- The team has continued to upskill and ensure they are using contemporary and relevant tools and strategies to ensure best practice while working with families. All staff have embraced opportunities for development and the team has been supported to attend:
    - Childhood Trauma Conference in Melbourne;
    - Recognising and Responding to Domestic and Family Violence in a Multicultural Setting
    - Circle of Security Parenting
    - Insight AOD Crash Course
    - Bringing Up Great Kids
    - Family Systems Therapy

Challenges

The move to the FIXUS case management software provided a challenge to the team, who have unique reporting and case requirements including the necessity of working with an entire family rather than a single client. The addition of the Outcome Star tool will be introduced to enhance the program's ability to collaboratively develop comprehensive goals with clients as well as measure outcomes for reporting purposes.

Funding Body

Department of Child Safety, Youth and Women.

Meebee Play Therapy Doll

FAMILY INTERVENTION SERVICES - CHARLEVILLE

Service Profile

The Lifeline Family Intervention Service (FIS) aims to preserve families where a child (or children) remains living at home under ongoing intervention by Child Safety Services. The service also assists in the reunification of a child (or children) with their family from an out-of-home care placement where it is determined to be in the best interest of the child. This program is funded by the Department of Child Safety, Youth and Women (the Department).

THE TEAM

Family Intervention Worker
Rachael Kennedy

Achievements

- During the period 1 July to 30 September 2018, there was no Family Intervention Worker in the position. Since 1 October the Family Intervention Service has worked with 12 families comprising 24 children and 18 adults.
- Eight cases have been closed during the period. Two cases were closed due to non-engagement, five moved from the region and one was incarcerated.
- The Family Intervention Service continues to have a positive and collaborative working relationship with Department of Child Safety staff in the Charleville Service Centre.
- The Family Intervention Worker has attended relevant professional development workshops over the last nine months, including Circle of Security, Suicide Prevention, Motivational interviewing and Domestic and Family Violence.
- The Family Intervention Worker facilitated three separate Circle of Security groups over the last nine months. These groups were run in Eulo, Quilpie and Charleville with three attendees in each group.
- The brokerage this year has allowed FIS to provide families with household items, furniture and other practical support to allow for a better result for families reunifying or preserving.

Challenges

- ICT issues when attempting to contact Toowoomba FIS to link into support meetings.
- The issues of families that work with FIS remain complex with substance abuse and domestic and family violence common within these families.
- We receive referrals from the Department requesting we work with families who may reside up to 4 hours and more travel from Charleville.
- Explore further relevant training for staff to assist the service to have a variety of strategies to work with complex families in rural and remote Queensland.
- Strategic planning regarding best practice in working with families in remote areas.

Funding Body

Department of Child Safety, Youth and Women.

FAMILY LAW PATHWAYS

Service Profile

The Family Law Pathways Network (the Network) is part of a suite of post-separation services with a primary focus of family law. The Network aims to help professionals operating in the family law system to better collaborate and therefore improve overall assistance provided to separating and separated families at the local level. The Network has a Steering Committee with membership from several professional areas including law, human services, mediation and family dispute resolution, education and child consultants.

THE TEAM

Network Coordinator
Gail Sanderson

Achievements

- The brokering of significant collaborative partnerships across the Family Law and community sector in the South West. The program-maintained connection with the Greater Downs Local Level Alliance (GDLLA) agency network. LLA membership allows a 'one stop' connection with all regional service providers that support families with complex needs.
- The information and referral service (Court Kiosk) established in 2018 continues to operate alongside Federal Circuit Court. The initiative receives strong support from the judiciary, senior legal practitioners and Independent Children's Lawyers. Lifeline Darling Downs and South West Queensland Ltd (Lifeline Darling Downs) would like to thank its partner agencies, particularly Catholic Care and the University of Southern Queensland who volunteer time and expertise to the Court Kiosk to assist court attendees with information and referral in relation to Family Law matters.
- The nationally significant research commissioned by the Steering Committee in 2018 to investigate the value and worthwhileness of Family Law networks was undertaken. USQ donated time and expertise to design and roll out the project. Phase 1 of the research project was completed as of February 2019. Phase 2 is currently underway, and includes the analysis and synthesis of information, and the drafting of the associated research paper.
- A strong professional development program continues to be delivered to local practitioners. Circle of Security-Parenting (COS-P) facilitator training was held in Toowoomba between 25 and 28 February 2019 with Family Law Pathways support. COS-P is an internationally recognised attachment theory-based parenting program that provides a roadmap for parents to assist with negotiating their children's emotional needs. The roll out of the COS-P facilitator training will support common practice across all professional disciplines sector wide. The Toowoomba training was the first time COS-P facilitator training has been offered outside of a major capital city.

Funding Body

Attorney General's Department

GAMBLING HELP TOOWOOMBA & SOUTH WEST

Service Profile

The Gambling Help service is a free confidential counselling service for anyone affected by problem gambling. Gambling has far reaching impacts, not just on the individual but on family, friends, work, study, finances, a person's health and wellbeing. The program also offers free training and education to schools, community organisations, and other services raising awareness of problem gambling.

THE TEAM

Counsellor/Community Educator
Karen Moran

Counsellor/Community Educator
Sue Hamlet

Counsellor/Community Educator
Kim Coleman

Community Educator
Kim Tubb

Community Educator
Peter Nightingale (retired)

Achievements

- Supported the Dalby RUOK event with Tania Kernighan. This event facilitated conversation and connection for the Dalby community and service providers and ongoing collaborative opportunities.

RUOK Day - Gambling Help Team with Tania Kerrighan

- Successful partnership with Bronco's Development Team, which led to a road trip across the Western Downs and Maranoa. Broncos players partnered and travelled with the Lifeline Gambling Help team to schools and community BBQs with parents.

Challenges

- There is an ongoing challenge around building and maintaining service collaborations in remote areas due to the hours of travel required to connect with these communities. Community Educators work very hard to visit as often as possible and utilise technology wherever possible to improve these connections.
- A continuous challenge for Gambling Help staff is working with venue employees to upskill them in how to identify if someone is struggling with their gambling habits.

Funding Body

Department of Communities, Disability Services and Seniors

Partnerships

We acknowledge our partnership with Relationships Australia Queensland (RAQ)

IAS TRACKS TO SUCCESS - ST GEORGE

Service Profile

The Tracks to Success program is delivered in line with the Australian Government's Closing the Gap strategy which aims to improve the lives of Aboriginal and Torres Strait Islander Australians. This program specifically focuses on the education targets of Closing the Gap by creating pathways for progression and success with the focus to increase educational engagement and retention rates for Aboriginal and Torres Strait Islander children.

The Tracks to Success program is funded under the Indigenous Advancement Strategy (IAS) and is facilitated by a mentor who helps and provides support to disadvantaged families and children who are at risk or have completely disengaged from school or education.

THE TEAM

IAS Mentor
Jasmine Clevin

Achievements

- Tracks to Success St George has supported a total of 13 families and 23 children since January 2019. Many of the families that have been supported were acknowledged to have a diversity of issues and difficulties however school engagement was the issue most raised. Children were not engaging in school because of parental poverty, trauma and grief and loss issues within the community.
- Tracks to Success worker has also worked with local sporting clubs and assisted in the registration of clients. It is also good to see that clients and families that were previously assisted are now registering their child on their own. This is about empowering our clients to be able to do things on their own, it may only be a small step but every step counts.
- Tracks to Success has also been supporting grieving families. It is comforting to know that people in the community know they can come to Lifeline for assistance.

Challenges

- Sorry business has had a major impact on the St George community and our mentor this year with extremely high levels of suicide occurring - 12 suicides in the space of nine months. This has impacted on the service by means of increased referrals into the service as the youth are disengaging from their community because of grief and loss.
- Engaging a counsellor and extra resources to enable us to assist the community response to this issue.
- Family environments tend to be changing frequently amongst our community. The result of family breakdown or family members going to jail.

Future directions

- Continued improvement of collaborative pathways with relevant educational services and departmental stakeholders.
- Ongoing advocacy to assist families to utilise mainstream services more effectively and improve their communication and articulation skills in order to receive appropriate support.
- To continue to promote the program via community services e.g. police, health and education, to encourage and increase referral numbers.
- Develop strategic plans to retain engagement from future clients to ensure effective service delivery is achieved to a high standard.
- Development of school holiday programs with collaboration of other services.

Funding Body

Department of the Prime Minister and Cabinet

IAS TRACKS TO SUCCESS - TOOWOOMBA

Service Profile

The Tracks to Success program is funded under the Indigenous Advancement Strategy (IAS) and is facilitated by a mentor who provides assistance and support to Aboriginal and Torres Strait Islander families whose children and young people are at risk of disengagement from school or education.

The Toowoomba program delivers its services across the traditional lands of the Giabal and Jarrowair people, with a service model that aligns with the Australian Government's Closing the Gap strategy. The program is funded to specifically focus upon the education targets within the Closing the Gap report by creating pathways for progression and success in educational engagement and retention for Aboriginal and Torres Strait Islander children and young people.

"We have our eye on the same destination – a sustainable future where Indigenous people are recognised for their wisdom and honoured for their culture – there is no problem taking a different path to reach that place."- Jackie Huggins, Co-chair National Congress of Australia's First Peoples

THE TEAM

IAS Mentor
Joe Twidale

Achievements

The program has maintained a consistent staffing structure. The employment of one full time mentor has assisted with consistency for clients, families and external stakeholders such as schools and service delivery partners. It has also assisted with community engagement with regards to the program profile and important community connections.

The majority of referrals continue to be from schools and the program recognises close working relationship with primary and secondary schools across Toowoomba.

The Toowoomba program continued in its partnership with CatholicCare through participation in the Whaddup Youth Program, with the program mentor attending the program as a facilitator each Friday and assisting with activities and engagement with children and young people. Whaddup aims to reinforce the importance of making healthy lifestyle choices and supports young people to choose not to engage in negative types of risk-taking behaviours. The program is well supported by elders, parents and volunteers within the community.

Tracks to Success itself has supported a total of 57 children and young people and their families since September 2018. Many of the families that have been supported were identified to have a variety of issues and complexities ranging from situational poverty, intellectual disabilities, trauma and grief and loss. Other support has included purchasing essential items such as uniforms and textbooks to alleviate some of the financial stress on parents and caregivers.

Funding Body

Department of the Prime Minister and Cabinet

MARANOA YOUTH SUPPORT SERVICES - ROMA

Service Profile

Maranoa Youth Support program is a local community-based service assisting young people to overcome personal and social barriers to achieve greater social and economic participation in their local community. The youth support worker assists and encourages youth to engage in the development of their personal safety, wellbeing and in education or employment.

THE TEAM

Youth Support Worker
Raelee Morris

Achievements

- Positive client outcomes with young people having more positive relationships with families and engagement in education and employment. There have been several referrals from family members who have friends who have engaged with the Lifeline youth support worker and have recommended contact.
- The youth support workers have had close involvement with the Get set for Work programs in Roma for disengaged youth and adults. These programs provide training to existing clients, and ongoing referrals to the service of clients with varying degrees of support needs.
- The support of the youth interagency meetings, a youth specific group of community service agencies, created to specifically target and assist youth at risk and engage them in more than one support service. This group has seen an improvement in; information sharing, program successes, referral options and youth engagement.

Challenges

- The culture of alcohol (drug) abuse in rural communities among young men in particular.
- The remote towns of the Maranoa (especially Mitchell) have extremely limited options or services/agencies for youth to access, especially those who are disengaged from school. This makes referral options limited and requires more intensive case management support of youth worker as well as transport.
- Lack of alternative/specific services to refer clients to.
- Lack of alternative education/employment options for youth who have been expelled or are disengaged from school.

Future directions

- To establish an accessible literacy program that will help disengaged youth access employment and training
- To facilitate a life skills group – to be run once a week with the 16 to 21-year olds who at risk of disengaging from school and the community.

Funding Body

Department of Child Safety, Youth and Women

NDIS AND THE DEVELOPMENT OF TRANQUILLITY CARE SERVICES

THE TEAM

Manager
Melissa Volp

Service Coordinator
Paige Wilkinson – Toowoomba

Service Coordinator
Karen Parker - Warwick

Administrative Officer
Ashleigh Cranitch

Administrative Officer
Katrina Russell

Support Coordinator
Davida Melksham

Support Coordinator
Kelly Caton

Support Coordinator
Deanne Garrett

Support Coordinator
Logan Hunter (exited)

Support Coordinator
Leanne Weiland (exited)

Support Coordinator
Linda Saunders (exited)

FIN Coordinator
Saskia Smith

Team Leader
Tracey Wilkinson

Team Leader
Lawrence Volp

Team Leader
Vicky Cameron Smith

Team Leader
Amelia Wilkinso

DIRECT STAFF

Allanha Lobley
Amanda Budde
Andreya Kiesel
Anita Lawrence
Annabelle Espero-Beahan
Abraham Mabior
Andreya Kisel
Bernadette Hopkins
Bosco Oryem
Brett Stewart
Brittney Young
Brooke Chapman
Cara Price
Catheryn Faulkner
Chalena Griffin
Christine Hoey
Christine Peacock
Christopher Mcfeeren
Craig Scrivener
Darren Rabbit
David Edwards
Debbie Minnikin
Damon Cotter
Elaine Wenham
Elton Thompson
Eliza Ferreria
Eric Gosoe
Felicity Fryer
Gabbrielle Stark
Harjot Nandha(Minni)
Esther Wak
Jack (YI) Jiang
Jai Greenwood
Janinie Hodgen
Jane Shultz
Jazine Zerafa
Jeanette Leggatt
Jenna Thompson
Jennifer Walker
Joanne Green
Jeremy Olofsson
Joceyln Marquez
Katherine Willett
Letiesha Rose
Lousiana Pep
Madola Kachigamba
Margaret Otto
Nathan Carlson
Nishani Kuramasinghe
Paul Andrew Gale
Paul Minnikin
Penny Hooper
Raelene Billsborough
Richard Main
Robyn Boldiston
Rodger Murray
Stewart Miratana
Samantha Harrower
Samantha McMartin
Scott Elfverson
Shelley Padget
Susan Cathcart
Thomas Wiersma
Thusitha Lakmalie Solangaarachchie
Tobias Howard
Trica Barlow
Wendy Watkin

Participants by service type

Financial Intermediary/Plan Management

- 130

Support Coordination

- 99

Direct Support

- 72

Achievements

- The National Disability Insurance Scheme (NDIS) is all about Participants' achieving their life goals. This may be entering employment, receiving supports to go on a holiday, setting up supported independent living, or just accessing the community more. We support our participants to achieve these goals every day and we feel we are blessed to be able to be involved and witness our participants developing the best life possible.

- As the NDIS matures the mechanisms and processes for making sure peoples' plans meet their necessary and reasonable needs are stabilising. We have supported several participants to achieve increased support and additional funds. These have included one-to-one supports for a number of participants, increased community access funding and increased therapy supports.
- We have achieved in terms of both financial (turnover) and in terms of participant numbers a level of growth beyond our projections. TCS has achieved in 2.5 years a level of growth we had expected at the beginning of the fifth year, this is an achievement the TCS team is very proud of and we look forward to our next year to see what it brings and how many more participants we can assist with their NDIS journey.

Challenges

- Balancing Workloads - We continue to be challenged by having to balance the workload of our team leaders and support coordinators while managing the growth rate and delivering the best service possible.
- Workplace environment -While basing our services from the Distribution Centre has facilitated our early growth the inability to have our participants living with mobility issues visit us on site (due to the stairs) is a growing issue. While we make other arrangements and often visit participants in their home or the community, ideally we would like to be able to meet with our participants and potential participants in an accessible space, this is also important as we would like to ensure we are providing a workplace where people living with a disability could also work from and assist with capacity building.
- Transport – several participants are requiring transport. Whilst our staff use their own cars to assist at times, some participants require a car that is accessible to our participants with mobility issues. Needing assistance with transport is a significant barrier for several of our participants.
- As our provision of direct services has developed, the need to expand our on-call support for staff supporting participants outside business hours has also increased.
- NDIA – The scheme and the agency continue to evolve; the ongoing and sometimes significant change is an ever-present challenge. This presents as difficulty with our operations and difficulties for our participants as they attempt to navigate the still developing scheme.

Future directions

- New Pods - Further development of our pod model (groups of participants and their staff working with a key coordinator) which has been very successful in Warwick. This will include the management of on-call, rostering and timesheet approval as the coordinators that understand the needs and goals of the participants best are those that work with them every day.
- Respite/short term accommodation is a growing unmet need in in the whole South West Queensland region.
- Daily capacity building program – another area where we can have an impact with participants developing living skills.
- Activities program – offering different activities regularly - woodwork, painting, beading, music program, cooking and basic computer skills.
- Employment support – assisting to enter employment, assisting with supervision whilst on the job.
- Facebook page – A TCS Facebook page for our participants and families to be a part of this social media platform would be beneficial to us to promote inclusiveness, advise what we do, important events, achievements and celebrations.

Finally, I would like to thank our participants and their families. We always acknowledge that you have chosen us to provide your service and we never take the choice for granted. I would also like to thank the TCS team - without your dedication and professionalism none of what has been achieved this year would have been possible.

NEW ACCESS ROMA

Service Profile

New Access program provides Low Intensity Cognitive Behavioural Therapy (LICBT) interventions to people with mild to moderate depression and/or anxiety. Low intensity Cognitive Behavioural Therapy Coaches are based in Charleville and Roma on a part time basis.

THE TEAM

New Access Worker
Brad Graham

Achievements

- The New Access role has become an important role in the community. Referrals come from numerous agencies, GPs, families or individuals
- Building networks and stakeholder relationships to assist the community with referrals in St George, Roma, Mitchell, Charleville and Cunnamulla. These Networks take time to build and referrals are slowly growing.
- Positive client outcomes have an impact on all the relationships surrounding the client.

Challenges

- Distance to travel throughout the region.
- Confidentiality in remote towns.

Future directions

- To establish a mental health awareness program based on CBT and Positive Psychology
- To continue to improve community knowledge and awareness about New Access and its place in the mental health system.

Funding Body

RHealth

PARTNERS IN RECOVERY (PIR)

Partners in Recovery (PIR), a Commonwealth funded program, supports people with severe and persistent mental illness with complex needs, and their carers and families. Since the program started in 2013 PIR has worked alongside approximately 1016 people navigating their recovery journey. Recovery is possible for everyone, it is a process through which people can improve their health and wellness, live a self-directed life, and strive to reach their full potential.

THE TEAM

Manager
Jodie Edge

Regional Coordinator
Lucille Hill (exited)

NDIS Transition Support
Karissa Davey/Bryant (exited)

Five Consortium Members have worked closely with the lead agency to deliver the PIR program. They include CatholicCare Social Services, Centre for Rural and Remote Mental Health, RHealth Limited, Richmond Fellowship Queensland and Toowoomba Clubhouse. A team of 18 Support Facilitators working for Consortium Members are situated in Toowoomba, Warwick, Goondiwindi, St George, Chinchilla, Roma, Charleville and Kingaroy.

Achievements

DDSWQ PIR supported 326 people with severe and persistent mental illness across the region during this period. Our focus is to transition people into the NDIS. At the end of June 2018 238 PIR participants were assisted to apply for the NDIS by their PIR Support Facilitators and 95 participants now have NDIS Individual Funded Plans. Through gaining access to the NDIS people will be assisted to achieve their goals. This may include greater independence, community involvement, employment and improved wellbeing.

Challenges

There has been a change to services offered for people with severe and persistent mental illness. This is due to the introduction of the NDIS which is a major, complex national reform, the largest social reform since the introduction of Medicare in 1984. Given the size, speed and complexity of the reform, it is inevitable that there will be transitional issues with the rollout.

Future directions

Final day of PIR operations took place on the 30th June 2019. Ongoing support for people will continue through other avenues. To find suitable support for people with severe and persistent mental illness contact Health Service Navigators 1300 012 710.

Funding Body

Department of Health (Commonwealth)

POSITIVE RELATIONSHIPS PROGRAM

Service Profile

The Positive Relationships Program aims to strengthen relationships, support families, improve children's wellbeing and increase participation in community life to strengthen family and community functioning, and reduce the cost of family breakdown.

"Our greatest ability as humans is not to change the world; but to change ourselves"- Mahatma Gandhi

THE TEAM

Counsellor
Cath Leask

Counsellor
Katrina Marsh

Counsellor
Stephen Belesky (Acting)

Counsellor
Kim Coleman (Acting)

Achievements

- Self-referrals into the program remain high, and would be due, in part, to Lifeline Darling Downs' continuing high profile within the Toowoomba and South West region.
- Geographic catchments for the program have included Toowoomba, Warwick and Dalby.
- The establishment of "partnership based" reciprocal referral arrangements with partner agencies that service like target groups i.e. Mercy Community Services, Act 4 Kids, Uniting Care, Catholic Care and Multicultural Development Association has enabled the program to offer a "wrap around" service model. This approach has allowed the program to focus upon foundational relationship work with clients while also ensuring other needs in the areas of mental health, domestic and family violence, family separation and child safety are met with the right service at the right time.
- The program has also begun to engage in group work within the community, beginning with the successful delivery of a five-week relationship skills program at Toowoomba called "Better Relationships". Feedback has been positive from participants and Toowoomba Clubhouse staff with further workshops being planned into the remainder of 2019.

Funding Body

Department of Social Services (DSS)

RURAL FAMILY COUNSELLING SERVICE (RFCS) CHARLEVILLE

Service Profile

The Charleville Rural Family Counselling Service enables vulnerable families to access counselling, advice, information, referrals and crisis intervention. It supports families to assess their circumstances, mental health and relationships, to make choices, decisions and plans for the future using a strengths based therapeutical approach.

THE TEAM

Rural Family Counsellor
Paula Boyle

Achievements

- Client numbers have significantly increased in outreach areas, with clients in Charleville, Morven, Quilpie, Mitchell, Thargomindah and Cunnamulla. Referral pathways to the service from these areas has improved considerably with other service providers recognising the valuable support the service offers.
- The program is extending its reach engaging with parents in these communities as it is no longer being seen as a youth counselling service.
- The service has implemented relapse prevention strategies to ensure clients are maintaining their counselling goals and outcomes. This has been successful with clients being able to competently utilise strategies and techniques provided during counselling to ensure long term mental health problem solving.
- Referrals have significantly increased - 41 families referred in the past 12 months.
- Implementation of a holistic approach when counselling youths which includes the participation of parents and schools in the therapeutic process to reinforce strategies and techniques within the home and school environment. Schools have welcomed this initiative as it generates communication and productive working relationships with the parents.
- High success rates and positive outcomes for clients with the majority of participants reporting improved quality of life and well-being.

Challenges

- Due to the increase in client numbers in outreach areas the time spent travelling has been considerable. This has resulted in a backlog of administrative tasks including keeping client files up to date and processing referrals in a timely manner.
- Due to the transient professional population it is extremely difficult to refer children for psychological assessment via Queensland Health.
- Limited referral pathways for clients who present with complex needs.

Future Directions

- Collaborate with other service providers to provide access to parenting programs.
- Explore the option of phone counselling for remote clients.

Funding Body

Department of Child Safety, Youth and Women

RURAL FAMILY SUPPORT DALBY

Service Profile

The Rural Family Support service engages and works with families who are at risk of involvement with the Department of Child Safety, Youth and Women (the Department) and with families who have exited from orders with the Department. Families present to the program with a huge variety of issues that can put pressure on family functioning if not addressed, including domestic and family violence, child development and behaviour management, suicidal ideation, local environmental impacts such as drought or loss of employment, budgeting and alcohol and drug use.

The program region covers areas including Dalby, Cooyar, Tara, Jandowae, Cecil Plains, Crows Nest, Jondaryan and within 12 kms of Toowoomba.

THE TEAM

Family Support Worker
Annette Jasinski

Achievements

- The service has supported 24 families this year consisting of 84 individuals. The family support program is able to work with a wide variety of carers, including parents, aunts and uncles, grandparents, kinship carers and step families. Over the course of this year, most families have been supported to meet the majority of their goals which has increased their capacity to make sustainable change.
- This service is offered and provided in the office, in the family home or in community. The service can receive referrals from many different sources such as self-referral, F&CC, hospitals, schools and Redbourne.
- The family support worker may use a variety of strategies and education tools when working with families, such as Circle of Security, Bringing Up Great Kids, Tree of Life, Stress Less, basic budgeting, healthy eating information, sand tray and play therapy and mindfulness parenting, which are all offered with a strengths-based approach.
- The upgrade to having laptops and a central database has led to a more streamlined service provision when case noting, referral and processes of family support work.
- This year has seen the inclusion of the family support worker role into the Children and Families team.

Challenges

Clients often present with multiple issues and it is sometimes challenging to work with a team of community stakeholders in order to create a supportive network. At times families can start to withdraw from supports as their situation improves and then re-engage when another crisis hits, making it difficult to complete the intended long-term goals.

Future directions

In response to the community need and the differing levels of engagement, an information program is being developed to be offered to early childhood educators and carers. This program will help them to recognise needs in the parent group with whom they have contact.

Funding Body

Department of Child Safety, Youth and Women

SAFE CONNECTIONS - ROMA, ST GEORGE, CHARLEVILLE, CUNNAMULLA AND SURROUNDING AREAS

Service Profile

Safe Connections is the first point of contact for individuals or families who require domestic and family violence or sexual violence support. This includes providing direct support services as well as working closely with local service providers to ensure a strong multi-agency response to those who are impacted by domestic and family violence and sexual violence.

The domestic and family violence, sexual assault and women's health and wellbeing service is central to a client's journey through the system acting as service navigator and key conduit for information sharing.

This program works closely with local service providers to ensure wrap-around supports are available in the communities throughout South West Queensland.

Support Services offered include:

- Domestic violence counselling
- Court based support services
- Perpetrator intervention programs
- Children's domestic violence counselling
- Sexual violence services
- Women's health and wellbeing

THE TEAM

Support Practitioner
Brian Shillingsworth

Support Practitioner
Catherine McQuillan

Support Practitioner
Julie Boulter

Support Practitioner
Kathryn Dries

Support Practitioner
Kymberley Monaghan

Support Practitioner
Nicole Robinson

Support Practitioner
Renelle McKellar

Support Practitioner
Robin Guinea

Support Practitioner
Scott Kennedy

Support Practitioner
Jacqueline McKellar-Garrett - exited

Support Practitioner
Madonna Price - exited

Support Practitioner
Ruth Moran - exited

Support Practitioner
Di Mahoney - exited

Support Practitioner
Leanne Fawcett - exited

Achievements

- Support provided to 313 clients in the space of 12 months.
- Successful delivery of Disrupting Family Violence Programs (perpetrator program) in three of the four service areas.
- Provision of Domestic and Family Violence month activities – candle lit marches, Women's Health and Well Being Days, Unwind with Wire workshops, community lunches and lighting towns up in purple.
- Delivered services in the most remote areas of Queensland – sometimes facing challenges such as flooded roads and creeks, dust storms, dirt roads and isolation.

continued overleaf

- Built positive relationships with Indigenous communities to gain cultural knowledge to assist when working with Indigenous clients.
- Consolidated outreach service provision to remote locations, such as Thargomindah, Quilpie and Tambo to provide a more consistent and efficient service to those communities.
- Built a reputation for Safe Connections as a respectful, fair and non-judgmental service which will work collaboratively with individuals, communities and other service providers.
- A significant number of referrals and supports provided to families experiencing domestic and family violence through multiple referral pathways working closely with Queensland Corrections, court officers, magistrates and the Queensland Police Service to build a collaborative approach to addressing domestic violence.
- Achieved success with respondents seeking to change behaviours to achieve family wellbeing.
- Provided clients the opportunity to learn and use new life skills.
- Attended professional development workshops and training to ensure skills are appropriate for the delivery of high-quality services.

Challenges

- Staff retention due to the intensive nature of the business.
- The extensive service delivery area.
- Cultural issues within the Indigenous communities that impact on engagement and continuation of program sessions.
- De-mystifing perceptions of a perpetrator to allow communities the opportunity to engage and identify issues within their families or friends.
- Referral sources for more complex cases (for example, psychologists) due to our rural and remote region. It should be noted that there has been an increase in the number of clients presenting with complex trauma.
- Maintaining perpetrator engagement.

Future directions

- Continued upskilling of staff enabling them to stay up to date with the current trends and issues.
- Ensuring our services continue to meet community needs.
- Secure funding for a Healing Journey event for Indigenous perpetrators which aims to get participants back to ancestral lands and communicates the message that domestic violence is not part of the Indigenous culture. This program will include perpetrators from Charleville and Cunnamulla and will include a walk between the two centres with camping, yarning circles and guest speakers.
- Facilitate additional group discussion sessions for perpetrators.
- Continue working in partnership with Department of Corrections, Queensland Police Service, Department of Child Safety, Youth and Women, Aboriginal Legal Service and other local service providers.
- Continue to develop strategic plans to maintain engagement with future clients to ensure effective service delivery.

Funding Body

Department of Child Safety, Youth and Women

ST GEORGE YOUTH SUPPORT PROGRAM

Service Profile

The St George based youth support service provides an information, assessment and referral service to target at-risk young people aged 12-18 years from the St George and Dirranbandi areas.

THE TEAM

Youth Support Worker
Tammy Wagner-Milsom

Achievements

- A strengthened relationship with Youth Justice and increased referrals received from them. There is no Youth Justice office in St George or Dirranbandi the youth support worker works closely with Youth Justice staff in Toowoomba to support young people on Youth Justice Orders. The youth support worker also participates in Youth Justice conferences and supports the young people with the goals set during these.
- The youth support worker regularly supports young people to complete their community service hours.
- **Youth Holiday Program** - A partnership between Lifeline, Queensland Police, Youth Justice and our local Rotary club facilitates this holiday program which consists of week-long activities for identified at-risk young people. This program includes clients from the St George Youth Support program, Youth Justice and the high school. Some of the outcomes achieved for participants include improved attendance rates at the beginning of every school term. Activities undertaken include healthy cooking workshops, Indigenous art workshops, fishing, traditional dance workshops, field trips out to significant Indigenous sites around the region and various sports. We have had great success with attendance and engagement with nearly all of the selected young people attending most days of the program.
- **Grief and Loss Workshop** - Developing a workshop for the youth in our community focusing on grief and loss, pathways to self-awareness, increased self-confidence and social functioning, helping your mates and accidental counselling. Working with Goondir Health Services and Wellbeing counsellor, Goondir Big Buddy and Drug Arm counsellors.

Funding Body

Department of Child Safety, Youth and Women

SUPPORTING CHILDREN AFTER SEPARATION PROGRAM (SCASP)

Service Profile

SCaSP provides a range of age and culturally appropriate interventions to support children and young people from separated families, as they experience issues related to the breakdown of their parents' relationship. The program provides opportunities for children to safely explore and express their thoughts and feelings about the circumstances in which they find themselves.

THE TEAM

Child Counsellor
Kellie McDonald

Child Counsellor
Sally O'Brien

Child Counsellor
Danielle d'Abadie (currently on maternity leave)

Achievements

- The team has continued to review, update and improve SCaSP processes and procedures. With SCaSP now experiencing a smoother-running and more efficient intake process following changes to the intake procedure. This is proving to be very beneficial for both staff and clients with increased levels of consistent engagement being one result of the changes.
- SCaSP counsellors received training for the Seasons for Growth program which is a psycho-educational program designed to assist children to adjust to change and loss. This training enabled SCaSP to offer the Seasons program to a group of children earlier this year. A parent education group was also designed by SCaSP and run simultaneously with the children's group, with the aim of educating parents about ways in which they can support their children's adjustment. Both the children's and parent's groups received positive feedback and SCaSP staff look forward to conducting more groups in the coming months.
- The re-introduction of groups and changes to processes and procedures have resulted in more efficient management of the waiting list so that children are no longer waiting for long periods of time before accessing counselling.
- SCaSP has compiled information packs for dissemination to local schools and other community organisations. These packs include information about the services offered by SCaSP, how to access the program and helpful information for parents and teachers including when to seek professional support for children.

Child-focused Circle Of Support

Challenges

- Staff are frequently challenged by parents having unreasonable expectations of counselling and lacking insight into their own part in often highly acrimonious parent relationships and their role in supporting their children after separation. SCaSP responds to this by providing parents with information packs, feedback and education as well as referrals into other counselling and support services as a parallel process to support the parents, their capacity to parent, and the whole family.
- SCaSP continues to see complex cases, with growing prevalence of mental health issues, sensory processing difficulties, domestic violence, parenting issues and child protection issues. This requires counsellors to channel significant additional time and resources into parent support and referrals, outside of the children's sessions.

Future directions

- SCaSP plans to explore opportunities to engage with Toowoomba's multicultural community and has started to plan ways to reduce barriers that may be reducing the likelihood of parents and children from CALD backgrounds from accessing SCaSP services.

Funding Body

Department of Social Services (DSS) (Commonwealth)

TOOWOOMBA HOUSING HUB

Service Profile

The Toowoomba Housing Hub is a one stop shop that acts as a foyer to the wider housing, homelessness and human services sector for people who are homeless or experiencing housing stress.

At the Hub there are a range of service providers available to help people seeking housing assistance, including staff from local homelessness services, housing providers and other community services. This is delivered by providing an assessment, referral and linking service that helps Hub customers improve their wellbeing and self- reliance, and access and sustain safe and secure tenancies.

Support includes information and advice, assistance applying for private rental properties, connection and coordination with other services, self-service stations with computers, printers, telephone, Wi-Fi and charging facilities.

THE TEAM

COO – Partnerships & Business Development
Rodney Watton

Staff from Lifeline Darling Downs and South-West Queensland manage the day-to-day operations.

Manager, Hub Integration Services
Helen McGrath

Lead Assessor
Anna Falconer

Indigenous Engagement Assessor
Karla Draper

Hub Assessor
Michelle Wiersma

Local Partners working in the Hub include:

Toowoomba and South-West Housing Service Centre

YellowBridge Queensland

Australian Red Cross

Ozcare

YWCA Queensland

St Vincent de Paul Society

United Synergies

Mission Australia

Agencies who provide their services direct from the Hub include:

TASC Advocacy Services

UnitingCare Financial Counselling Services

NEAMI – mental health services navigation

Achievements

- The Toowoomba Housing Hub is the first of its kind to be established in Queensland.
- The Hub opened during Homelessness Week on 8 August 2018 and has recorded over 3300 customer presentations.
- Significant housing outcomes have been achieved by a number of customers who have previously experienced long-term homelessness. This success has been a direct result of the person-centred and committed staff who have carefully built enduring relationships with people who have complex lives, enabling longstanding barriers to be addressed so that suitable housing options could be identified.
- The Hub has become well known in the Toowoomba community as a one stop shop for people who need housing support, largely built through positive word of mouth and through the Hub's exposure via its Facebook account.
- The Hub participates on a number of community committees and through those connections is now established as a key point of referral for agencies who need advice, assistance and support for their own clientele.
- The Hub participated in the Homelessness Week expo, with staff directly contributing to raising awareness of the issue of homelessness and fundraising to support people experiencing homelessness through the Homelessness Week Sleep Out event.
- The learnings from the Hub's model of customer response has heavily influenced the transformation of the Department of Housing and Public Works housing service delivery.

- Hub partners are leading a number of significant innovative collaborations, including a Youth Homelessness Roundtable addressing the wicked problem of youth homelessness, a shared community response to support rough-sleeping people, a shared tenancy housing model for young people (SPIN) and participation as a member of the Safer Toowoomba Regional Partnerships.
- The Department of Housing and Public Works has confirmed its commitment to LLDDSWQ as the Community Connections Partner, extending a contract offer for a further 12 months to June 2020.
- A promotional video has been developed to introduce the Hub, featuring Hub customers and their life story. The promotional video is now widely used to help people understand the Hub's origin, it's no wrong door and person-centred philosophy and its warm, welcoming and flexible space design.
- The Toowoomba Housing Hub was privileged to be showcased in the 2019 Annual Forum of Institute of Public Administration Australia as a case study example of the future of public purpose work in action, creating positive change by working for with shared purpose. The Hub was represented by both Helen McGrath and Rodney Watton in conjunction with Simon King, Manager of the Toowoomba and South-West Housing Service Centre.

Challenges

- Over the past 12 months, Toowoomba has experienced a downturn in availability of budget accommodation options and has limited low cost private rental properties. This places stress on people in receipt of very low incomes or New Start allowance and increases the risk of people becoming homelessness.
- The Hub staffing model is resourced by government and non-government agencies who contribute staff on a goodwill basis. Due to competing and increasing organisational pressures of partners operating with limited resources, this model is not sustainable and requires a review of contractual deliverables for funded partners, ensuring a direct line of sight to the Hub.
- The capacity of partner organisations to respond timely to Hub referrals is increasingly challenged in an environment of increasing demand for support services due to complications and complexity of peoples' lives impacting on housing stability.

Future Directions

- A number of people are not able to access the Hub in person and require outreach to bring Hub services to them. Current Hub resourcing does not allow this option and needs to be considered in planning for future growth.
- Phase 2 of the Hub's development will incorporate co-location with the Toowoomba & South-West Housing Service Centre. This is both an opportunity for service delivery integration and a challenge to ensure that the identity of the Hub as a community driven place-based response remains strong.
- Hub data and learnings will provide an ongoing opportunity to influence service delivery integration across housing, homelessness and human services, and in particular identify gaps in service delivery for vulnerable people.

Funding body

Department of Housing and Public Works

BUSINESS SERVICES

Angela Klein - Manager

Service Profile

The Lifeline Darling Downs and South West Queensland Ltd (Lifeline Darling Downs) Business Division currently employs 60-70 paid staff and is supported by 350 dedicated and valued volunteers who donate more than 15,000 hours of their time annually. The business operations components include:

- Sorting Division (paid staff, volunteers and work placement participants)
- Retail stores – 15 across South West Queensland
- Return-it sites - in Toowoomba and Dalby
- Export
- Distribution Centre (Toowoomba based)
- Administration (based at the Distribution Centre)
- Transport and Logistics
- Free furniture pick-up service
- Recycling and waste management
- Special events
- Volunteer management
- Work experience and return to work programs
- Skill based funded traineeship programs (Skilling Queenslanders for Work)
- Social justice programs and school-based placement programs

Current income generating outlets

Category	Shop Name
Bookshops	Never Ending Stories Shop
	Emporium Books
Toowoomba Shops	Anzac Avenue Shop
	Emporium Shop & Bookshop
	Perth Street Shop
	The Range Shop
	Wilsonton Shop
	Wyalla Plaza
Furniture & Collectables	Herries Street Superstore
Recycling	Return It - Toowoomba
	Return It – Dalby
Country Clothing Shops	Charleville
	Dalby
	Oakey
	St George
	Stanthorpe
	Tara
	Warwick

NB Smart Tip closed 23 Dec 2018

Overview

2018/2019 has been a challenging but successful year for the Business Division with sales turnover for the financial year in excess of $4 million.

Thanks go out to our dedicated shop managers, staff and our wonderful volunteers who are the face of Lifeline and continually improve their retail sites, raise funds and provide quality customer service. The shops are also a training facility for many unemployed people and a hub for social interaction. Our country outlets support social inclusiveness in rural and remote areas.

The need to continue to raise funds for the organisation continues to be the focus of the retail division. This must be balanced against increasing operational expenses and the costs of being legislative compliant as well as maintaining the 'community' type functions that the stores fulfil. Our retail shops remain profitable even under the changing scope of retailing where technology and online buying has a direct impact on brick and mortar outlets. We continue to look for opportunities for our shops to capitalise on new technology.

Sorters

Our sorters have the ongoing and undervalued task of sorting through tonnes of donated items and categorising products to achieve the highest value for each item. Our retail division relies heavily on the skills of our sorters to ensure high quality goods are provided for resale in our shops and for our export customers while minimising waste for landfill. With over 1000 boxes of stock being produced for our retail outlets on a monthly basis, our key to continued performance is supplying the right product to our Lifeline customers. The Lifeline National Strategic Review Committee stated that: "Sorters are the key to clothing sales".

The quantity of donations has remained constant however with the 'fast fashion' era, the quality of garments has declined. We now operate in the same retail environment as some of the larger department stores and are in direct competition with Kmart (in particular) which has captured the retail market with low cost homewares and fashionable goods at low cost prices.

Retail

Special thanks go to Barb Dallinger our Retail Coordinator who manages the operational and staffing needs of our retail and sorting division. It has been a busy year and, although she has faced many obstacles in the retail framework, her passion for Lifeline and her role continues.

Buying online, selling online and giving away to others on community Facebook sites has impacted donations to Lifeline. The proliferation of smart phones means that it is now even easier to sell goods online. Facebook has now overtaken Gumtree as the preferred site to sell goods. Cash shop retailers such as Cash Converters have also taken a direct hit as consumers are now able to sell their items without using a third party.

Export

Our export markets have seen solid growth over the past financial year. This financial year we produced and sold over 350 tonnes of product to various export markets. This product, which is unsaleable through our shop network, raised a profit of $90,000 but also saved $35,000 in waste to result in a net worth of $125,000.

Distribution Centre

The Distribution Centre cannot operate effectively without strong coordination and for this I thank our Distribution Centre Coordinator Stephen Pennells. Without his leadership and exceptional organisational skills, the day-to-day operation would not run as efficiently as it does. My sincere appreciation also goes out our Distribution Centre administration team who manage our administration requirements and to our warehousing staff who provide the foundations of our fully functioning facility. This team of staff ensures the smooth running and harmonious working environment of our transport and logistics division.

Transport and Logistics

We are extremely fortunate to have a truck fleet that complements our work. Our drivers are the face of Lifeline when they are on the road picking up goods from the general public. We are blessed to have highly skilled drivers on staff. Our staff conduct approximately 2,000 collections from private homes each year.

Distribution Centre Fleet

Work for the Dole / Work Placement

This year we were once again funded through Best Employment to place job seekers in roles where they can gain skills and experience within the Business Division. Nathaniel Dallinger, our Work Placement Coordinator, successfully managed over 300 individual participants. Other work placement participants came from other job agencies, return to work rehabilitation, disability services, school groups and community service participants. The total labour hours contributed as a result of these programs were in excess of 25,000 hours.

This year, we also introduced the Supervisor Attendance App (for mobile devices). This app supports a direct link with Best Employment and Centrelink and enables reporting on daily attendance of participants. This allows for more accurate and current attendance information to be provided to Best Employment and Centrelink in relation to attendance. This has also positively impacted the total hours contributed over the last financial year.

The most significant change to Work for the Dole this year were the increased weekly requirements for participants.

Age Group	Old requirement/ week	New requirement/ week
18-24	25hrs	25hrs
25-55	15hrs	25hrs
55-65	10hrs	15hrs

continued overleaf

School Programs

- St Mary's – 20 x Year 9 students and 20 x Year 11 students attended Distribution Centre and stores for their Social Justice Charter placement
- Downlands College – 15 x Year 11 students attended Distribution Centre for their Social Justice placement
- Christian Outreach College – 20 x students attended the Distribution Centre

BOOKFEST

First weekend in March every year

Bookfest achieved over $74 000 in sales in 2019.

Many thanks to all the volunteers that make this event possible. Many behind-the-scenes volunteers work all year round to ensure this event is a success and should be commended for their continued commitment. Without their work throughout the year, this event would not be possible. For the event itself over 100 pallets of books were unloaded and categorised onto tables.

We also received significant support from local business which assisted to keep the expenses down.

Plastic bag ban

Queensland introduced the ban on plastic bags on 1 July 2018.

Wilsonton Shop Reopening

Following a heavy downpour of rain in November 2018, the Wilsonton shop was forced to close its doors due to flooding which entered via the roof.

Following the clean-up, we relocated the inside the shopping centre as a temporary shop. As the shopping centre was undergoing major construction and we were aware that at some time our beloved shop would be demolished, negotiations began for a permanent Lifeline shop for inside the centre. The new shop was launched with a grand opening on 11 March 2019.

Retail Trainee: Samantha Stead at the Oakey shop

Employment Project Funding – Skilling Queenslanders for Work

Lifeline was successful in securing funding for two traineeship employment projects this financial year.

Retail – 12 full-time trainees for six months $255,000

County shops retail traineeships for Charleville, St George, Dalby, Warwick, Stanthorpe and Oakey.

Business - eight full-time trainees for six months $175,200

Two trainees for administration at Head Office and six for the Distribution Centre.

Total funding $430,200 (excluding GST) = 20 full time paid trainees for six months.

Lifeline Smart Tip Shop – The end of an era

Sadly, after almost 15 and a half years our Materials Recovery Services contract with the Toowoomba Regional Council (TRC) ended at 5.00pm on Sunday, 23 December 2018. Toowoomba Regional Council awarded the tender for the next five years to Resource Recovery Australia.

Lifeline Business Division is very proud of our time as the Material Recovery Services contractor at the Greater Waste Management Facility in Toowoomba.

Lifeline acknowledges our staff and volunteers both past and present for their work and dedication to making this facility successful at so many different levels. We also wish to acknowledge our customers who have supported us faithfully during these many years.

The new face of recycling – Containers for change – Container refund scheme

Prior to the start date of 1 November 2018, Lifeline was well involved in negotiations with our partnership with Return It to open a container collection and sorting site in Toowoomba as a means to raise additional funds for Lifeline Darling Downs. This new initiative had the potential to raise the profile of Lifeline not just as op shops to derive our income to deliver our community services, but to extend our recycling income streams.

Lifeline opened the doors to the new site located within the Lifeline Perth Street site on the official start date on 1 November 2018.

Luckily, it was a slow start on the first day as we processed 4,316 containers whilst we were learning the operational requirements for the site. By 2 January 2019, we processed over 55,000 containers in one single day. Our current daily record sits at 67,000 containers in one single day. This site has now processed well over 5 million containers. The site for the period of November 2018 to the end of the financial year, returned a profit to the organisation of over $100,000.

Dalby Site - On 3 June 2019, Lifeline opened our second container deposit site at 31 Nicholson Street, Dalby. A full-time manager, a part-time assistant manager and a casual staff member were employed to operate the site. The site has been handling between 10,000 to 20,000 containers a day since opening its doors.

Community Collections – the next phase
Forming partnerships with donors that will donate their containers to Lifeline is the next phase for the Return it sites. These collections not only yield cash donations for the 10 cents refund, but Lifeline also receives the handling fee. Over $4,000 has been donated to Lifeline through direct donations.

Beef City Newsletter

Containers for change – Lifeline bins

These collection points have been placed at Beef City so we can all do our part for the environment and the community these essential services support. Every single recyclable item will be cashed in and all proceeds will be donated to Lifeline which helps support people in the community.

Donors can donate to Lifeline. Lifeline number is C 1000 4170.

Pat Holmes from Beef City showcasing the collection bins.

Staff Milestones

Years of Service	
10 Years	Alan Bradley Sharon Knight
15 Years	Narrelle Monaghan
20 Years	Tania Griinke
25 Years	Helen Lynam

Achievements

- All of our trading outlets are profitable and contributing to the financial wellbeing of our organisation.
- Successfully exporting surplus unwanted stock to overseas markets (350 tonnes of product diverted from landfill).
- Continuing to provide onsite training to unemployed participants.
- Operating successful fundraising events.
- Low turn-over and long serving staff.
- Workplace training for all business division staff.
- Continued funding for traineeship programs which boast employment outcomes of 75% (against a KPI of 55%). This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative.
- Continued ability to effectively manage large quantities of donated goods.
- We are a respected second-hand recycling and retail provider operating 17 sites in Toowoomba and throughout South West Queensland.

Challenges

- Generation of additional income each year so we can continue to balance the budget as expenses continue to rise.
- Maintaining our fleet to ensure vehicles remain reliable, presentable and cost efficient.
- Enhancing the quality and quantity of donations.
- Restorations of donation bins to ensure high quality collection facilities in public spaces.
- Competing with on-line sales – via Facebook/Gumtree/eBay.
- Ensuring we are a donor of choice.
- Reducing waste and increasing recycling.
- Increasing furniture donations for future sustainability.
- Seeking reductions in expenses including electricity, rent, waste and repairs.
- Sourcing new product at cost competitive rates for resale in outlets.

Future directions

- Provision of ready programs that provide skills and work experience opportunities.
- Development of a social enterprise focusing on upcycling of unsaleable products.
- Continuing to explore options for the expansion of the retail network.
- Utilising Office 365 in retail outlets to increase the accessibility for staff, volunteers and workplace participants to online training programs.
- Continue to buy in new product that fills gaps in our supply chain and/or derives a profit margin for the retail division.
- Build on the Lifeline brand and educating donors on what products to donate, how to donate and where to donate. "Make your donation count" – reinforced through media and communication strategies.
- Increase recognition that Lifeline retail outlets are social enterprises and market the benefits they bring to the community.
- Increase recycling opportunities to reduce waste costs and minimise landfill.
- Achieve operational effectiveness by reviewing process and production.
- Continue to train and support our staff/ volunteers who are the drivers of our business.

One of the key tasks in our vision is to have planned opportunism. This is a recognition that the future has unpredictability which can be shaped by changes that are often out of our control.

To respond to this, we need to manage change and have the flexibility to recognise opportunity and respond when it comes along. Many business directions have come from opportunities to which we have responded. To grow the Business Division into the future we must be open to early signs and changing trends and then have the adaptability to capitalise on changes to demographics, technology, customer needs, and environmental and regulatory shifts.

In closing

I would like to thank all the staff and volunteers of the Business Division. I am blessed to work with people who have a great dedication and commitment to Lifeline Darling Downs and the work we do. Our staff have a belief in and connection to the work that we do which enriches not only our own lives, but the lives of others in the community who we may never meet.

SUBMISSIONS

Louise Kennett - Manager Submission Writing

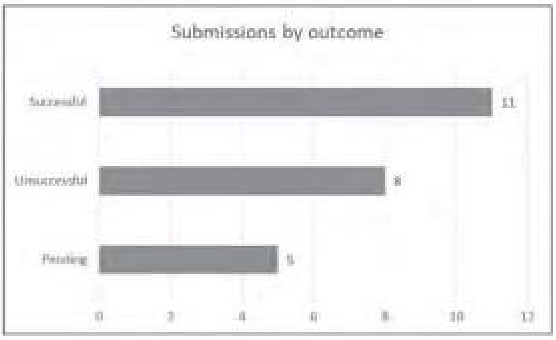
During my two years in the role of Manager Submission Writing at Lifeline Darling Downs and South West Qld Ltd (Lifeline Darling Downs) I have worked to build strong relationships with staff across the organisation and to gain a good understanding of our work throughout the Darling Downs and South West Queensland. During this time our team at Lifeline Darling Downs has embedded some great processes to enhance our ability to secure grant funding.

My role includes ongoing consultation and liaison with the Executive Management Team, managers and staff to:

- Identify grant opportunities that conform to our strategic objectives;
- Review current funding to identify and proactively address future gaps;
- Confirm that the organisation has the capacity to deliver the outcomes associated with potential grants; and,
- Communicate funding opportunities and develop proposals.

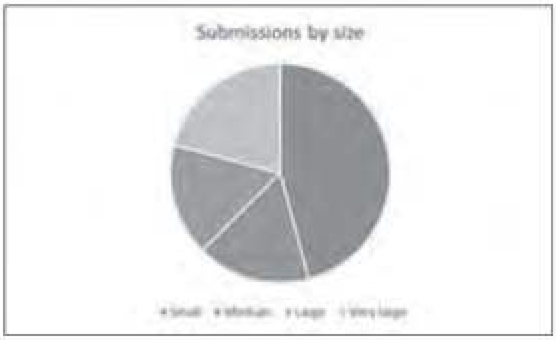
Achievements

During the 2018-19 financial year, total funding requested was in excess of $4.1M with $3,837,672 secured (compared to a requested $13.6M with $6,456,297 secured in 2017-18 and $11M with $1.1M secured in 2016-2017). A total of 24 submissions were lodged. This represents one less grant than the 2017-18 financial year and four fewer than the 2016-2017 financial year.



Funding ranged from:

- $1.2M from the Darling Downs and West Moreton Primary Health Network for the Community Connections program, to:
- $2,500 from the Department of Aboriginal and Torres Strait Islander Partnerships for the Cunnamulla in Focus project



Additional grants were awarded for:

- A project for 12 trainees to undertake work experience in six Lifeline retail outlets while completing a Certificate I in Retail Services (Skilling Queenslanders for Work);
- Renewed funding for Supporting Children after Separation, Financial Counselling for Problem Gambling, and Financial Counselling and Financial Capability (Commonwealth Department of Social Services)
- The installation of safe and secure fencing at the SafeStart site (Stronger Communities Program); and,
- Ongoing funding for three years for the Creative Coping program delivering skills training to improve symptoms and functioning for people with mental health concerns (Darling Downs and West Moreton Primary Health Network).

I was invited to participate on a panel on grants and fundraising at the 2018 National Association of Charitable Recycling Organisations (NACRO) conference in October 2018. I was also asked by the Department of Education and Training to deliver a grant writing workshop for 35 regional Youth Support Coordinators and teachers.

With Nevo Zisen at Rainbow Connections

One of the best things about my role is being able to see the results of funding we are awarded and how this translates to the provision of support and services. This financial year I was able to witness the impact of grant funding firsthand as I had the privilege of participating as a member of a passionate working party to organise and hold the Rainbow Connections event funded by Perpetual Trustees and the Darling Downs and West Moreton Primary Health Network.

I also worked with Kirsten McGovern and our grant partners at Agforce to organise and attend five community events funded by the Tackling Regional Adversity through Integrated Care (TRAIC) program.

With Kirsten McGovern at the TRAIC Event in Warra

Petero Civoniceva at the TRAIC Event in Warra

Challenges

While Lifeline Darling Downs has a strong reputation and excellent teams who consistently meet (and exceed) funding expectations, finding suitable grant funding opportunities remains a constant challenge. Competition for grants is fierce across the sector and funding is often diverted to address emerging needs or new priorities (such as natural disasters). I will continue to work with our staff and partners to identify appropriate funding opportunities.

FUNDRAISING & MARKETING

Kirsten McGovern - Manager Fundraising & Marketing

The Fundraising and Marketing Department has had a very exciting and successful year.

The year commenced with a joint promotion 'Shanks for Lifeline' with the City Golf Club, the Toowoomba Sports Club and Club Glenvale. One dollar from each shank meal sold in July and August was donated to Lifeline Darling Downs. We received great exposure throughout the venues and in the media, which gave us the opportunity to promote what we do. The promotion raised $2,300 for our emergency relief program.

In September we held our annual Out of the Shadows event to mark World Suicide Prevention Day. This year we held a candlelight vigil on the grounds of the Empire Theatre. Mayor Councillor Paul Antonio spoke on the night with several councillors also attending. The event is an important one on our calendar as it brings the community together to raise awareness, remember those lost to suicide and unite in a commitment to prevent future deaths by suicide.

In October we held Unleash the Beast on World Mental Health Day in partnership with well-known local author Emma Mactaggart. We had over 20 writers come together and provide in-conversations about mental health across a variety topics to over 2,000 attendees, a Lad's Lunch that raised $30,000, 21 cafes providing goods with proceeds going to Lifeline Darling Downs and a comedy show to finish off the day. All this in just one day! It was wonderful to see celebrities such as Ray Martin, Peter FitzSimons and Mia Freedman throw their support behind this initiative. Whilst we received fantastic media coverage on the day, more importantly the conversation about good mental health continued well after the event. We recorded all the day's sessions which have since been uploaded to our YouTube channel making the sessions a valuable resource available to all members of the community.

We also held our first ever Op Shop Bus Tour during the month which saw guests visit several our retail shops with lunch at the City Golf Club. The tour was designed to showcase our shops and was held during national Op Shop Week.

The annual Loads of Love appeal launched in November in the lead up to another busy Christmas period. The appeal is run in conjunction with Civic Assist and Heritage Bank each year and in 2018, 22 tonnes of non-perishable food items were donated which was a fantastic result. This allowed us to assist more than 1,670 people over the Christmas period.

As we have done for the past 16 years throughout December, we worked alongside the Lions Club of West Toowoomba to make Christmas Wonderland the wonderful community event it is. There was great celebration during the month when the one millionth gold coin was donated. This year we received $28,000 as one of the major beneficiaries, as did the Toowoomba Hospice and the Toowoomba Hospital Foundation.

In February, we held a Past and Present Board Members Lunch at beautiful Preston Manor. It was wonderful to welcome so many past supporters of the organisation and gave us the opportunity to let inform them of what we are achieving. We were delighted to be named a beneficiary of the Elders Rural Service Australia BBQ which saw us receive $20,000 for drought relief which was a great result.

The annual Chronicle Lifeline Bookfest was held in March where we recorded sales of over $74,000 in the two days which is an outstanding achievement.

In April we hosted our first ever fundraising dinner in over 30 years. Our theme was Return to the Titanic and saw our guests dress up in the style of the era, many of whom had purchased items from our retail shops. The evening was a great success raising over $16,000 for our drought and counselling services.

Events continued throughout May as we hosted Rainbow Connections, a free one-day event designed to promote regional action on LGBTIQA+ issues. We engaged several interstate speakers who presented on a variety of topics. This event was funded by Perpetual Trustees and the Darling Downs and West Moreton Primary Health Network.

We also hosted four community events in partnership with Agforce which were funded by the Tackling Regional Adversity through Integrated Care (TRAIC) program. The events featured well renowned professional rugby league player Petero Civoniceva who spent time with guests and spoke about his journey with a focus on mental health. The events were held in the drought affected areas of Warra, Stanthorpe, Kingaroy and Proston and were designed to encourage the community to get together, socialise and find out where mental health services are available.

In June we received the largest donation of non-perishable food items ever from Centenary Heights State High School Interact Club. Through their 16th annual Lifeline Can Appeal the students donated 8,365 items to our emergency relief program. This allowed us to support struggling individuals and families with food parcels during the winter months.

Throughout the year we had the pleasure of working with Cheap Cars Toowoomba who kindly donated three second hand motor vehicles to people in need. Thanks to our connection in the community we were able to assist Les and his team by identifying suitable benefactors. It was a wonderful initiative and one we were delighted to be involved with.

Morgan Ruiz, Cheap Cars Toowoomba and Derek

Challenges

The Fundraising and Marketing Department continues to face the same challenges in the local fundraising market as in previous years. Several our competitors have expanded in the past twelve months and increased their activities putting further strain on our ability to collect donations. The effect of the drought has been felt as previous supporters are just not in a position to support the organisation at the moment. Our key message remains the same in that we are a local charity helping our local community. We continue to promote the fact that the funds we raise stay in our region, for our region and position ourselves as the charity of choice across the Darling Downs and South West Queensland.

Future Directions

In the 19/20 financial year we will continue to increase our brand awareness and boost the number of fundraising activities to grow donations. Greater exposure will lead to further support and opportunities. Key to the Fundraising and Marketing Department is building relationships with corporate and individual donors where we can then work collaboratively to achieve great results.

Lifeline
Darling Downs &
South West QLD Ltd

FINANCIAL STATEMENTS & AUDITOR'S REPORT

FOR 2018/2019 FINANCIAL YEAR

Lifeline Darling Downs & South West QLD Ltd
Statement of Financial Performance
For the Year Ended 30 June 2019

	Note	2019 $	2018 $
Income			
Gross Sales		4,452,564	4,590,737
Less: Cost of Goods Sold			
Opening Stock		910,347	859,848
Purchases		109,018	92,422
Freight & Cartage		2,000	5,000
		1,021,365	**957,270**
Closing Stock		872,311	910,347
		149,054	**46,923**
Gross Profit from Trading		**4,303,510**	**4,543,814**
Other Income			
Donations		307,065	623,576
Fees & Charges		176	12
Profit/(Loss) on Sale of Assets		17,851	17,991
Increase/(Loss) on Shares		453	354
Grant Revenue		9,041,786	6,508,347
Interest and Dividends		46,956	53,813
Income from Services		3,750,829	1,484,746
Reimbursements		140,756	138,155
Rental Income		26,096	8,700
Training Income		50,177	29,733
Total Income		**17,685,655**	**13,409,241**

The accompanying notes form part of this financial report

Lifeline Darling Downs & South West QLD Ltd
Statement of Financial Performance
For the Year Ended 30 June 2019

	Note	2019 $	2018 $
Expenditure			
Advertising & Promotion		160,479	59,291
Assets Purchased < $5000		190,708	127,307
Audit Fees		32,355	25,665
Bad/Doubtful Debts		19,566	(5,230)
Bank Charges		30,804	20,220
Cleaning		124,259	114,039
Client Support Services		383,888	280,379
Computer Expenses		255,773	196,779
Consultancy Fees		2,308,168	2,323,436
Depreciation		300,749	269,005
Donations		3,934	2,890
Dumping Fees		70,279	60,833
Electricity		82,024	75,346
Equipment Hire/Lease		6,421	6,622
General Expenses		196,243	40,455
Insurance		55,696	44,816
Interest		35,439	36,382
Legal & Other Settlement Costs		16,008	12,233
Management Fees		95,332	89,263
Motor Vehicle Expenses		403,212	291,110
Postage, Printing & Stationery		153,429	113,464
Rates		35,552	28,573
Rent		827,593	813,023
Repairs & Maintenance		151,986	124,373
Salaries, Wages & On Costs		10,393,143	6,959,943
Subscriptions		51,076	48,653
Superannuation		868,875	612,920
Telephone		88,925	123,727
Training & Development		236,242	190,443
Travel & Accomodation		195,104	93,562
Volunteer Costs		16,409	17,609
Total Expenditure		17,789,671	13,197,131
Profit/Loss before income tax		**(104,016)**	**212,110**
Income Tax Expense		-	-
Profit/Loss after Income Tax		**(104,016)**	**212,110**
Other comprehensive income			
Items that will not be classified subsequently to profit or loss		-	-
Items that will be reclassified subsequently to profit or loss when specific conditions are met		-	-
Total comprehensive income for the period		**(104,016)**	**212,110**
Total comprehensive income attributable to members of the entitiy		**(104,016)**	**212,110**

The accompanying notes form part of this financial report

Lifeline Darling Downs & South West QLD Ltd
Statement of Financial Position
For the Year ended 30 June 2019

	Note	2019 $	2018 $
Current Assets			
Cash and Cash Equivalents		3,820,512	3,297,780
Debtors	3	198,377	46,995
Prepayments		31,226	3,503
GST Refundable		17,915	17,667
Other Income in Arrears		174,188	42,682
Stock on Hand		872,310	910,347
Total Current Assets		5,114,528	4,318,974
Non-Current Assets			
Investments in Listed Entities/Managed Funds		20,091	24,730
Land & Buildings at Valuation	4a	6,338,804	5,879,096
Plant, Equipment & Motor Vehicles at cost	4b	537,593	551,191
Total Non-Current Assets		6,896,488	6,455,017
Total Assets		12,011,016	$10,773,991
Current Liabilities			
Income in Advance		9,289	159,183
Unspent Government Grants		1,231,504	718,339
Trade Creditors		581,528	483,068
Accrued Expenses		486,784	357,945
Loans - Westpac Bank		216,968	119,450
Provision for Officers Indemnity		5,000	5,000
Provision for Annual Leave		599,144	426,356
Provision for Toil Leave		39,202	22,396
Provision for Sick Leave		27,464	27,464
Provision for Long Service Leave		588,244	563,242
Total Current Liabilities		3,785,127	2,882,443
Non-Current Liabilities			
Loans - Westpac Bank		883,143	495,195
Provision for Long Service Leave		268,089	217,680
Total Non-Current Liabilities		1,151,232	712,875
Total Liabilities		4,936,359	3,595,318
NET ASSETS		7,074,657	7,178,673
EQUITY			
Asset Revaluation Reserve	5	1,234,836	1,234,836
Retained Profits		5,839,821	5,943,837
TOTAL EQUITY		7,074,657	7,178,673

The accompanying notes form part of this financial report

Lifeline Darling Downs & South West QLD Ltd
Statement of Changes in Equity
For the Year ended 30 June 2019

	Retained Earnings $	Asset Revaluation Reserve $	Total $
Balance at 1 July 2017	**5,731,727**	**1,234,836**	**6,966,563**
Profit/(Loss) attributable to the Entity	212,110	-	**212,110**
Revaluation increment/(decrement)	-	-	-
Balance at 30 June 2018	**5,943,837**	**1,234,836**	**7,178,673**
Profit/(Loss) attributable to the Entity	(104,016)	-	**(104,016)**
Revaluation increment/(decrement)	-	-	-
Balance at 30 June 2019	**5,839,821**	**1,234,836**	**7,074,657**

The accompanying notes form part of this financial report

Lifeline Darling Downs & South West QLD Ltd
Statement of Cash Flow
For the Year Ended 30 June 2019

	Note	2019 $	2018 $
Cash Flows from Operating Activities			
Grants Received		9,273,552	6,419,290
Sales		4,312,143	4,659,389
Interest Received		45,747	51,550
Dividends Received		1,209	2,263
Donations & Bequests Received		307,065	623,576
Fees & Charges, Training & Other Receipts for Services		3,968,034	1,661,346
Interest Paid		(35,439)	(36,382)
Payments to suppliers and employees		(17,111,127)	(12,778,904)
		761,184	**602,128**
Cash Flows from Investing Activities			
Proceeds from Sale of Investments		5,090	
Proceeds on sale of Property, Plant & Equipment		118,520	43,295
Purchase of Property, Plant & Equipment		(847,527)	(603,108)
		(723,917)	**(559,813)**
Cash Flows from Financing Activities			
Net (increase) / decrease in loans to NILS scheme recipients		-	-
Proceeds / (Repayment) of borrowings		485,465	(144,479)
		485,465	**(144,479)**
Net Increase / (Decrease) in Cash Held		522,732	(102,164)
Cash at beginning of year		3,297,780	3,399,944
Cash held at end of year		**3,820,512**	**3,297,780**

a. Reconciliation of Cash Flows from Operations with Profit attributable to the Entity

	2019 $	2018 $
Profit attributable to the Entity	(104,016)	212,110
Non-cash flows in profit		
Add Depreciation	383,888	269,005
Add Loss / (Less Profit) on Sale of Assets	(17,851)	(17,991)
Add decrease / (Less increase) in market value of Investments	(453)	(354)
Changes in assets and liabilities		
(Less increase) / Add decrease in Debtors	(151,381)	63,422
(Less increase) / Add decrease in Prepayments	(27,723)	31,143
(Less increase) / Add decrease in Stock	38,037	(50,499)
Add increase / (Less decrease) in Creditors & Accruals	227,051	94,211
Add increase / (Less decrease) in Provisions	265,005	90,138
Add increase / (Less decrease) in Income in Advance & Unspent	231,766	(89,057)
Cash Flows from Operating Activities (above)	**844,323**	**602,128**

The accompanying notes form part of this financial report

(g) Goods and Services Tax (GST)

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 an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

Cash flows are presented in the Statement of Cash Flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows. Accordingly, investing and financing cash flows are presented in the statement of cash flows net of the GST that is recoverable from, or payable to, the Australian Taxation Office.

(h) Unexpended Grants / Grants in Advance / Income in Advance

Unexpended grants are the unspent portion of government funding received to provide services in the current or previous financial years, where there is a requirement to return any unspent money.

Grants in Advance are government funding received for services to be performed in future financial years.

Income in Advance is non-government funding received for services to be performed in future financial years.

(i) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks and other short term highly liquid investments.

(j) Income Tax

No provision for income tax has been raised as the company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(k) Provisions

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

Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

(l) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(m) Critical Accounting Estimates and Judgements

The directors evaluate estimates and judgments 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 by the company.

Key estimates

(i) Stock

Donated stock on hand at year end of $872,311 is recognised at replacement cost, determined as being equal to selling price at year end.

Lifeline Darling Downs & South West QLD Ltd
Notes to The Financial Report
For The Year Ended 30 June 2019

(e) Financial Instruments

Derivative financial instruments
The company has no derivative financial instruments.

Non-derivative financial instruments
Non-derivative financial instruments comprise the following accounts: Cash and Cash Equivalents, Debtors, Trade Creditors, Loans.

Non-derivative financial instruments are recognised initially at fair value at the date the company commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

Subsequent to initial recognition, non-derivative financial instruments are measured as follows:

Cash and Cash Equivalents are carried at amounts due. Cash and Cash Equivalents include cash on hand and petty cash, deposits held at call with banks, and other short-term highly liquid investments.

Debtors, creditors and loans are stated at their amortised cost. *Amortised Cost* is calculated as the amount as which the financial asset or liability is measured at initial recognition less principal repayments, agreed offsets and any reduction for impairment.

(f) Employee Benefits
Provision is made for the company's liability for annual, long service and toil leave arising from services rendered by employees at the reporting date.

The provisions for annual leave and toil leave are calculated using normal rates and loading where applicable.

The provision for long service leave is calculated from when the employee first commences. Hence, in many cases, a provision is made for which there is no legal entitlement. However, the directors have made this decision based on the government's policy of providing subsidies which include an allowance for long service leave for all employees. The provision for long service leave for employees receiving salary benefits is calculated at their 'gross' rate as per the award, that is the rate they would receive if they elected not to receive salary benefits. This is based on the assumption that most long service leave is taken on termination.

Where an employee has reached 7 years of service, and the employee is therefore entitled to receive payment of long service leave in certain circumstances, the long service leave liability is classified as a current liability as the company does not have any unconditional right to defer settlement of the liability for at least 12 months after the reporting date. The obligation to settle could occur at any time.

The company has calculated the provision for sick leave based upon the expected wages to be outlaid should employees take long term sick leave.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred. The company has no legal obligation to provide benefits to employees on retirement.

Lifeline Darling Downs & South West QLD Ltd
Notes to The Financial Report
For The Year Ended 30 June 2019

Plant and Equipment

Plant and equipment is measured on the cost basis less depreciation and impairment losses.

Plant and equipment that has been contributed at no cost, or for nominal cost, is valued at the fair value of the asset as at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including buildings, but excluding freehold land, 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 used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.50%
Plant and equipment	5% - 27%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance date.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

(c) Stock

Stock that has been donated has been acquired at no cost. Although it is not obliged to, the company complies with AASB 102 whereby stock acquired for no cost is valued at the current replacement cost as at the date of acquisition. 'Current replacement cost as at the date of acquisition' is considered to be the selling price at year end.

A physical count of stock is made at all locations at the end of the financial year.

(d) Leases

Leases of fixed assets where substantially all of the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the company are classified as finance leases.

Finance leases are capitalised, recording an asset and a liability equal to the sum of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated over their estimated useful lives where it is likely that the company will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses when incurred.

Lifeline Darling Downs & South West QLD Ltd
Notes to The Financial Report
For The Year Ended 30 June 2019

Note 1: Statement of Significant Accounting Policies

The financial report is for Lifeline Darling Downs and South West Queensland Limited ("the company") as an individual company. The company is a company limited by guarantee, incorporated and domiciled in Australia. The registered office is 33 Russell Street, Toowoomba, and the principal place of business is 33 Russell Street, Toowoomba. The principal activities of the company during the financial year were to provide counselling services through the provision of mentoring, support and intervention programs.

Basis of Preparation

The directors have prepared the financial report on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial report. This financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial report has been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless otherwise stated below.

The financial report has been prepared on an accruals basis and is based on historical costs unless otherwise stated in the notes. It is presented in Australian Dollars, rounded to the nearest dollar. The accounting policies that have been adopted in the preparation of the report are as follows:

Accounting Policies

(a) Revenue

Revenue from the sale of goods is recognised upon the delivery of the service to the customers.

Revenue, including grant revenue, received to perform a service or complete a project is recognised as the service/project is delivered.

Donations and bequests are recognised as revenue when received unless they are designated for a specific service/project, in which case they are recognised once the service/project is delivered.

Interest revenue is recognised on receipt.

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

(b) Property, Plant and Equipment

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

Property

Freehold land and buildings are included at valuation. All freehold land and buildings were independently revalued during 2011/12.

Lifeline Darling Downs & South West QLD Ltd
Notes to The Financial Reports
For the Year Ended 30 June 2019

	2019 $	2018 $
Note 2: Auditor's fees		
Audit of the financial statements	12,975	13,000
Acquittals of government grants	6,600	9,250
Total	19,575	22,250
Note 3: Debtors		
Debtors	198,377	57,956
Less: Provision for doubtful debts	-	10,961
Total	198,377	46,995
Note 4: Property Plant and Equipment		
(a) Land and Buildings		
Land & Buildings at Valuation	7,015,817	6,436,003
Less accumulated depreciation	677,013	556,907
Total	6,338,804	5,879,096
(b) Plant and Equipment & Motor Vehicles at Cost		
Plant, Equipment & Motor Vehicles at cost	1,631,321	1,532,660
Less accumulated depreciation	1,093,728	981,469
Total	537,593	551,191

Note 5: Reserves

Asset Revaluation Reserve
This reserve records the revaluation of property, plant and equipment.

Note 6: New Accounting Standards for Application in Future Periods
The Australian Accounting Standards Board has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods and which the company has decided not to early adopt. The company does not anticipate early adoption of any such Accounting Standards, and does not expect them to have any material effect on its financial report.

Note 7: Members' Guarantee

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of 10 towards meeting any outstanding obligations of the company. At 30 June 2019, the number of members was 12.

The accompanying notes form part of this financial report

Lifeline Darling Downs & South West QLD Ltd
Responsible Persons' Declaration
For the Year Ended 30 June 2019

The Directors of Lifeline Darling Downs and South West Queensland Limited ("the company"), being the responsible persons of the company, have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The directors of the company declare that in their opinion:

1. There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable, and
2. The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012.*

This declaration is made in accordance with a resolution of the board of directors and is signed in accordance with s60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013* for and on behalf of the board of directors by:

Director:

Dated this 24 **day of** September **2019**

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
LIFELINE DARLING DOWNS & SOUTH WEST QUEENSLAND LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report of Lifeline Darling Downs & South West Queensland Limited ("the company") which comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the responsible persons' declaration.

In our opinion the financial report of the company has been prepared in accordance with Div 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

(i) giving a true and fair view of the company's financial position as at 30 June 2019 and of its performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards to the extent described in Note 1, and 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 below. We are independent of the company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Information Other than the Financial Report and Auditor's Report Thereon

The directors of the company are responsible for the other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's opinion thereon.

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

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 company'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.

Responsibilities of Directors for the Financial Report

The directors of are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

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 not a guarantee that an audit conducted in accordance with 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 scepticism 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.
- 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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 company'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 company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

Name of Firm: Baulch & Associates
Chartered Accountants

Name of Director: BPBaulch
B.P. Baulch

Address: 135A Russell Street, Toowoomba QLD 4350

Dated this 25th day of September 2019.

IMPORTANT ACKNOWLEDGEMENTS AND THANKS

CORPORATE DONORS

PB Agrifood
DFS Insurance Services
Osborne Restaurant
Elders Rural Services Australia Ltd
Kitchener Street Dental
Clear Vision Accountancy Group

CORPORATE SPONSORSHIPS

The David Mactaggart Family Foundation

GRANTS – CHARITABLE ORGANISATIONS – FOUNDATIONS

Brazil Family Foundation
Institute of Technology for Australia and New Zealand (TITAN)
Impact Philanthropy
Order of the Eastern Star Darling Downs Chapter No 140 OES

SERVICE CLUBS

Lions Club of West Toowoomba Inc
Apex Club of Toowoomba
QCWA Condamine Valley Warwick Branch
Clubs Queensland
Toowoomba Apex Club
Lions Club Toowoomba
Lions Club Clifton

SCHOOLS

Centenary Heights SHS

MEDIA PARTNERS

Dalby Herald
Toowoomba Newspapers
Warwick Daily News
Western Times
Southern Cross Austereo
ABC Radio Southern Queensland
Channel Seven Queensland
WIN Television
4AK/4WK
864 Triple M
4RRFM
88.1FM
102.7 FM

GOVERNMENT FUNDING DEPARTMENT ACKNOWLEDGEMENTS

State Government

Department of Communities, Disability Services and Seniors

Department of Child Safety, Youth and Women

Department of Employment, Small Business and Training

Department of Aboriginal and Torres Strait islander Partnerships

Department of Environment and Heritage Protection

Department of Health

Department of Housing and Public Works

Office of Liquor and Gaming Regulation

Office of Justice and Attorney-General

Department of Local, Racing and Multicultural Affairs

Department of Industry, Innovation and Science

Queensland Mental Health Commission

Federal Government

Department of Social Services

Department of Health and Ageing

Office of the Prime Minister and Cabinet

Other Funding Bodies:

Darling Downs and West Moreton PHN

Toowoomba Regional Council

Western Qld PHN

RHealth

Perpetual Limited