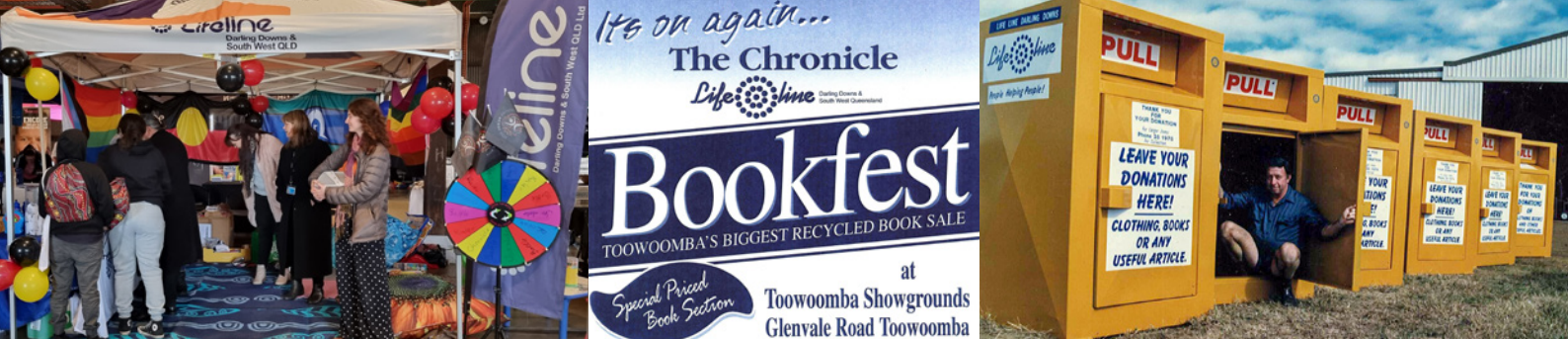




Life:line DARLING DOWNS
236
Charity Ball
St Mary's — T.J. O'Brien Hall,
West Street, Toowoomba.
FRIDAY, 29th JULY, 1988 at 8.p.m
\$30.00 Double — Supper Included



Renewal

Annual Report 2025





Acknowledgement

Lifeline acknowledges the people on whose land we operate and pays respect to the elders past, present and emerging.

We are proud to be moving our Reconciliation Action Plan from Reflect to Innovate.

Lifeline Darling Downs and South West Queensland Ltd (LDDSWQL) is committed to supporting Aboriginal and Torres Strait Islander peoples and communities. Our vision is to achieve genuine change for a unified future by working together and acknowledging our history.

Head Office

Level 1, 65-67 Neil Street, Toowoomba QLD 4350
PO Box 2119, Toowoomba Qld 4350
ABN: 97 075 403 959

Contact

✉ lifeline@lifelinedarlingdowns.org.au
☎ 1300 991 443

Artist: Shandell Washington

Who we are and what we do

Lifeline Darling Downs & South West Queensland is a not-for-profit charity based in the Darling Downs and South West QLD.

20 July 2025 marked a wonderful milestone for Lifeline Darling Downs & South West Queensland as we proudly celebrated 50 years of service to the communities across our region. From modest beginnings in 1975, we have grown into a vital support network for thousands, offering hope, help and healing to those in crisis.

Originally founded by a group of visionary ministers as a 24-hour telephone counselling service, we are now Australia's largest regional Lifeline Centre, employing over 170 staff and supported by more than 240 volunteers. We now also deliver 30 programs to the community across our vast 400,000 square kilometre footprint.

Our services include crisis support, responding to domestic and family violence, gambling help, financial counselling, emergency relief, family and youth support – we meet people where they are, when they need it most.

We also provide support and goods to our community through our retail stores.

In recognition of this milestone, we have created a reflection video which can be viewed here:

<https://www.youtube.com/watch?v=5x5e3EThkQo>

Our Vision

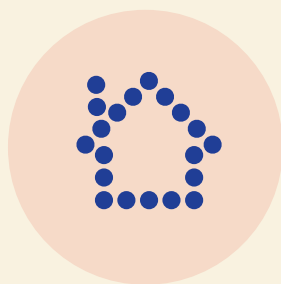
We engage and empower individuals to build resilient communities.

Our Values

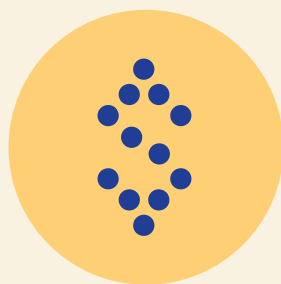
- Connection
- Inclusion
- Relationships
- Social Justice
- Compassion

Strategic Pillars

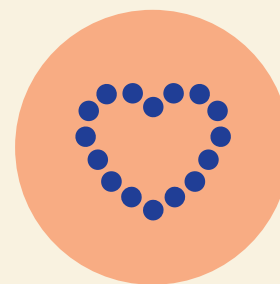
Our staff and volunteers success within our communities is shaped by three strategic pillars:



**Strong
Organisational
Growth**

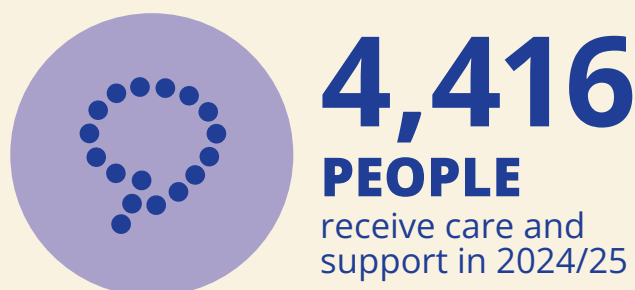
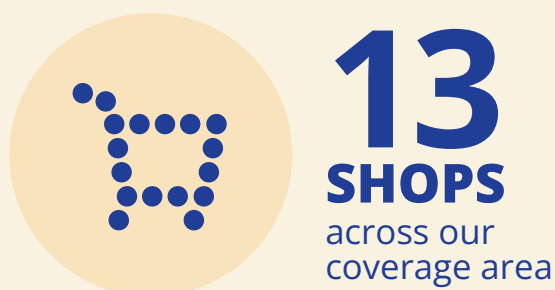
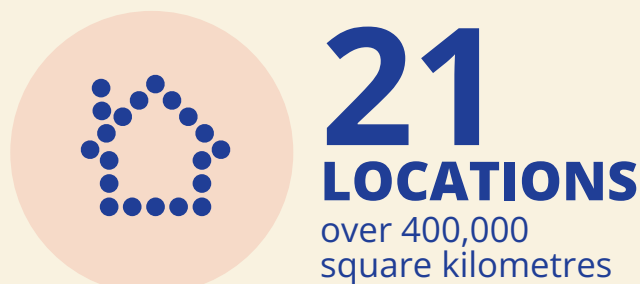
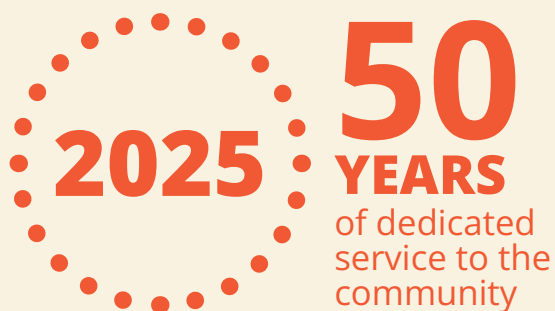


**Financial
Sustainability**



**Targeted
Impactful
Services**

About us



Over the past 12 months our volunteers donated an estimated 67,000 hours of vital work to support our community and organisation.

Chair's Report

This year, Lifeline Darling Downs & South West Queensland marked a significant milestone - 50 years of service to our communities. It is a moment not only to reflect on our legacy, but to embrace the theme of renewal as we look ahead to the future.



The 2025 financial year was shaped by both challenge and transformation. Our region faced devastating floods and ongoing recovery needs, yet through it all, Lifeline stood as a constant source of support, connection, and hope. Our response was swift, coordinated, and deeply compassionate - demonstrating the strength of our systems, our people, and our purpose.

A Renewed Commitment to Community

Across the Darling Downs and South West Queensland, we renewed our presence in communities large and small. Whether through crisis counselling, psychosocial support, practical relief or goods through our shops - our services reached those most in need. This year reminded us that renewal is not just about rebuilding infrastructure, but about restoring dignity, connection, and wellbeing.

The **Lifeline 3000 Ride** was a powerful symbol of this renewal. Spanning 1,117 km across our service footprint, the ride reconnected our organisation with the heart of the region — its people. It brought visibility to our work, raised vital funds, and reminded communities that Lifeline is with them, every step of the way.

Strengthening for the Future

Internally, we embraced renewal through strategic leadership, technology upgrades, and operational improvements. We invested in new systems and devices to ensure our teams are equipped to deliver services efficiently and securely. Our budgeting and reporting processes continue to reflect our commitment to transparency and accountability.

We also commenced the renewal of our brand identity, aligning with Lifeline Australia's updated visual language to ensure consistency and clarity across all centres. This refresh is more than cosmetic—it reflects our evolution as an organisation and our readiness to meet the changing needs of our communities.

Celebrating 50 Years of Impact

As we celebrate five decades of service, we honour the thousands of lives touched by Lifeline Darling Downs & South West Queensland. From the early days of telephone counselling to today's multifaceted support services, our journey has been one of growth, adaptation, and unwavering commitment to mental health and community wellbeing.

This milestone is not a conclusion — it is a foundation for the future. Renewal means continuing to innovate, collaborate, and advocate for those who need us most. It means ensuring that every person, in every town, knows we are here whether they walk into a counselling centre or any one of our shops.

On behalf of the Board, I extend our deepest gratitude to our staff, volunteers, partners, and supporters. Your dedication ensures that Lifeline remains a trusted and vital presence across our region.

As we enter our next chapter, we do so with renewed energy, purpose, and hope.

A handwritten signature in blue ink that reads "Adrienne Leonard".

Adrienne Leonard
Chair

Chief Executive Officer's Report

The 2024/25 year has been one of renewal and strengthening for Lifeline Darling Downs and South West Queensland. As we celebrated our 50th anniversary in 2025, we reflected with pride on both our legacy and our future.

Over the past year, we have continued to strengthen internally — restructuring and refining how we deliver our services, programs, and supports. This internal work has been vital in ensuring that we remain agile and ready to respond to the changing needs of our community, consumers, and clients. We have recognised the importance of being flexible, innovative, and future-focused so that Lifeline continues to be a trusted support for the communities we live, work and play in.

Our core has been reinforced through the expansion of programs that directly reflect community demand. This includes growth in financial counselling, gambling help, domestic and family violence support, emergency relief, and crisis counselling. Each of these services has played a crucial role in supporting individuals and families across our region during what has been a particularly challenging year.

Environmental events have again had a profound impact on our communities. In particular, the devastating floods in Western Queensland required significant and sustained community recovery efforts, alongside ongoing recovery work in the Western Downs. Our teams have walked alongside affected communities, providing compassion, connection, and practical support in times of crisis. In response, we also launched the **Lifeline 3000 Ride**, a 14-day, 1,117 km fundraising and awareness journey from Eromanga to Toowoomba. The Ride not only raised critical funds for flood-affected communities but also united riders, volunteers, and supporters in a visible act of solidarity, which enabled us to employ a dedicated worker to continue supporting those communities.



Stronger Foundations - Stronger Future

We finish this year in a much stronger position—our foundations are more secure, our fiscal position is improved, and the breadth of what we can deliver to our community via our shops and programs has grown. At the same time, we are realistic about the challenges ahead. In the coming year, we will turn our attention to major building repairs and maintenance, while also diversifying our income streams. These steps are essential to ensuring the sustainability of Lifeline Darling Downs & South West Queensland for the decades to come.

As we mark our 50th anniversary, we celebrate not only our history but also the enduring commitment of our staff, volunteers, and supporters. Together, we are building a resilient, compassionate, and sustainable future—one that will allow Lifeline to continue engaging and empowering individuals, families, and communities across our region.

Rachelle Patterson
Chief Executive Officer

Treasurer's Report

The 2024/2025 Financial Year Treasurer's Report for Lifeline Darling Downs & South West Queensland is presented below.

Through disciplined financial stewardship and focus on sustainability, Lifeline Darling Downs & South West Queensland has strengthened its capacity to deliver long-term value to our stakeholders and the communities we serve.



Statement of Financial Performance

Total income earned in the 2024/2025 financial year was \$2.1 million up from \$14.8 million in 2023/2024. Increased revenue from emergency response services were a noted contributor to this increase as our team assisted with natural disasters that affected the local community.

Total expenditure of \$15.2 million was up 25.9% on last year's \$14.3 million. The increase in award wages implemented at the start of the 2024/2025 financial year were a notable contributor to this increase/

The comprehensive income for the year was \$1.4 million (2023/2024 - \$0.4 million).

Going forward employment costs will continue to represent over 70% of total expenditure and are subject to Enterprise Bargaining Agreement Provisions. Corporate overheads remain an area of focus and cost savings continue to be identified and implemented as contracts end and other options are considered.

The organisation engaged a payroll audit during July and August 2024 and have implemented the auditor's recommendations over the course of the 2024/2025 financial year.

A handwritten signature in black ink, appearing to read 'David McVeigh'.

David McVeigh
Treasurer

Statement of Financial Position

LDDSWQL retains a conservative financial position noting the likely maintenance required on our fixed asset base in the short to medium term. The organisation is also seeking to gift the Toowoomba Flexi School building to an appropriate authority, which will reduce property plant and equipment and net assets by \$0.8 million.

Baulch and Associates conducted an independent audit of the Financial Statements for the year ended 30 June 2025 and have provided an "unqualified audit opinion".

The 2024/2025 budget is in the later stages of drafting and has been signed off by the Directors in September 2025.

Financial Performance	This Year	Last Year
Grant Revenue	11,090,838	8,779,883
Trading Revenue	5,192,069	5,379,511
Donations	399,891	324,339
Other Revenue	318,736	427,107
Total Revenue	17,001,534	14,910,839
Cost of Sales	326,174	141,996
Employee Expenses	11,603,316	10,418,943
Rent and Leasing Expenses	1,090,760	1,207,232
Client Support	196,164	170,046
Other Expenses	2,335,880	2,544,590
Total Expenses (excl. cost of sales)	15,226,121	14,340,812
Total Expenses (inc. cost of sales)	15,552,295	14,482,807
Surplus/(Deficit)	1,449,239	428,032

Financial position	This year	Last year
Current assets	6,309,070	4,307,329
Current liabilities	- 2,850,548	- 2,591,703
Net current assets	3,458,523	1,715,626
Property, plant and equipment	8,422,719	8,660,559
Borrowings	- 465,714	- 489,431
Other non-current liabilities	- 445,750	- 366,216
Net Assets	10,969,777	9,520,539

Cashflow	This year	Last year
Operating activities	1,304,335	944,553
Investing activities	18,539	269,161
Financing activities	559	- 303,798
Net cashflow	1,323,433	909,916

[Please click here to see the Audited Financial Reports](#)

Governance

Lifeline Darling Downs & South West Queensland Ltd is a Company Limited by Guarantee.

Current Board of Directors

Chair



Adrienne
Leonard

Directors



Nadja
Jones



Anne
Meagher



David McVeigh
Treasurer



Glenda
Humes



Annette
Bromdal



Lynda
Crowley-Cyr



Sarah-Jane
MacDonald



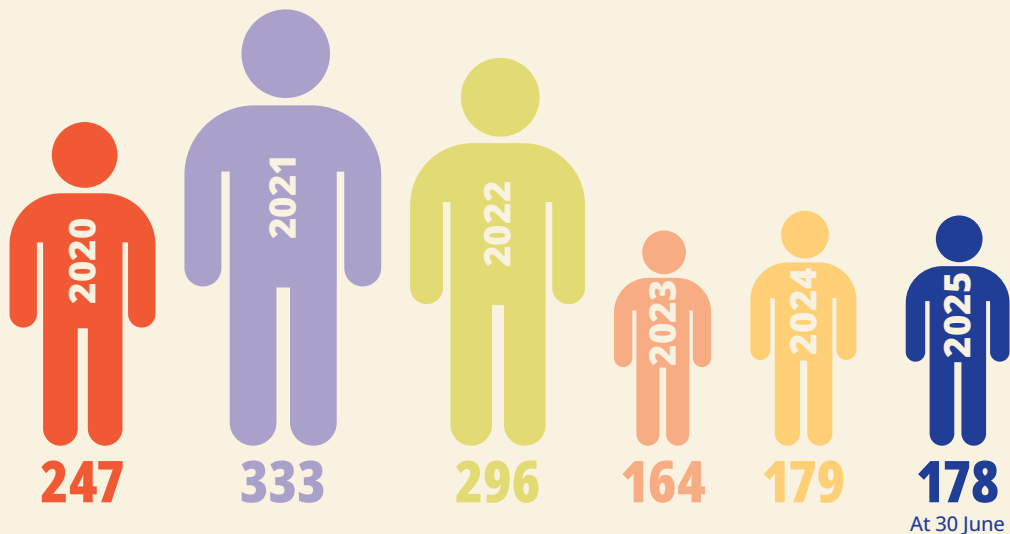
Joy Mingay
Departed in May 2025

Year at a Glance

Staffing & Engagement

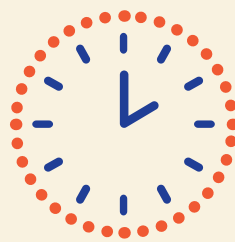
Lifeline Darling Downs & South West Queensland Ltd
2024-25 Financial Year | Annual Report Data (Summary)

Number of Employees



*The higher employee number of 2020-2022 reflects TCS employee numbers.

364,377



Total Service Hours

2024 Staffing



76% Female

At 30 June



24% Male

At 30 June

Our Services

Who we are:

We provide person-centred, trauma Informed, client-led services funded by a mix of:

- Commonwealth Government
- State Government
- Primary Health Networks
- Other (Lifeline Australia, rHealth)

Where we are:

Offices located in Roma, St George, Charleville, Cunnamulla, Dalby, Warwick and Toowoomba.

Delivering services across the Darling Downs and South West Queensland from Gatton in the Lockyer Valley to the South Australian Border.

In 2024-2025 we supported:

4,416 people across 31 services.

51,826 hours of programs and activities including:

- 8 x 20 week Creative Coping programs
- 129 sessions of Men's Behaviour Change programs face to face and online.
- 8 Shark Cage sessions in Stanthorpe
- 32 sessions of Circle of Security Parenting across 4 programs
- 285 hours of After School activities for Aboriginal and Torres Strait Islander young people

Youth:

Changing Lanes, Youth Development (Maranoa and Balonne), Intensive Bail Response

Programs	Client Numbers
Changing Lanes	82
Intensive Bail Response	5
Youth Development- (Balonne and Maranoa)	63
Number of young people supported across the region	150

Children and Families:

Rural Family Counselling (Charleville and Dalby), Family and Child Connect, Tracks to Success, Growing Connections, Family Intervention Services (Toowoomba and Charleville), Supporting Children Post Separation.

Programs	Client Numbers
Supporting Children after Separation	96
Family and Child Connect	237
Family Intervention Service (Charleville and Toowoomba)	232
Growing Connections	50
Rural Family Counselling (Charleville and Dalby)	148
Tracks to Success- (St George and Toowoomba)	162
Number of individual Children and Families supported across the region	925

Social and Emotional Wellbeing:

Programs	Client Numbers
Creative Coping	51
Gambling Help	273
Lifeline Crisis Counselling	509
My Connections My Way	77
Positive Relationships Program	346
Number of people supported with Social and Emotional Wellbeing	1,256

Domestic and Family Violence:

LGBTQA+ Support, Sexual Violence, Support for People experiencing violence, support for people using violence

Programs	Client Numbers
Safe Connections- (First Nations Support)	23
Safe Connections- (DFV Children's Counselling)	36
Safe Connections- (DFV Counselling)	186
Safe Connections- (DFV Court Support)	16
Safe Connections- (DFV Health and Well Being)	109
Safe Connections- (DFV Persons using Violence Program)	171
Safe Connections- (Sexual Violence)	44
Safe Connections- Toowoomba (LGBTQIA+ DFV Support)	49
Number of people supported with issues arising from Domestic and Family Violence	634

Financial Counselling:

Programs	Client Numbers
Commonwealth Financial Counselling	76
Financial Literacy and Resilience	225
Problem Gambling Financial Counselling	70
Number of people supported to build Financial Resilience and address unmanageable debt	371

Emergency Relief and Material Assistance:

Programs	Client Numbers
Support for School Students	26
Food Relief	947
Pharmacy	6
Clothing	59
Furniture	22
Dignity Supplies	20
Number of people supported to access Material Aid as they needed	1,080

Dirranbandi Fires



Community Recovery

When disaster strikes in the Darling Downs or South West Queensland, the strength of our community shines brightest. Since the devastating Western Downs Bushfires of 2023, our Community Recovery team has stood shoulder-to-shoulder with the people of Dalby, Tara and surrounding districts — listening, supporting, and walking beside those rebuilding their lives one day at a time.

From the ashes of burnt fences and paddocks came stories of courage: neighbours checking on each other before their own properties, volunteers arriving with meals and hay, and families finding hope in small moments of kindness. It was in these moments that our team found purpose — helping communities reconnect, navigate recovery systems, and access the practical and emotional support needed to begin again.

When Cyclone Alfred impacted the Lockyer Valley, our focus shifted east. The same spirit of resilience we saw in the west was omnipresent again — muddy boots, tired faces, but an unbroken determination to clean up, rebuild, and keep going. Our role was simple but vital: to listen, to link people to support, and to ensure no one felt forgotten in the chaos.

“Our role was simple but vital: to listen, to link people to support, and to ensure no one felt forgotten in the chaos.”

Then came the floods across Western Queensland. Thargomindah, Quilpie, Adavale — places small in number but mighty in heart. Cut off by water and isolation, their communities faced hardship with quiet resolve. Our staff travelled long roads and red-mud tracks to meet them, bringing not just assistance but connection — a reminder that they weren't alone.

Through every disaster, one truth has remained constant: recovery isn't just about rebuilding fences or roads. It's about restoring hope. It's about neighbours who refuse to give up, about the shared strength that defines life in the bush.

Our Community Recovery team is proud to be part of that strength — helping people get back on their feet, one conversation, one visit, and one community at a time.



Lifeline 3000 Ride

On 26 May 2025, the inaugural Lifeline 3000 Ride began - a journey of hope and resilience. Lifeline Darling Downs & South West Queensland CEO, Rachelle Patterson, rode an extraordinary 1,117km from Eromanga to Toowoomba, symbolising the sobering reality that more than 3,000 Australians die by suicide each year.

This was more than a test of endurance - it was a mission to raise vital funds and awareness for crisis counselling in Queensland's most remote, flood-affected communities. Rachelle was joined by her husband and a small group of friends (including Kate Thornton, Guy Alexander and Janelle Alexander) as they traversed towns still grappling with the aftermath of the March 2025 floods, including Eromanga, Noccundra, Thargomindah, Eulo and Cunnamulla. Each stop was a poignant reminder of the resilience and challenges faced by these communities.

Lifeline Darling Downs & South West Queensland had been on the ground in Western Queensland providing flood-specific psychosocial support immediately after the disaster. The Lifeline 3000 Ride aimed to ensure that this support continued - raising funds to provide ongoing counselling for residents impacted by the floods.

The Ride raised an incredible \$57,000, enough to fund a dedicated team member working across South West Queensland, standing alongside communities as they recover. Since their appointment, this team member has been running wellbeing groups in local halls and community spaces - programs built on practical, evidence-based tools that help people steady themselves, manage stress, and find a way forward.

The Lifeline 3000 Ride did more than fund a role - it gave South West Queensland communities the strength to recover, rebuild, and look to the seasons ahead with hope.



Strong Steps for Tara Women

A Senior Social Worker and Mental Health Disaster Recovery Clinician from Queensland Health and based in Tara, approached our Strategic Lead, Programs and Community with a request to deliver two initiatives in Tara — a Women's Empowerment Program and a Creative Coping Program. The need arose from the high number of women in the community who had experienced domestic and family violence.

Our Crisis Counselling team began with a two-week Women's Empowerment Program, focusing on building a positive self-image, identifying healthy and unhealthy boundaries, and learning how to say 'no' with confidence.

Following the program, the participants chose to continue their journey through the 20-week Creative Coping Program. This program equips women with practical skills to manage emotional reactivity, navigate unstable relationships, address fears of abandonment, resolve interpersonal conflict, reduce impulsive behaviours, and respond to both suicidal and non-suicidal self-harm tendencies, as well as other high-risk behaviours.

These women have demonstrated remarkable dedication and are on track to complete the program in late September. Their feedback has been overwhelmingly positive, with strong interest in participating in any future programs our organisation offers in Tara.

DFV Awareness Month / LGBTQIA+ DV Awareness Morning Tea



Building Resilience From The Inside Out:

Supporting Students Through Emotional Wellbeing Program

When the Guidance Officer from a P-10 State School reached out to Lifeline Darling Downs & South West Queensland with growing concern about the number of Year 9 students engaging in self-harming behaviours, it was clear that early intervention was needed, and quickly. The Crisis Counselling team responded, partnering with the school to co-design a program aimed at equipping Year 10 students with practical skills to strengthen emotional wellbeing and build resilience.

Over a seven-week period, our dedicated counsellors delivered weekly sessions to a group of 14 to 18 Year 10 students, tackling some of the most pressing topics affecting young people today. From **mental health awareness and stigma reduction** to **managing stress and anxiety**, **building emotional resilience**, and **navigating relationships**, the program took a holistic approach to wellbeing. Sessions also explored the impact of **social media on mental health**, the importance of **financial literacy**, and strategies for **goal setting and planning for the future** - a suite of life skills not always taught in the classroom, but critical to growing into confident, capable young adults.

The students showed up each week ready to learn, share, and participate—bringing their full selves to every session. Their feedback reflected just how meaningful the experience was. Of the 14 students who completed the end-of-program survey, **100% said the program was worthwhile, with Social Media and Mental Health, Financial Literacy, and Goal Setting and Future Planning** voted the top three most valuable sessions.

“It’s a small investment in time with a big impact—and a reminder that when schools and community services come together, real change can happen.”

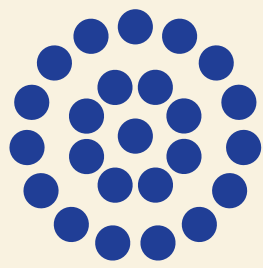
One surprising standout? A simple but powerful technique: **Box Breathing**. Five students specifically mentioned learning and benefiting from this calming strategy, something they hadn’t known before but said they’d continue to use in future moments of stress or anxiety.

This collaboration between the school and our team not only provided young people with tools to better manage their mental health—it also opened up space for important conversations, peer connection, and confidence-building. It’s a small investment in time with a big impact—and a reminder that when schools and community services come together, real change can happen.

The success of this program has shown just how vital early intervention is, and how eager young people are to be equipped with tools for their wellbeing.

Lifeline Can Appeal 2025





Lifeline SHOP

What happens to my donation and how does it help people in need?



Material goods donated are **collected and sent to our warehouse** to be sorted and priced.



Items are distributed to **Lifeline Shops**.



Funds from the sale of your donation are used to support **Lifeline's crisis and support services**.



Every purchase you make helps us engage and empower individuals. Thank you.

 **Lifeline
SHOP**

Donors & Supporters

Major Donors (Over \$5,000)

Brazil Family Foundation
Lions Club of Toowoomba West
PJ Sedl
Peter Hausler
Estate of Garth Bedford Browsdon
Sedl Agencies
Tie Up The Black Dog
HHNF Ltd
Guy & Jenelle Alexander

Donors (Over \$1,000)

APC Chartered Accountants
Toowoomba Hockey Association
Greg Sandell
Zazerene St Luke's Lutheran Church
Peter Crosby
Dalby & District Friendly Society
Downs & South Western Law Association
Don Dipplesman
D & L Sugars Investments Pty Ltd
Peter Brodie
Alwyn Pepper & Company
Peter Haeusler
Tilly's Crawler Parts
Power Tynan Charitable Trust
Toowoomba City Golf Club
Jenny Frith

We'd like to acknowledge the large number of donations to the Lifeline 3000 Ride which totalled \$57,000.

Corporate Sponsors

The Chronicle
Centenary Heights State High School
Workwear Discounts

Funding Bodies

State Government

Department of Justice and Attorney-General
Department of Communities, Housing and Digital Economy
Department of Employment, Small Business and Training
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
Department of Child Safety, Seniors and Disability Services
Department of Youth Justice

Federal Government

Attorney-General's Department, Commonwealth of Australia
National Indigenous Australians Agency
Department of Social Services

Other Funding Bodies

Lifeline Australia
Rhealth
Darling Downs and West Moreton PHN
Western Queensland PHN

