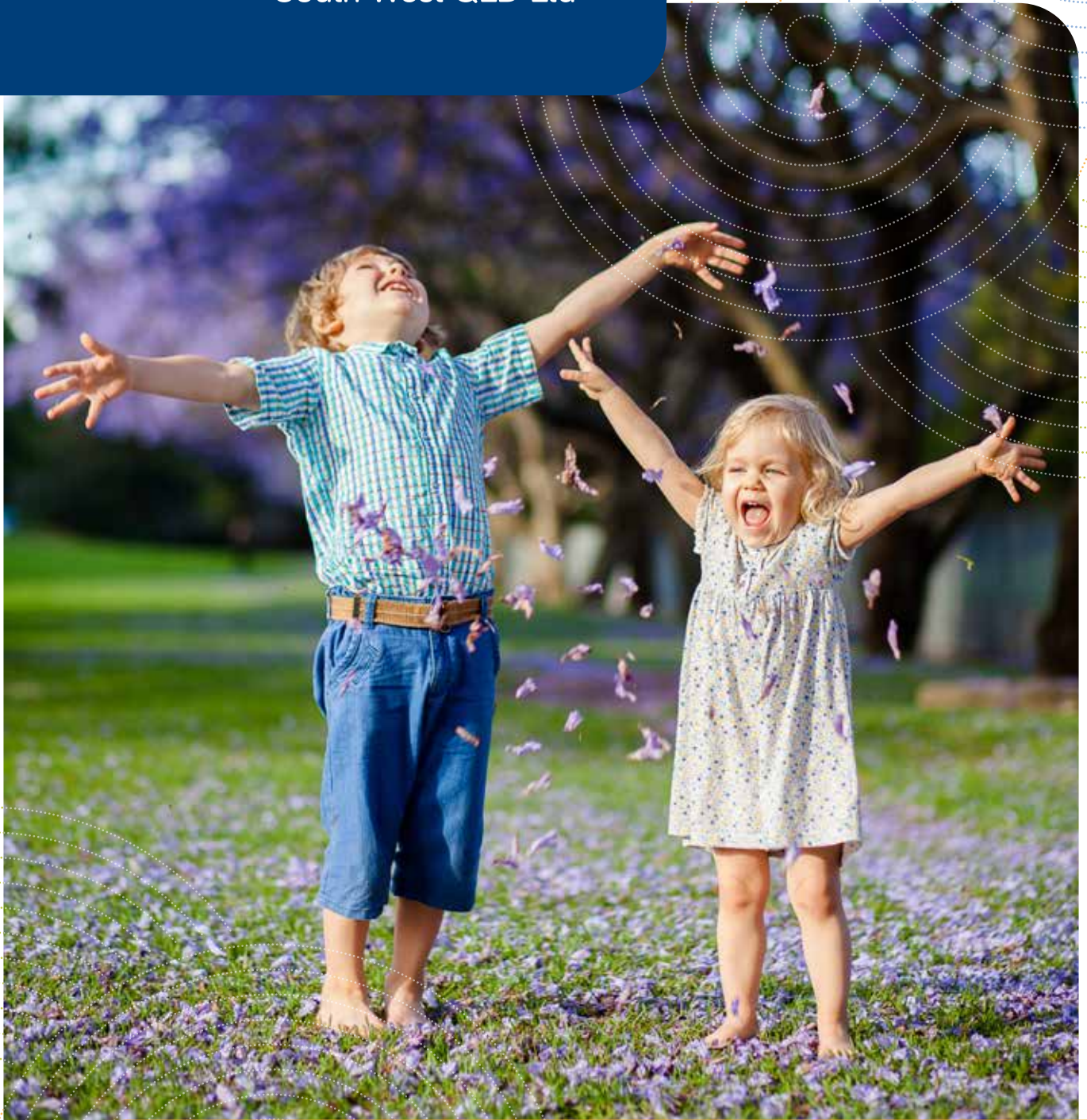




INNOVATION, GROWTH & THRIVING COMMUNITIES

2022
ANNUAL REPORT

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

Lifeline Darling Downs & South West Qld Ltd fully supports the Uluru Statement from the Heart.

We are proud to be moving our RAP from 'Reflect' to 'Innovate'.

Within our Innovate RAP, our 3 main focus areas are Cultural Awareness training, recognition and celebration of key First Nation events and benchmarking and monitoring our employment ratios of First Nation staff within our organisation.

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Who we are & what we do

Lifeline is a not for profit charity based in the Darling Downs and South West Qld.

Our Vision

Resilient and hopeful individuals; thriving communities.

Our Mission

To contribute to an Australia free of suicide by strengthening and empowering people to thrive.

Our Values

At Lifeline Darling Downs & South West Qld Ltd we are:

- Kind
- Inclusive
- Collaborative
- Innovative
- Courageous
- Accountable





Strategic Pillars

Three Strategic Pillars have been implemented in order to deliver the organisation's vision to build "resilient and hopeful individuals and thriving communities."



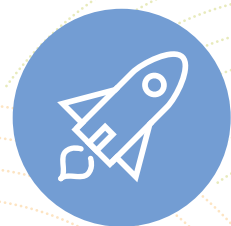
A positive organisational culture

- Attract and nurture our staff and volunteers
- Learning and development
- Safety and wellness
- Risk aware culture
- One Lifeline culture



Financial sustainability

- Diversify and grow income streams
- Adequate infrastructure
- Optimise assets
- Financial discipline
- Positive balance sheet



Deliver with purpose

- Define and implement the "Lifeline Way"
- Commit to continuous improvement and innovation
- Clearly defined services
- Optimise our business to free-up the frontline

About Us



47
YEARS
of dedicated
service in the
community



25
locations
over 500,000
square
kilometres



5240
people
receiving
care and
support



16
SHOPS
across our
coverage area



900
HOURS
per week support
across 21 programs



579
NDIS
participants



300
volunteers

Over the past **12 months**
our **volunteers** donated
an estimated **230,000**
hours in vital work to
support our organisation.



Chairman's Report

With Andrew Taylor

It is a great honour to present the Chairman's Report for 2022.

Our organisation has experienced significant change over the past 12 months.

In the pages that follow you will read of what work we have undertaken. You will read things about our programs, our NDIS arm, Tranquillity Care and about our retail operations. Whilst all of these are different, what is common is the dedication of our people. Our organisation is well regarded because of the commitment of our staff and volunteers in Toowoomba, the Darling Downs and the South West.

At the end of 2021, we farewelled and thanked Derek Tuffield for his incredible service. In January this year we welcomed Grant Simpson as our new Chief Executive Officer. Grant was chosen after an extensive and comprehensive recruitment process and he has hit the ground running. He has quickly gained an understanding of not only our organisation but also the region. He has been an excellent addition to Lifeline.

The Board continues to meet at least every month. We have also held other meetings as necessary and have spent some time at a Board Development Day discussing the future of our organisation.

We have spent significant time this year looking at and developing our Strategic Plan for 2022- 2026. The Board considered where we have been, what we have achieved, what are our current challenges and where we would like to go as an organisation. The development of the plan involved several senior staff, the Executive Management Team and Board members. The result is a strategic plan that will serve us well over the next few years.

There have been a few changes to the board this year. We have thanked and said farewell to Denise Quinn, John Henderson and Darryl Bates and welcomed Trevor May on to our Board.

I have said in the past that Lifeline is all about helping people. That has certainly continued over the past 12 months. Our focus is on making sure that our structure

is sound and resources are in place to assist as many people as we can.

This is my final term as Chairman of Lifeline Darling Downs and South West Queensland Ltd. The constitution provides that after 12 years, I must step down. And so I would like to take this opportunity to thank everyone in the organisation for allowing me to be Chairman of the Board over the past few years. It has been an extraordinary honour to be part of an organisation that does so much for so many in this region. My thanks to the other members of the board, the Executive Management Team, the staff, and volunteers. In particular I would like to thank the Deputy Chair Rebecca Borger, our previous CEO Derek Tuffield and the current CEO Grant Simpson and the various members of the Executive Management Team over the years. Lifeline will be in excellent hands in the coming years.

The organisation has grown significantly over the past 12 years that I have been on the board. We have faced some significant challenges, natural disasters such as floods, bush fires and droughts and

navigated through Covid. There have been changes in government funding. Some programs have ceased and other opportunities have arisen. We have responded to issues such as housing shortages, emergency relief and domestic violence. We have expanded our services in the western parts of our region and increased our presence in Toowoomba and surrounds. All of this is only possible because the community, our staff and volunteers have stepped up and gone above and beyond to make a difference.

It has indeed been an honour.

Andrew Taylor

Chairman Lifeline Darling Downs & South West QLD



CEO's Report

With Grant Simpson

I am delighted to have joined the team in January this year, and to become a part of Lifeline's vital contribution to the communities of the Darling Downs and South West Queensland.

Lifeline's amazing 47-year history of serving some of the most vulnerable people in our community is humbling to be a part of and a privilege I am thankful for.

I would like to thank the Board under Andrew Taylor's leadership, my Executive team and all of the staff and volunteers at Lifeline, for your support and dedication to our mission. Andrew steps down as Chair this year after 12 years on the Board. This is a remarkable achievement and in his time as Chair, the organisation has grown exponentially. On behalf of the staff, my sincere thanks to Andrew for his outstanding leadership and service to Lifeline.

My goal as the incoming CEO, is to set the pillars for a strong and sustainable future. We face a fast-changing and volatile world and an increasingly competitive landscape. We are all aware of the profound challenges facing society today, in particularly the most vulnerable of our neighbours. The pandemic has resulted in a number of after-shocks that will have an impact for some time to come. The increasing cost of living, the pressures on supply chain, the chronic shortage of workforce, the housing crisis and the impact on our collective mental health, are issues we need to contend with for some time to come.

The wellbeing of our staff, volunteers, clients, participants and customers, is Lifeline's paramount goal as we adapt and change to this new reality.

The result of the pandemic requires even greater agility, cohesion and clarity of purpose, discovering new ways to provide care to those we support and to better equip our workforce.

NEW STRATEGIC PLAN – L26

I am very proud of the work undertaken by our Executive team with support from the Board and staff to implement our new strategic plan for 2023 to 2026, called L26.

L26 provides the blueprint to support our mission to:

Contribute to an Australia free of suicide by strengthening and empowering people to thrive.

Three strategic pillars were identified as the main areas of focus for L26. These are:

1. Building a positive organisational culture.
2. Financial sustainability, and
3. Delivering services with purpose - 'The Lifeline Way'.

Strategic working groups have been established to drive each of these priority areas, and I look forward to updating our progress over the coming months and years.

DEVELOPING OUR RAP

The RAP Committee have developed a plan to extend our Reconciliation Action Plan from the Reflect to the Innovate stage, as determined by Reconciliation Australia's RAP Framework.

Our focus will be on recognising and celebrating key First Nations events, delivering cultural awareness training for all Lifeline

staff, and increasing the numbers of identified indigenous staff and volunteers at every level of the organisation from the Board down.

HOUSING CRISIS

Lifeline is proud to work in partnership with The Queensland Council of Social Service (QCOSS), to advocate for the alleviation of housing insecurity for vulnerable groups in our communities.

Lifeline supports the QCOSS 7-point Housing Crisis Response to the QLD Government. In the Toowoomba Regional Council area alone, social housing applications have more than doubled since 2017. The vacancy rate in Toowoomba is 0.3% making it one of the tightest rental

L26 provides the blueprint to support our mission to:
"Contribute to an Australia free of suicide by strengthening and empowering people to thrive."

markets in Queensland. The situation worsens in remote and very remote south west Queensland. A key element of the response is the request to the QLD Government for a Housing Summit, which has now taken place.

Lifeline continues to be a strong voice in partnership with QCOSS and other bodies to alleviate the dire situation of a lack of housing for vulnerable groups.

 **<1%** **Rental Vacancy Rate**
DD & SWQ

 **1445**
waiting for social housing
in Toowoomba

Applications for social housing in Toowoomba up 51%

 **5000**
new social homes required
in QLD every year

 **Average of 2 yrs**
2 year wait
for social housing

GROWTH IN HUMAN SERVICES

Our reputation as a leader in the community services sector is well supported by the high-quality outcomes the Human Services team consistently provide to our clients. I am constantly impressed by the outstanding relationship we have with our government funding partners. A recent example of this was the success of our submission to provide Family Contact Services in remote south-western Queensland. Lifeline was successful in being awarded the entire funding allocation for this program. This is a testament to the high quality of service we provide. My thanks to the Human Services team for their excellent work in all the communities within which we operate.

TRANQUILLITY CARE SERVICES TRANSFORMATION

Our NDIS support division, Tranquillity Care Services (TCS), has undergone profound transformation over the past ten months. A thorough review of the TCS strategic plan, including an acceleration of our compliance, quality assurance measures and our staff training programs, has been our main focus in this time. The development of our property at 41 Gipps Street Drayton is one example of how TCS will leverage property assets to deliver a high-quality living environment for our participants.

THE BUSINESS TEAM – SETTING THE FOUNDATIONS FOR GROWTH

Underpinning our service delivery programs is our dedicated and effective Business Team, comprising our network of Lifeline Shops. Our sales results have rebounded strongly following the pandemic, closing in on \$1million of sales in the first two months of the new financial year. All proceeds from our Lifeline Shops support our vital community support programs. My sincere thanks to our dedicated leadership team, our Lifeline Distribution Centre staff, retail managers and volunteers at our Lifeline Shops and Return-It site at Dalby. A huge thank you to our devoted customers who continue to support us day in day out.

DIVERSIFYING INCOME STREAMS

L26 places a renewed focus on fundraising to help grow our mission. The Fundraising and Marketing team will be expanded to help support our ability to meet the needs of each of the communities Lifeline operates in. The new team will work closely with our Human Services team to help expand our service model and identify new programs to support the wellbeing of our communities.

EMPHASISING QUALITY SAFETY AND RISK

A recent review of our corporate governance structure places a greater focus on enhancing our quality assurance, workplace safety and risk management measures. This is fundamental to our mission and essential in ensuring the safety and wellbeing of our staff, volunteers, clients, participants and customers.

ALIGNMENT OF OUR SUPPORT SERVICES TO OUR FRONT-LINE TEAMS

Last, but by no means least, a big acknowledgement of our tireless support teams, including, HR, volunteer and trainee coordination at our DC, ICT, finance and property teams. A key focus of L26 will be to define 'The Lifeline Way' and ensure alignment of our support teams with our service delivery staff. This will enhance our ability to provide the best outcomes possible to our clients, participants and customers and to our funding partners.

Thanks very much to all our support teams for your hard work and dedication in what has been a challenging year of change.

I look forward to an exciting year ahead as we continue to build our capability to extend our mission further into the future.

Yours sincerely,



Grant Simpson

CEO Lifeline Darling Downs and South West QLD



Treasurer's Report

With Alex Terwijn

I am pleased to present my 2021/2022 Financial Year Treasurer's Report for Lifeline Darling Downs and South West Queensland Limited (LDDSWQL).

STATEMENT OF FINANCIAL PERFORMANCE

Total Income earned in the 2021/2022 financial year was \$22,767,616. Excluding \$1,291,831 of extraordinary Covid financial support receipts, the ordinary total income earned in 2020/2021 was \$22,219,887.

Major contributing factors to the \$547,729 increase in ordinary Total Income include the following:

- Gross Profit from our Shop trading was **up** \$303,094. This was achieved without any noticeable increase in the number of sales staff.
- Tranquillity Care Services (TCS) experienced a year of consolidation and as a result income was **down** \$557,452. This was after a \$3,343,123 or 55% increase the previous year.
- Grant Revenue – Programs was **up** \$373,272.
- Donations were **up** \$159,067.

Total Expenditure of \$23,576,590 was **up** 4.6% on last year's \$22,544,634.

The contributing factors to the \$1,031,956 increased expenditure were the following:

- Salaries, Wages & On Costs and Superannuation was **up** \$762,611. Staff numbers increased from 281 at the start of the year to 315 at the end of the year.
- All other expenditure were **up** a net \$269,345.

The Statement of Financial Performance reveals the following impact of the Covid financial support given to LDDSWQL on its net profit over the last 2 years:

STATEMENT OF FINANCIAL PERFORMANCE	THIS YEAR	LAST YEAR
Profit / (Loss) before Income Tax add back	(808,975)	967,084
Grant Revenue – Jobkeeper.etc	–	(1,291,831)
Profit / (Loss) before Govt Stimulus etc	\$(808,975)	\$(324,747)

The Board has acknowledged the significant financial contributions made by government during the Covid period and has taken this into consideration in approving the 2022/2023 budget in which emphasis has been placed in expanding the sources of revenue.

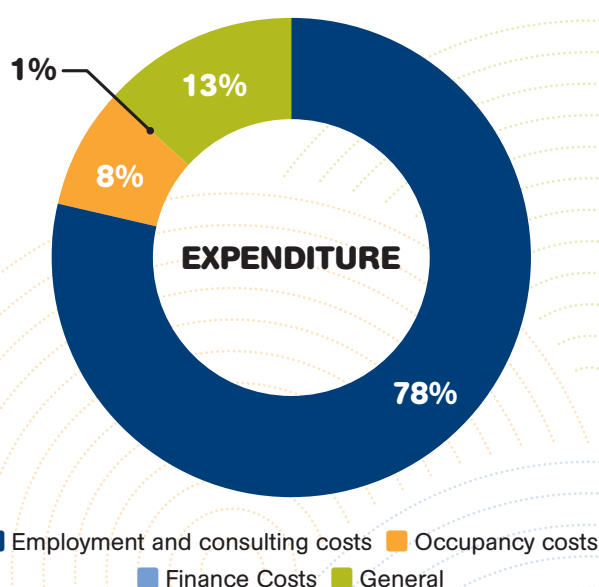
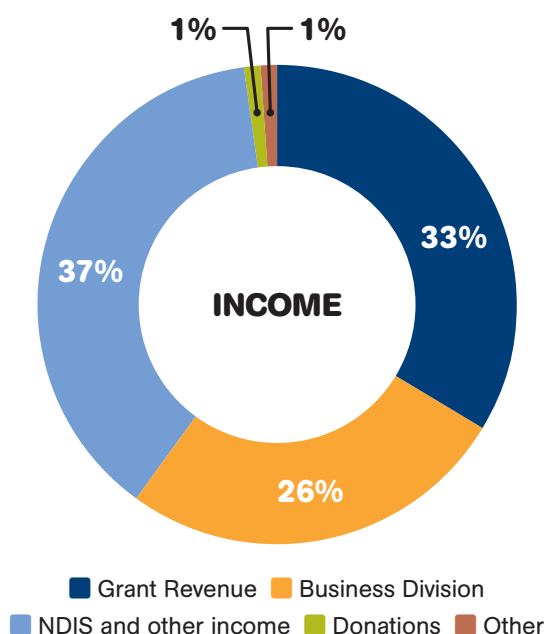
STATEMENT OF FINANCIAL POSITION

LDDSWQL remains in a conservative financial position as reflected by the following balance sheet summary:

STATEMENT OF FINANCIAL POSITION	THIS YEAR	LAST YEAR
Current Assets	4,739,660	6,882,811
less Liabilities	(3,541,650)	(4,579,319)
Net Current Assets	1,198,010	2,303,492
Fixed Assets	10,817,705	10,142,378
less Bank Loans	(1,958,368)	(1,579,548)
Net Fixed Assets	8,859,337	8,562,830
Total Net Equity	\$10,057,347	\$10,866,322

OVERVIEW

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 2022 and have provided an "unqualified audit opinion".

The 2022/2023 budget has been approved and adopted by the Board and our staff and volunteers relish the year ahead as we pursue our vision.

Governance

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

Board of Directors

Board Executive



Andrew Taylor
Chairman



Beck Borger
Deputy Chairman



Alex Terwijn
Treasurer

Directors



Maryanne Long



Nadja Jones



Denise Quinn
exited



Rob Craig



Alan Dean



Darryl Bates
exited



Caitlin Easton



Trevor May



John Henderson
exited

Year at a Glance

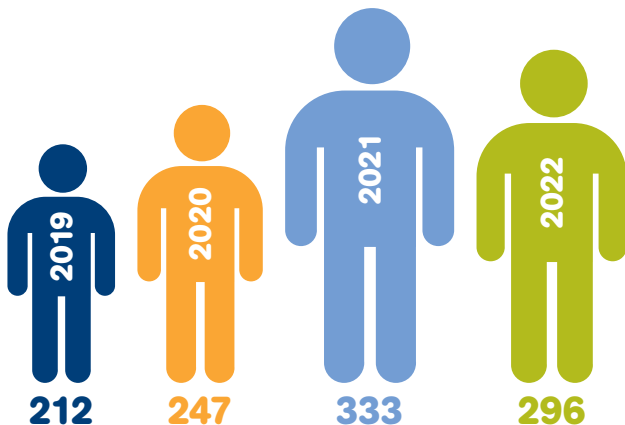
Staffing & Engagement

Number of
Employees

364,377

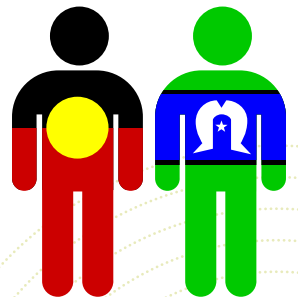


**TOTAL
SERVICE
HOURS**

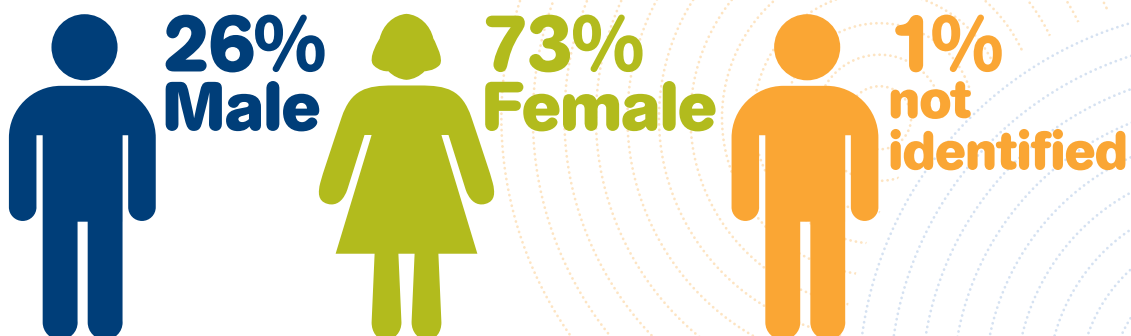


8%

Aboriginal &
Torres Strait Islander
Staff identified



2022 Staffing



Our Services

HUMAN SERVICES

OUR YEAR AT A GLANCE

Total number of clients referred to the various Human Services Programs: **5,240**

CHILDREN AND FAMILIES PROGRAMS

During the year we supported **646** families, individuals and young people who presented with a range of challenges and/or complex needs. A number of services are delivered across our footprint, responding to the challenges faced by individuals, families and young people. Some of our programs are delivered from one location while others operate across multiple towns and communities within our expansive geographic area. Our practitioners provide the specific supports and therapies required to respond to individual and family needs, across a continuum from early intervention through to complex case management and therapeutic intervention. Our staff are trained to provide a range of multifaceted interventions and modalities responding to the family or individual they are working with. Some families are needing assistance to develop their parenting skills whilst others have statutory intervention and their children are in care; requiring the parent/s to do significant work. We work with them to demonstrate they are able to provide their children with a home free from violence or neglect to ensure the possibility of reunification. We advocate for our families and work in collaboration with internal programs, government and non-government services to gain the best outcome for children and families. We also work specifically with young people who may be disengaged from education or generally at-risk due to living in domestically violent homes. All our programs work from a trauma-informed perspective and with the knowledge that the neurological pathways damaged from early trauma can be re-wired allowing people to move forward in their life and thrive once they are ready to make those changes.

STORY

Susan (not her real name) had been kicked out by her ex-partner along with their two children at the time of the referral.

She was in an abusive relationship which included sexual violence, coercively controlling behaviour, death threats and being choked. Susan's children had been adopted. Due to her religious beliefs, she felt she had to remain in this relationship and this led to Susan becoming suicidal due to concerns over having to move and the impact the separation would have on her children's mental health. She engaged with a LDDSWQL Support Practitioner to seek legal advice and arrange support for the trauma experienced by the children.

Due to her concern over her safety and her ex-partner knowing where she lived, Susan was supported to develop a safety plan including the installation of a security system. She was supported through the process of providing a statement to police and then again when she and the children had to provide evidence in Court. The Support Practitioner provided regular counselling to Susan as well as providing strategies to assist her to deal with the trauma experienced in the relationship.

The Support Practitioner was able to work with Susan to increase her understanding about what healthy and unhealthy relationships look like, including how to locate the red flags of Domestic, Family Violence early in a relationship. She now feels empowered to seek support and has recently been able to prioritise self-need along with the needs and safety of her children.

She has reported the violence she had experienced, providing a statement to Police, as well as reporting the issues to her local Church. The Support Practitioner has supported her through the finalisation of her divorce, property settlement and children's contact arrangements.





CLIENT NUMBERS:

- Family Counselling – **38**
- Rural Family Counselling - **28**
- Family Intervention Services – **153**
- Rural Family Support – **65**
- Family and Child Connect - **59** referrals involving **202** children and parents
- Youth Justice – **32**
- Tracks to Success (Indigenous Youth education program)– **46**
- St George & Maranoa youth programs (including Love Bites program) – **82**

DOMESTIC AND FAMILY VIOLENCE PROGRAMS

We provided a range of services and responses to **470** individuals throughout the year, including

- Responding to domestic and family violence (support people experiencing and escaping violence, counselling, health and wellbeing, court support) - **418**
- Perpetrator intervention services (included men's behaviour change programs & Caring Dad's) – **52**

We also provide a specific LGTBQIA+ DFV program to respond to the specific needs of the rainbow community. This program also includes an education and awareness component for the broader community.

Our Services

HUMAN SERVICES

EMERGENCY RELIEF

We provided emergency relief assistance to 1,352 individuals. These individuals and families often present to us in significant distress, due to one or more of their basic needs not being met.

FINANCIAL COUNSELLING SERVICES PROVIDED

We provided assistance to 182 people who were experiencing varying levels of financial distress. Many of these relate to the environmental conditions such as prolonged drought, then flooding. Some others were impacted by COVID or due to various employment, relationship breakdowns, gambling or other circumstances resulting in financial distress.

SOCIAL AND EMOTIONAL WELLBEING PROGRAMS (INCLUDING COUNSELLING)

We assisted 453 people who sought support and the skills necessary to deal with a range of problems including problem gambling, mild to moderate depression and/or anxiety, interpersonal relationship issues, distress intolerance, general life coping issues, supporting children struggling with parental separation, and parenting skills.

CLIENT NUMBERS:

- Gambling Help services – **91**
- My Connections My Way, (Cognitive Behavioural Therapy skills program for those struggling with anxiety, depression, anger, grief, loss and stress) – **93**
- Creative Coping, a skills development group training program (Dialectical Behavioural Therapy) – **57**
- Supporting Children After Separation – **38**
- Positive Relationships Program – **174**

STORY

Jason, a 17-year-old had no secure accommodation and as a result was couch surfing in a rural town in South West Queensland. He and his family had relocated to a rural town several years ago and Jason had become disengaged in school and commenced engaging in risk taking behaviours. The worker engaged with him, initially meeting for a meal and talking through some self-regulation strategies. It was identified that he was very mechanically minded. Jason, with the support to the worker was able to identify that he would like to commence an apprenticeship. This proved to be very challenging as he had no birth certificate or proof of identity. Gaining this identification was complicated by family conflict. This meant that it was a struggle to register to get a learners license, or to open a bank account for wages.

The worker was able to support Jason to commence some work in a rural setting and meet the necessities of life by organising meals and accommodation through the employer. With some experience, he was then able to secure a better employment option in another location which resulted in him being able to pay rent in temporary accommodation - a significant improvement from being homeless. Jason is working towards more stable accommodation and saving to purchase a vehicle to improve his options. These changes to his life would not have been possible without the support of the worker and the program.





TOOWOOMBA HOUSING HUB

We had **2,137** customer contacts from people seeking housing and homelessness advice and assistance. Responses involve Hub staff and our partners (including Department of Housing and other NGO service providers) undertaking needs assessments, exploring all possible housing solutions and referring customers to other service providers to address any additional barriers they might be facing.

We know housing security for individuals and families is a critical factor for a more stable, secure and fulfilling life, contributing at both a personal and community level.

Our Services

TRANQUILLITY CARE SERVICES

It has been a year of change and challenges for Tranquillity Care Services (TCS), our disability service provider. Despite this the team have continued meeting the needs of the people we support, focusing on delivering great services built on inclusion, courage, kindness, and the importance of choice and control – working with the person not for the person.

TCS introduced a number of new team members this year with a focus on the development of sustainable frameworks, quality assurances and safeguarding approaches to ensure we provide the best service possible with the scalability to accommodate growth for the region.

This year, 120 TCS employees supported over **500** incredible people across three programs:



246
Support
Coordination



257
Plan
Management



110
Individual
Services



OUR SERVICES

The NDIS continues to be one of the most important reforms in disability services in Australia. This year TCS continued to support people with disability who have NDIS Plans to design their future by giving them greater freedom, choice, and control and through that independence to live life the way they choose.

INDIVIDUAL SUPPORT SERVICES:

- **In-Home Support** – supporting people with disability with day-to-day tasks, to develop and maintain skills and to achieve their goals.
- **Community Access Support** – support to access the community, visit friends and family, engage in activities the person likes or try new things and/or learn new skills.
- **Supported Independent Living** – help or supervision with daily tasks in the person's home or a home provided by TCS to help a person with disability live as independently as possible while building their skills.
- **Short-Term Accommodation including respite** – funding for support and accommodation for a short time away from a person's usual home.

We were excited to launch the newly renovated downstairs Gipps Street property and are excited for the renovations to occur upstairs in the near future. When fully renovated, the house will provide a home to 6 people, who will be supported to live as independently as possible. The house has been re-designed to include features that promote social participation within the household whilst still giving each person their own private space. The house has spacious bedrooms, modern kitchens, open plan living and dining areas and is close to local parks, shopping centres and the larger Toowoomba region. Housing is such a critical need in the Toowoomba region and the house provides a home to amazing people who will be supported to grow and develop in a safe space so that they can achieve their goals and dreams.



SUPPORT COORDINATION:

TCS provides three levels of Support Coordination from a person's NDIS Plan.



Support Connection (Level 1)



Support Coordination (Level 2)



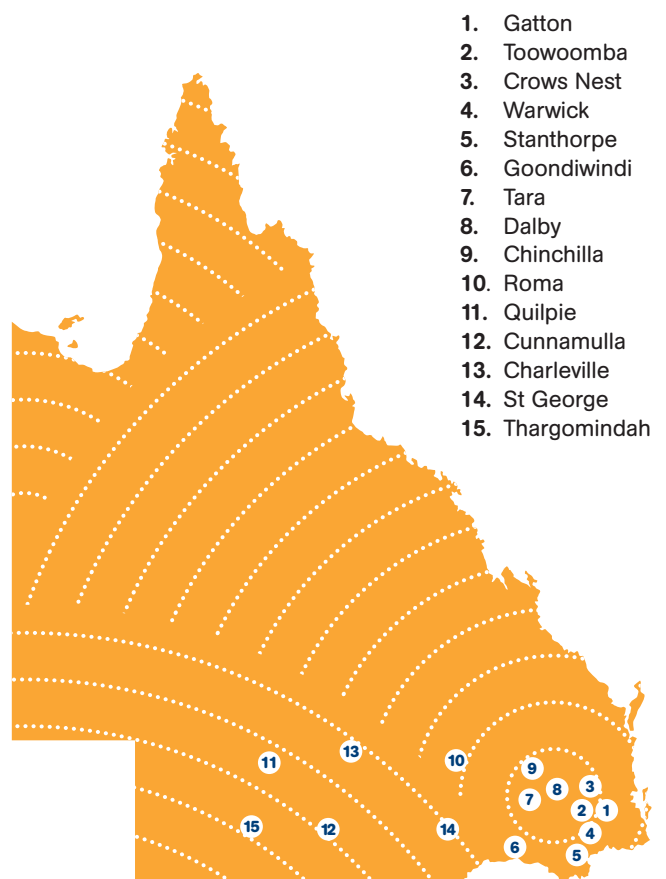
Specialist Support Coordination (Level 3)

PLAN MANAGEMENT:

Plan Management assists and supports a person with disability to manage their NDIS Plan funding.

This year TCS continued to grow and develop across all three programs to ensure that the people we support are provided with a range of meaningful options so that we can continue to facilitate choices in a way that people with disability ask us to.

TCS SERVICES OFFERED ACROSS DARLING DOWNS AND SOUTH WEST



TCS Testimonials

“Being able to work alongside someone with a disability and seeing them flourish is immensely rewarding.”

Danielle, Senior Support Worker

“...being able to see the participants we support grow over time and develop new life skills is amazing...”

Aaron, Senior Support Worker

“To provide unconditional positive regard to the outcome of a participant’s decision ignoring any personal biases and feelings.”

Karen, Senior Support Worker

“I am constantly inspired by people living with a disability who are so often marginalised in our community and still manage to achieve their goals - and more! I will always strive to be an ally to those living with a disability and support their right to control their lives...”

Kate, Support Coordinator

“As administration I enjoy interacting with our participants and welcome them to our TCS ‘family’ when they visit our office.” Jo, Administration Assistant

“Knowing that we are improving quality of life and their dreams and goals are being met with help from TCS”

Richy, Team Leader Individual Services

STORY

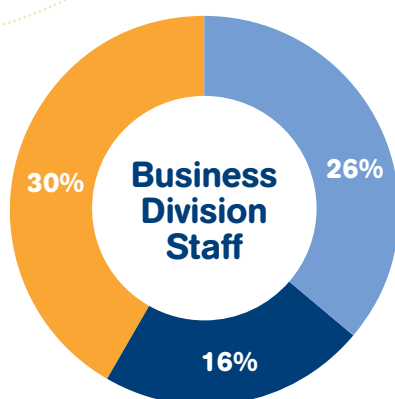
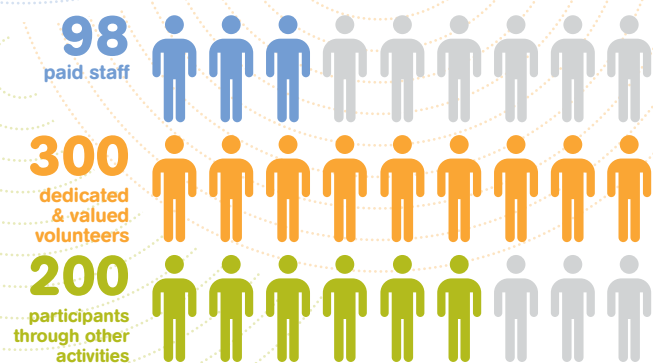
Brad is a young man, supported by the TCS Individual Services team in one of our SIL properties. Brad has been saving extremely hard the last few months and used his birthday money combined with his weekly savings to purchase himself a brand-new Laptop. We are all so excited for him and proud of his savings to achieve this. Joyce Mayne also gave him a free 15-month subscription for Office and is transferring all his old files from his old laptop to the new one for free.

With his hard earned savings, he still has a good amount left to go towards his next purchase.



Business Division

WHO WE ARE:



■ Full Time ■ Part Time ■ Casual

WHAT WE DO:

- Sorting Division
- 15 Retail outlets
- 2 Return-It Container Depots
- Administration
- Distribution Centre
- Transport & Logistics
- Recycling and Waste Management
- Annual Bookfest
- Volunteer Management
- Work experience programs
- Skill based traineeship programs
- Total exported stock FY 21-22 = 380 tonne
- Free furniture pick-up service (1300 collections for FY 21-22)



HOW WE DO IT:



SKILLING QUEENSLANDERS FOR WORK

The Queensland Government's Skilling Queenslanders for Work initiative represents a significant investment to support Queenslanders into work and provides training to people who are under-utilised or under-employed in the labour market, as well as building their employable skills.

LDDSWQL acknowledge that this training project is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative.

This year 28 trainees were employed at LDDSWQL for a period of 6 months through two projects:

PROJECT 1 - FROM THE GROUND UP

This project hosted trainees at either our Distribution Centre or our Return-It sites

PROJECT 2 – SHOP OPPORTUNITY

This project placed trainees at either our Toowoomba retail or country shops including Highfields, Oakey, Dalby, Tara, Warwick or Stanthorpe sites.



STAFF PROFILE

KIM BOWNAS - MANAGER LIFELINE PERTH ST, TOOWOOMBA

"I just had to say that I cannot thank you enough for giving me this opportunity and your constant support. I finally found my wings.

Gaining additional skills and experience in retail was an exciting journey. Being successful in then getting a job as a shop Manager was the icing on the cake.

Tomorrow is never guaranteed, but I'm determined to work very hard.

Thank you all again for this amazing life-changing experience."

Digital and IT – Supporting our Services

ICT BUSINESS IMPROVEMENT

In the past year, ICT implemented:

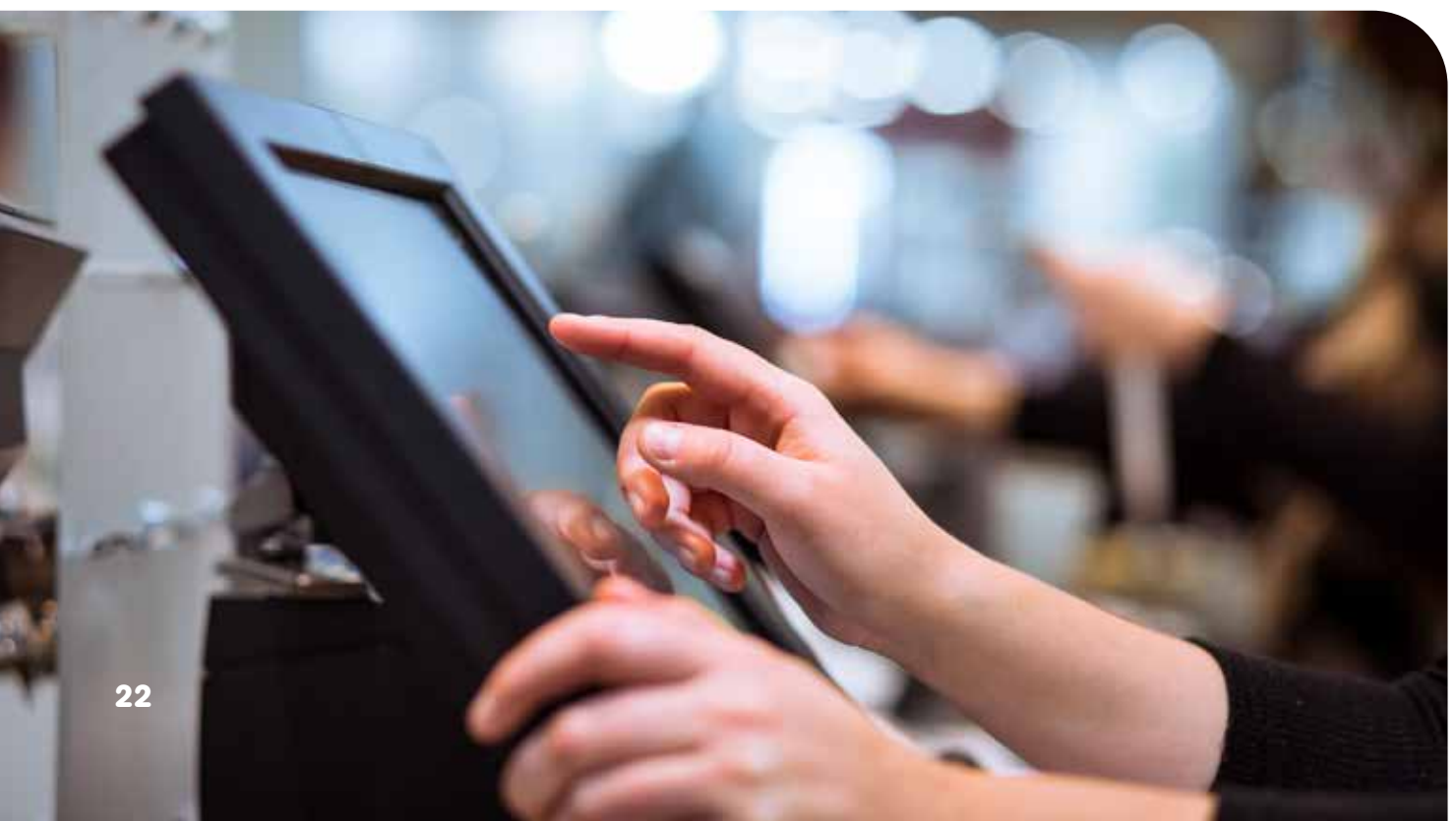
1. POS
2. Property Maintenance App
3. BI Reporting

NEOPOS

Point of Sale terminals were rolled out to all shops and NeoPOS was chosen due to the simplicity of the software and ease of use for all staff and volunteers.

An example (right), shows how staff and volunteers can easily select the category and the price of the item with one click and all items and stock are priced according to the pre-determined prices.

If tendering by cash the amount received does not have to be typed in, the notes and coins can be selected to avoid mistakes. The end of day report is uploaded to the finance system daily.





PROPERTY APP

The Property Maintenance App for managers and staff was developed to enable everyone to submit requests for maintenance with ease.

Along with the “ticket-like” maintenance-system, which ensures that each submission is addressed and formalised, every submission is recorded at the same time.

This has put Lifeline in a position where it can properly report on the type of maintenance and the costs relating to each site.

It will therefore be easier to budget, plan, implement and optimise new possibilities in future with more accurate cost predictions.



Created	ID	Request	Request Type	Status	Submitted Date	Owner
28 Aug 2022 10:42 AM	8000170	2023 P1 Stairs St Inspection	Inspection	Allocated to Vendor	27/10/2022	Kelly Chapman
27 Sep 2022 12:00 PM	8000171	Drainage Works	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000172	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000173	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000174	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000175	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000176	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000177	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000178	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000179	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000180	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000181	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000182	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000183	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000184	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000185	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000186	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000187	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000188	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000189	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000190	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000191	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000192	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
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27 Sep 2022 09:00 AM	8000194	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000195	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000196	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000197	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000198	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000199	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell
27 Sep 2022 09:00 AM	8000200	2023 P1 Stairs St Inspection	General	Allocated to Vendor	26/09/2022	Ernie J. Linnell

Property App – Maintenance Portal

POWER BI

ICT has also formally adopted Microsoft Power BI as Lifeline’s Main Reporting Software. Microsoft Power BI is a suite of business intelligence (BI), reporting, and data visualisation tools and services.

It converts raw data into dashboards and visualisations, allowing management to analyse data more efficiently, spot trends and patterns, and obtain actionable insights to make better business decisions.

Putting an analytical system in place to effectively analyse data, helps management discover useful information and support enhanced decision making. ICT is working on consolidating data across departments where it can be utilised to create interactive, responsive and useful reports for the business.

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Rotary Club of Toowoomba City
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FUNDING BODIES

State Government
Department of Justice and Attorney-General
Department of Communities,
Housing and Digital Economy
Department of Children, Youth Justice
and Multicultural Affairs
Department of Employment,
Small Business and Training
Department of Communities,
Disability Services and Seniors

FEDERAL GOVERNMENT

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

OTHER FUNDING BODIES

Mercy Community Services
Relationships Australia
Rhealth
Darling Downs and West Moreton PHN
Western Queensland PHN

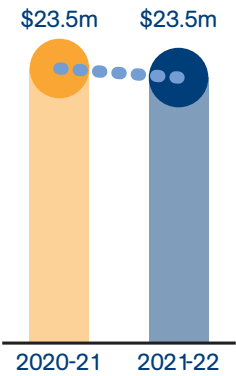
Financials

FINANCIAL PERFORMANCE

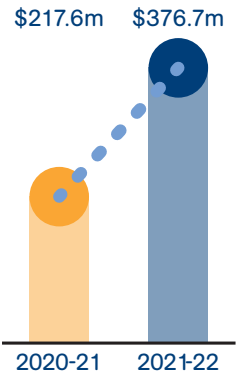
The financial performance is summarised from extracts of the audited financial statements of Lifeline Darling Downs & South West Queensland Ltd for the period ended 30 June 2022.

Please click here to see the Audited Financial Reports

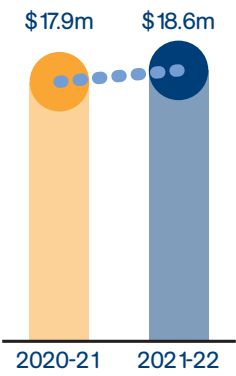
Revenue



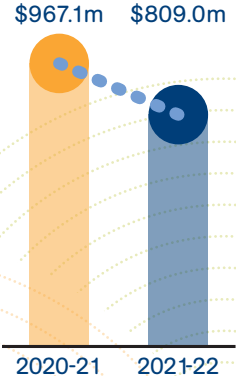
Fundraising & Donations



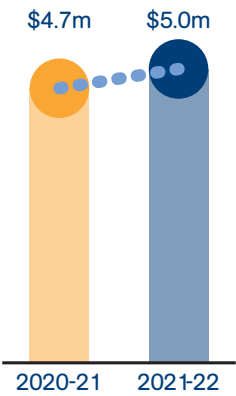
Employee Costs



Operating Surplus



Operating Costs



In Community







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Contact

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