

2025 Annual Report

Lifeline
MID COAST

Lifeline
MID COAST

Contents

Overview	3
Our Services	4
Organisational Structure	5
Chair Report	6
CEO's Report	8
Operations Report	10
Training Program	12
Crisis Support Services	14
Community Engagement	18
Our Board	22
Our Team	26
Board and Committee Membership	25
Thank you	29
Treasurer's Report	30
Financial Statements	31

Cover Image: Out of the Shadows, Town Beach, Port Macquarie 2025
Back Cover: Out of the Shadows, Port Macquarie 2025

Lifeline Mid Coast acknowledges the Worimi, Birpai and Dunghutti peoples who are the traditional custodians on the lands on which we live and work. We honour First Nation people's culture and connection to land, water and community. We pay our respects to Elders past, present and emerging. We acknowledge those lost to suicide and those today struggling with the impacts of suicide

Who we are

Lifeline Mid Coast (ABN 25 524 080 750) is a not-for-profit charity providing consistent, caring support to anyone who needs it, focusing on preventing and intervening in situations of self-harm and suicide.

Lifeline Mid Coast was established in 1988 as an unincorporated Centre of the Uniting Church in Australia NSW, ACT through the Port Macquarie Uniting Church and the Mid North Coast Presbytery. Since then, Lifeline Mid Coast has been committed to reaching out to those in crisis, whenever they need it and wherever they are, offering real support when difficulties seem overwhelming.

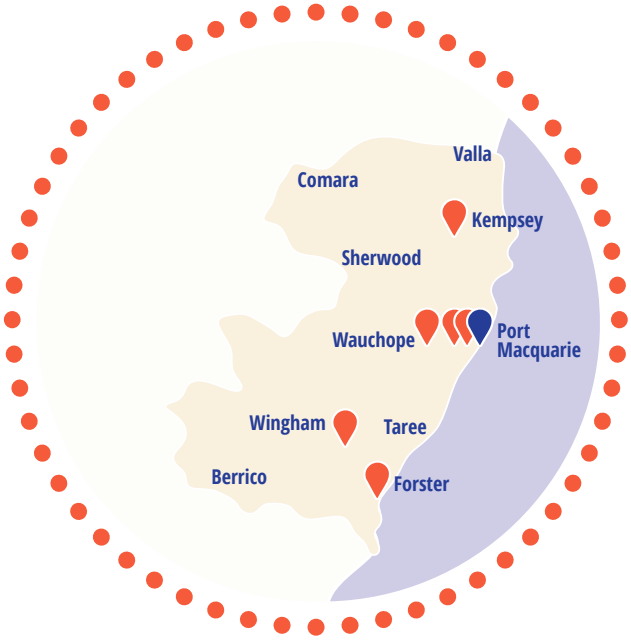


As part of the Lifeline's 13 11 14 national crisis line that answers a million calls a year, we at Lifeline Mid Coast answer over 24,000 calls each year, offering comfort and assistance so that no one has to face their darkest moment alone.

We believe no one should feel alone or hopeless in a crisis. Our approach is based on offering a listening ear and the right support, which we know can be lifesaving.

Geographical Area

Our services cover the local government areas of Nambucca Valley, Kempsey Shire, Port Macquarie Hastings and Mid Coast.



Retail Shops

Lifeline Shop Port Macquarie | 122 Gordon Street
Lifeline Shop Port Macquarie | 24 Central Road
Lifeline Shop Wauchope | 41 Cameron Street
Lifeline Shop Kempsey | 51 Smith Street
Lifeline Shop Forster | 1/35 Breese Parade
Lifeline Shop Wingham | 41 Isabella Street



Lifeline Mid Coast Services

Suicide Prevention and Postvention

Eclipse Group: A support group for people who have attempted suicide offering a safe place to find a recovery solution.

Support After Suicide: A support group that enables people who have experienced the loss of a loved one through suicide, to share, listen, give and receive mutual support.

Hospital to Recovery: Personalised support for people transitioning from hospital to home following a suicide attempt.

Bloom: A support group for people with suicidal ideation or who self-harm. It offers a safe, non-judgmental space to connect, talk about their experiences, and discuss healthy coping strategies.

Out of the Shadows: Annual walk for suicide awareness held on World Suicide Prevention Day.

Memorial Services: Held before Christmas in both Port Macquarie and Tinonee to remember those people loved and lost to suicide.

Training Programs

Crisis Support Training: This nationally recognised training currently comprises three Units of Competency and is designed to train Lifeline Crisis Supporters.

Accidental Counsellor: Helping those who work in communities to understand and respond to trauma such as natural disasters or deaths by suicide.

Mind Your Mates: A 45min 'toolbox talk' which will enable you to recognise the signs of depression, anxiety and thoughts of suicide in your mate.

DV-alert: For front-line workers within universal services for whom family violence is not a core function of their role.

DV-aware: Understand the initial signs of domestic and family violence, and know how to respond appropriately.

Disaster Recovery and Community Engagement

Disaster Response and Recovery: Supporting communities to prepare for and rebuild following a disaster.

Community Engagement: Lifeline representatives are available for Community Engagement through suicide prevention talks and programs.



Crisis Support

Lifeline Crisis Support 24/7

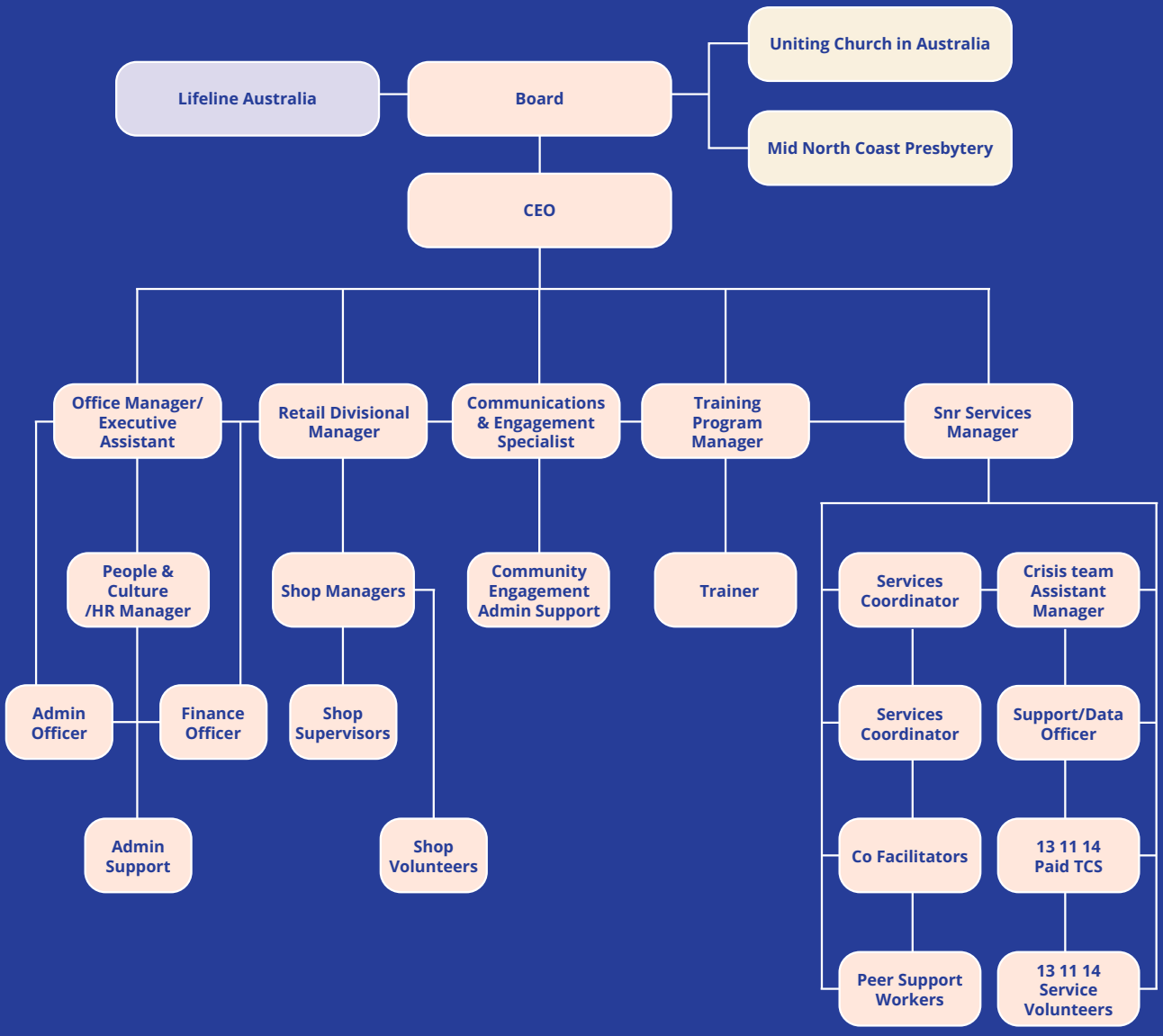
13 11 14:
Confidential telephone crisis support service. Free call from a landline, payphone or mobile.

lifeline.org/crisis-chat:
Confidential connection through Lifeline's website.

Lifeline Text 0477 13 11 14:
Confidential connection using texting.

13 YARN (13 92 76):
Confidential Aboriginal & Torres Strait Islander telephone crisis support.

Lifeline Mid Coast Organisational Structure



A message from the Chair



Neville Parsons, Board Chair

Lifeline Mid Coast has a proud history of connecting with our local community and delivering critical services across the region—from Bulahdelah in the south to Nambucca Heads in the north, serving approximately 195,000 people. Our ongoing success is driven by the passion and dedication of our management, staff, volunteers, and Board members.

Our Team and Community Impact

• **Team Members:** 38 staff and 350 volunteers, including 10 Board members

• **Community Reach:** Lifeline Mid Coast enhances the well-being of our community by providing support, care, and comfort through a range of vital services.

Our collective efforts ensure that those in need can access the support Lifeline offers, whether through crisis intervention, retail shops, or community engagement.

Lifeline Shops and Funding

Our Lifeline Shops are essential to funding our services. They not only generate revenue to sustain our operations but also provide affordable, quality clothing and goods to those who rely on them. Volunteering opportunities in our shops and crisis support lines foster community involvement and goodwill.

Shop Locations:

- **Forster**
- **Wingham**
- **Wauchope**
- **Port Macquarie (2 shops)**
- **Kempsey**

Unfortunately, the severe floods in Taree in May 2025 forced the closure of our Taree shop, following over one metre of water inundation and the subsequent termination of the lease.

Resilience and Response

A key strength of Lifeline Mid Coast is our ability to adapt and respond to challenges. The teamwork and support demonstrated during the May 2025 flood event highlighted the resilience and positive culture of our organisation.

Financial Performance

Reflecting on the 2024–2025 financial year, Lifeline Mid Coast continued its transformation and delivered another strong financial performance.

• **Profit for the year:** $1,065,234 being $124,905 (10.5%) less than last year.

This result was impacted by shop closures due to relocations, renovations, and the permanent closure of the Taree shop after the flood.



"Heard at Sea Cave" Out of the Shadows, Town Beach, Port Macquarie

Strategic Direction: 2025–2029

Our transformation is guided by the newly developed 2025–2029 Strategic Plan, shaped by input from management, staff, volunteers, and Board members through surveys and a planning workshop.

Vision: An Australia free of suicide.

Mission: Committed to being a steadfast leader in crisis support and suicide prevention, we reach out to those in need and stand by our community through every season, fostering support and resilience.

Strategic Focus Areas:

• **Customers, Participants & Community:** Create exceptional experiences at every interaction

• **People & Culture:** Recruit, develop, and retain the right people

• **Finances:** Boost financial sustainability by increasing revenue and profitability

• **Systems & Processes:** Improve systems and processes for better customer experiences and increased productivity

CEO Catherine Vaara and our senior managers are now implementing operational plans aligned with this strategy, ensuring Lifeline Mid Coast continues to make a lasting positive impact.

Major Projects

Several major projects are underway, coordinated by our Board Building Committee under the leadership of Committee Chair Peter Orford:

• **Burrawan Street Administration and Services Centre:** Design finalised; Development Application documentation in preparation; engagement with the Uniting Church regarding project planning and financing.

Other Projects: Recent building works at Central Road, renovations at the Wingham shop, and the new Kempsey shop location and fit-out.

Acknowledgments

I am proud to serve as Board Chair and greatly appreciate the commitment of our senior management team, staff, volunteers, and Board members. Lifeline Mid Coast has transformed over recent years to become a more resilient and sustainable organisation, ensuring our valued services continue to support the community.

Special thanks to CEO Catherine Vaara and her expert staff and volunteer team for their passion and dedication. To our Board, thank you for your support and commitment to Lifeline Mid Coast's ongoing growth and success.

Finally, I extend heartfelt appreciation to everyone who has supported our organisation this past year. Your support enables us to continue providing quality, valuable services to our community.

A message from the CEO



Catherine Vaara, CEO

It is with immense pride that I reflect on a year of remarkable achievement, resilience, and growth at Lifeline Mid Coast. Thanks to the success of both newly established and remodelled shops, our Op Shop retail sector has recorded its highest-ever sales, demonstrating not only robust operational performance but also the power of community engagement.

Crisis Support

Our contribution to Lifeline's national 13 11 14 crisis support service remains steadfast. This year, our dedicated team responded to over 24,000 calls from individuals in distress, ensuring that support was available during their most vulnerable moments. Locally, our suicide prevention and postvention services have reached new heights, expanding their reach and depth across the region.

Our dedicated team responded to over **24,000 calls**

Eclipse

A cornerstone of this progress has been our unwavering belief in the Eclipse and Bereavement After Suicide support programs. These vital initiatives have positioned Lifeline Mid Coast as a Centre of Excellence, enabling us to assist sister centres including Lifeline South Coast, and Lifeline North Coast and Western Australia in establishing and maintaining their own local suicide prevention frameworks. Through collaboration, knowledge-sharing, and a united vision, we have become a key touchpoint for service fidelity across the national network.

The launch of our culture surveys offered valuable insight into our internal culture. By listening to staff and volunteers, we were able to both celebrate our successes and address procedural inconsistencies. This feedback, combined with analysis of service gaps, particularly for those affected by suicide, guided the development of a refined Mission and a bold new Strategic Plan.

Our Mission is clear:

To be a steadfast leader in crisis support and suicide prevention; reaching out to those in need, walking with our community through every season, and fostering support and resilience.

Our The five-year Strategic Plan is built upon four foundational pillars:

- **Our Customers, Participants & Community**
- **Our People & Culture**
- **Our Finances**
- **Systems & Processes**

Grounded in this framework, we undertook comprehensive reviews across all sectors of the organisation, introduced new policies and procedures, strengthened our retail operations, and explored new programs to better support those impacted by suicide. These efforts will be bolstered by modernised platforms designed to enhance efficiency and service delivery.



Catherine with 'Peanuts' the dog, Kelly (L) and the team

Flood Support

During the devastating floods that affected our region, our staff and volunteers demonstrated extraordinary compassion and courage. They were present in the community, offering emotional support, companionship, and practical help to those most in need. It was a powerful testament to the human spirit and the enduring role of Lifeline.



Community

Amidst seismic changes and challenges, Lifeline Mid Coast has remained true to its purpose. Our team has continued to deliver high-quality crisis support, extended our outreach in suicide prevention and bereavement services, supported Centre development nationally, and proudly participated in community events such as NAIDOC Week.

Retail

Our financial stability is largely due to the outstanding performance of our seven Op Shops. They remain reliable, attractively presented, and powered by deeply committed teams of staff and volunteers.

Volunteers

Above all, I want to acknowledge the extraordinary contribution of our volunteers who are the vital backbone of all we do at Lifeline Mid Coast. Whether answering phones, sorting donations, assisting customers, or offering a listening ear, their generosity of spirit and unwavering dedication infuse every aspect of our work with compassion and strength. They are not only essential to our operations, they are the embodiment of our mission in action. Their impact is immeasurable, and their presence irreplaceable

To every individual who has contributed to our journey, I extend my deepest gratitude. Your grace, humour, dedication, and tireless efforts are making a profound difference. You are the heart of Lifeline Mid Coast.

Operations Report



Max Schaapveld, Retail Divisional Manager

The 2024–25 financial year marked a period of purposeful growth, transition, and resilience across Lifeline Mid Coast's retail network. Despite challenges, including significant flooding across parts of the Mid North Coast, our retail operations continued to perform strongly — maintaining momentum and remaining a vital contributor to Lifeline's mission of hope, connection, and an Australia free of suicide.t.

Our People

At the heart of our success are our dedicated retail teams and 339 volunteers, whose collective efforts transform community generosity into meaningful impact. Whether greeting customers, sorting donations, or creating vibrant shop displays, their work sustains our life-saving services and strengthens community connection.

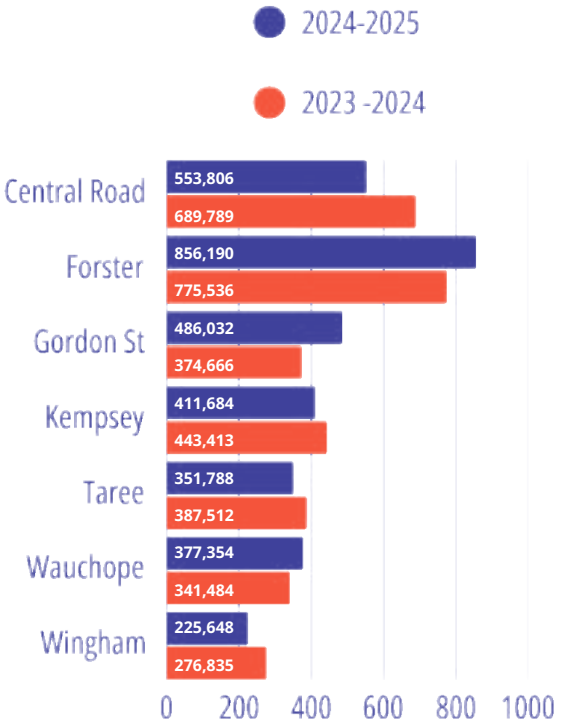
The year also brought several staff transitions. We farewelled Glenn Parker, Emma Prijic, Sam Russell, Samie Ferris, and Mary Johnson, each of whom made valued contributions during their time with Lifeline Mid Coast. We extend our sincere thanks and best wishes to them all.

During a six-month period of transition, David Hore stepped into the Acting Retail Manager role, providing much-needed stability and direction. His leadership strengthened team culture, improved internal communication, and established clearer retail processes — laying a strong foundation for future growth and consistency.

We also welcomed Bronwyn Burke to Wauchope and Sydni Greigh to Kempsey, both bringing enthusiasm and new perspectives. Tara Mesiti expanded her leadership to oversee both Port Macquarie stores, ensuring continuity and alignment across locations.

Central Road, Port Macquarie Grand opening





Sales Revenue - FY25 v FY24

Trading Results

Although the floods presented operational challenges, our retail network did not lose momentum. Retail operations remain the cornerstone of our financial sustainability, generating approximately **$3,262,502, or 83%** of Lifeline Mid Coast's total income. **Forster led the network with sales of $856,190** reflecting consistent community support and strong brand trust.

Looking Forward

As we look to the future, Kempsey will be relocated to a fresh new site with a bright, inviting look and feel — marking a new chapter for this vital community hub. The shop is supported by a terrific team who are focused and dedicated to growing the business, supporting their communities, and creating a place where people can find purpose and connection through volunteering.

I'm delighted to be joining the Lifeline Mid Coast leadership team as the new Retail Division Manager! I bring extensive retail and business leadership experience and, most importantly, a deep passion for community impact. I'm dedicated to ensuring our shops continue to evolve as welcoming, high-performing, and truly mission-driven spaces that support the vital work Lifeline does in our community

Together, with our dedicated staff, volunteers, and community, we remain focused on strengthening financial performance, supporting vital Lifeline programs, and continuing to deliver hope — one conversation, one connection, and one act of kindness at a time.

Total sales and grants revenue FY24-25

$3.9M

Challenges and Opportunities

Severe flooding during the year impacted several stores — including Wingham, Kempsey, and Taree. Our staff and volunteers responded with compassion and resilience, supporting one another and the broader community. Unfortunately, extensive damage to the Taree shop led to the difficult decision to permanently close the site. While this was a significant loss, the unity and dedication demonstrated by our people during this time embodied the true spirit of Lifeline Mid Coast.

Amid the challenges came opportunity. Major renovations at Wingham and Central Road, Port Macquarie brought fresh energy to both locations. These upgraded, modernised spaces enhanced the customer experience, improved merchandising, and created a more inviting atmosphere — resulting in stronger sales performance and increased community engagement.

Training Program Report



Di Bannister, Training Program Manager

This year has once again highlighted the unwavering dedication, resilience, and compassion of our Crisis Support team in Port Macquarie. As we reflect on our journey, we celebrate the achievements, acknowledge the challenges, and embrace the growth that has shaped our service. Every volunteer and paid crisis supporter at Lifeline Mid Coast plays a crucial role in providing vital emotional support to those in need. Their commitment goes beyond duty—it is a heartfelt mission to connect, support, and uplift individuals during their most vulnerable moments.

Our team is diverse, spanning various ages and backgrounds, united by a shared purpose. Lifeline offers more than just a role—it offers meaning. Many crisis supporters often express that while they give a lot, they receive even more in return. This reciprocal relationship forms the foundation of our service ethos.

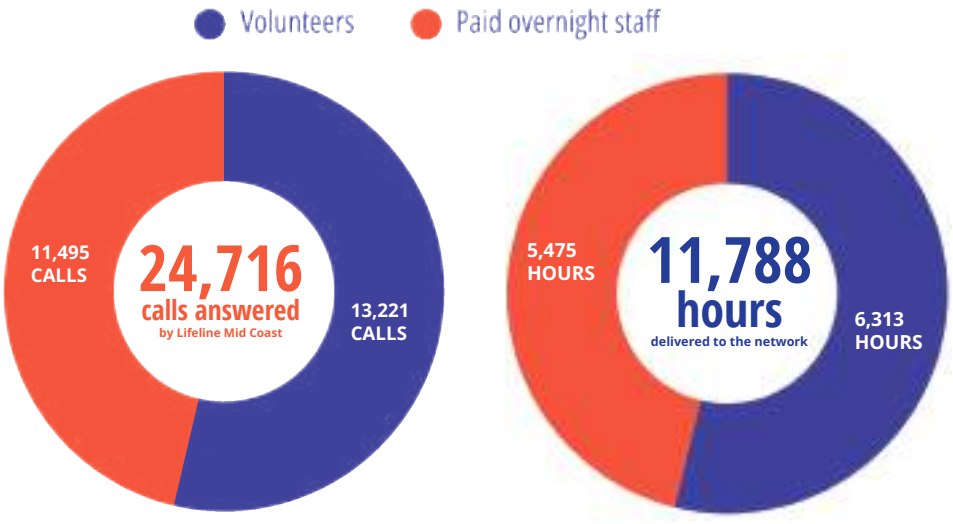
Service Delivery

Throughout the year, our trained Crisis Supporters have provided 24/7 support to help seekers across the region. Answering 24,716 calls, the impact of each interaction is immeasurable. Every call represents a moment of connection, a lifeline extended to someone in distress. Our commitment to consistent and high-quality service delivery remains the cornerstone of our mission.

We continue to adapt to the evolving needs of our community, ensuring that our support is accessible, empathetic, and effective.

Volunteer Engagement

This year, we welcomed 21 new volunteers into the Crisis Support team. Each individual brought unique strengths, perspectives, and a shared commitment to Lifeline's values. Their integration into the team has enriched our service and strengthened our capacity to respond to those in need.



In addition to new recruits, many of our long-standing volunteers continue to serve with unwavering dedication. Their experience and loyalty form the heart of our service. We celebrate their contributions and recognize the invaluable role they play in sustaining our operations.

Training and Development

Professional development remains a key priority. This year, we conducted 18 training sessions covering a range of topics including Accidental Counsellor, DV-alert, Mind Your Mates, and Men Who Use Violence. These sessions are designed for the general community.

We also delivered 2 Crisis Supporter Workplace Trainings and offered ongoing workshops to ensure continuous learning. The feedback from participants has been overwhelmingly positive, highlighting increased confidence, improved communication skills, and a deeper understanding of mental health issues.

Team Highlights

One of the most poignant moments this year came from a help-seeker who shared: "Without Lifeline I would not be here to witness my family grow, have my grandchildren hug me or feel the sun on my face. Thank you."

Such testimonials remind us of the profound impact our service has on individuals and families. They inspire us to continue our work with compassion and dedication.

"Without Lifeline I would not be here to witness my family grow, have my grandchildren hug me or feel the sun on my face. Thank you."

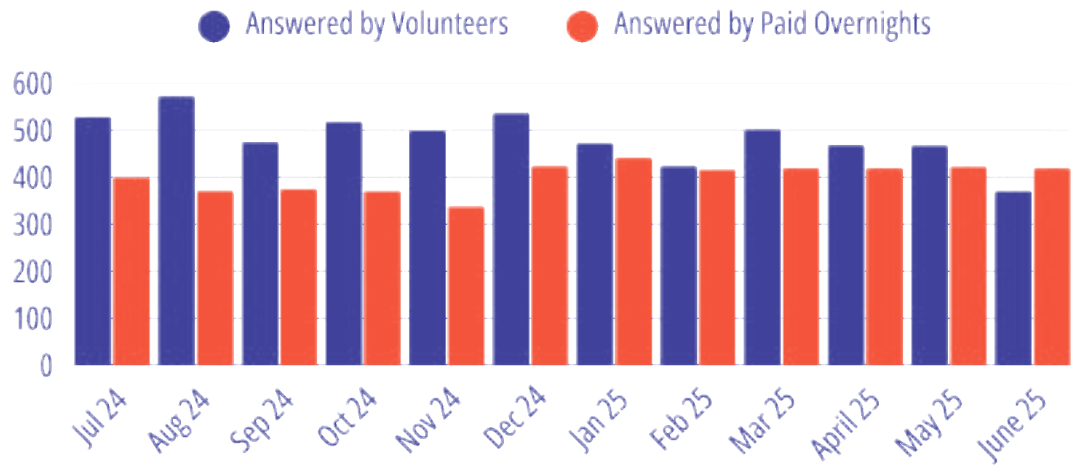


Looking Ahead

As we look to the future, our focus remains on expanding our reach, enhancing training programs, and supporting our volunteers. We are exploring new initiatives to improve accessibility, including digital platforms and community outreach programs.

Our goal is to ensure that no one faces their darkest moments alone. We are committed to innovation, collaboration, and continuous improvement.

Thank you to every member of the Crisis Support team for your unwavering commitment. Your work saves lives, and your compassion brings hope to those who need it most.



Crisis Support Services, Suicide Prevention and Postvention



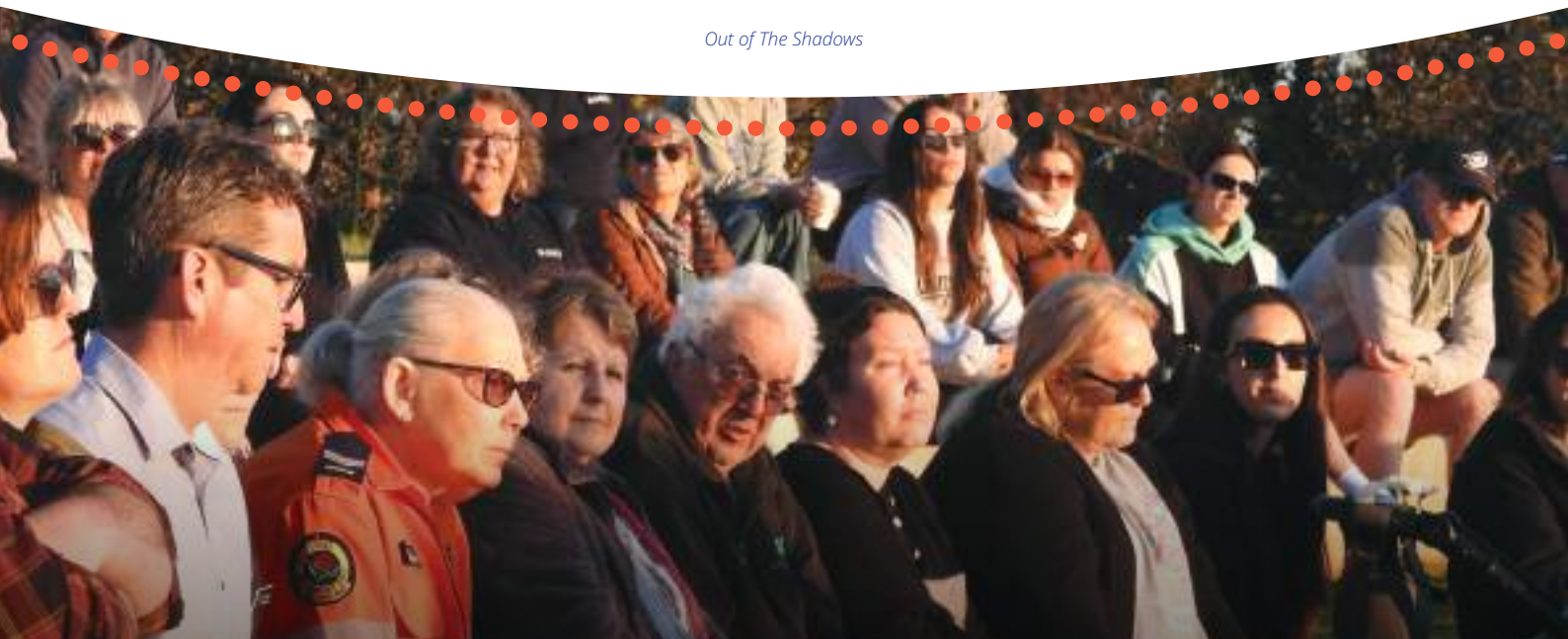
Kelly Saidey, Senior Services Manager

This year has been marked by resilience, growth, and a deep commitment to our mission of providing compassionate crisis support and suicide prevention services across the Mid Coast. Our team is guided by Lifeline Mid Coast's Strategic Focus Pillars — predominately Participants & Community, and People & Culture — we have continued to strengthen our impact while nurturing a values-driven, supportive team environment.

Our Program Highlights

The Eclipse (support after a suicide attempt) psychosocial group continues to fill continues to fill to capacity each cycle. The curriculum allows for participants to engage in safe conversations such as what causes their suicidal thoughts and how to cope with their thoughts. Our Suicide bereavement program continues to support local families cope with the loss of a loved one with groups running face-to-face in Port Macquarie and online. Individual crisis supports visits have remained steady, and our Hospital to Recovery (H2R) program continues to assist individuals following a recent suicide attempt — supporting reconnection with community and services.

Sadly, we continue to respond to local suicides within our community. Earlier this year, we collaborated with the Department of Education, Mid Coast Health, Be You, and Standby in response to a tragic youth suicide in Wauchope. Kelly and Ebanie provided direct support to the local rugby league team and neighbourhood centre and attended follow-up open-door bereavement support sessions at Wauchope Hospital. We attended a 12-month follow-up session with Standby Support After Suicide at a local school, assisting staff to support students through the anniversary of a student's passing — a particularly sensitive time coinciding with exam stress.





An overview of the people we have supported

Team Development

We had several developments within the team, where we farewelled Sammie, who played an instrumental role in transitioning the H2R program from a hospital-based position to being delivered directly from Lifeline Mid Coast. We welcomed Jade, who continued to grow and develop the H2R program. Our team benefited from Jades wealth of knowledge in the community services sector. Ebanie transitioned out of her community engagement position with us to the Suicide Services Coordinator position. Ebanie has trained with Didi Hirsch and now lead facilitates our Eclipse group. Ebanie has also supported the H2R program. Ebanie has provided a strong professional support to the team this year and our participants have warmly connected with her. Our team supervised Port Macquarie TAFE Certificate IV student Lulu, who successfully completed her 200-hour placement with us. In July, we celebrated the contributions of Lea, our Lived Experience of Suicide Peer Support Worker, who stepped down from Eclipse co-facilitation to pursue a project close to her heart in raising awareness in aged acre settings for peer support in aged care settings. Lea initiated conversations in aged care settings with staff around suicide prevention and maintain meaningful connections.



Lifeline Mid Coast team - Out of The Shadows

Group Growth

In preparation for our newly developed Bloom group (Support group for people that have suicide ideation or self-harming behaviours); we hosted several community focus groups for lived experienced. These sessions have been invaluable in the co-design stage of the writing of the Bloom group program. Ebanie has been instrumental in the writing of the Bloom group program and we look forward to providing this much needed service to the community.



Community Events

Our team was involved in several community events and continued advocacy work. Our annual Out of the Shadows Walk was another heartfelt event, drawing over 100 participants. We were honoured to have a Welcome to Country and address from Aunty Rhonda, and a thoughtful speech from our local Member of Parliament, Leslie Williams.

We proudly represented Lifeline Mid Coast at a variety of community events including the Neimi Cup, NAIDOC Week, Headspace Day, and continued our strong collaborations with the MNCLHD Community Mental Health, Safe Haven, Neighbourhood Centres, Neimi Liberty Family and Domestic Violence Services, and Self Seen.

Educational Advocacy

Kelly continues to engage in educational advocacy through guest lectures at Charles Sturt University, inspiring psychology students and sharing professional insights into community mental health and suicide prevention careers.

National

On a national level, Kelly facilitates quarterly Eclipse Facilitator meetings and provides training, mentoring, and supervision to Lifeline Centre Lead and Co-Facilitators across the country. Kelly has continued to provide supervision and mentoring to Lifeline Coffs Harbour Suicide Bereavement Group facilitators and is leading the co-design of the national Suicide Bereavement Group Facilitator Manual in collaboration with Lifeline Australia's Research Team and facilitators across the network. Kelly and Ebanie travelled to Lifeline Sydney to Sutherland to deliver Suicide Bereavement Group Facilitator Training for 14 new facilitators. This two-day training incorporated five lived experience video stories from our Mid Coast bereavement participants and peer workers, which created a rich, interactive learning experience. Kelly mentored and assisted Lifeline South Coast in the implementation of Eclipse in their region and presented to their local community.

Lifeline Mid Coast maintain strong international connections with the Didi Hirsch Suicide Prevention Center in Los Angeles, the origin of the Eclipse curriculum. Ebanie, our new Service Coordinator and Lead Facilitator, and Daniel, our new Lived Experience of Suicide Volunteer Peer Support worker trained with them. Lifeline Mid Coast is the touchpoint for Information and resources for Eclipse for Lifeline Australia and Didi Hirsch.

Collaboration

We are deeply grateful for the Regional Cinema "Reach for Help Week" initiative. This event, established by the CEO of Regional Cinemas following the tragic loss of his daughter to suicide, donates $1 from every ticket sold during the week. Local cinemas — Majestic Port Macquarie and Kempsey Riverside — continue to contribute directly to resourcing local suicide support programs.

Our Christmas Suicide Bereavement Memorials at Tinonee Tallship Reserve and Port Macquarie's Windmill Hill remain deeply meaningful community events. These gatherings offer a safe and compassionate space for families to honour their loved ones, fostering connection and remembrance during what can be a difficult time of year.



Flood Support

In May, our region was once again impacted by flooding, affecting both staff and participants. Our staff continued to work (some remotely), ensuring continuity of care and safety checks for participants. Jade was able to provide a trauma-informed evacuation collaboration with the SES, ensuring the safe evacuation of a vulnerable participant by boat to an evacuation centre.

This year has been one of continued commitment, collaboration, and compassion. Despite challenges, our team's dedication to supporting individuals and communities through crisis and recovery remains unwavering. Together, we continue to build a safer, more connected, and more hopeful Mid Coast community.

Thank you to our staff, volunteers, community partners, and those with lived experience who continue to guide and strengthen our work every day.

Community Engagement



Mattise Martin, Community Engagement Admin Support

The 2025 financial year was nothing short of epic for Lifeline Mid Coast. It was a year where we answered the call, literally and figuratively, facing down unprecedented challenges—including a "1-in-500-year" flood—while boldly investing in our future. We didn't just survive; we built bigger, got bolder, and showed the entire nation what a Centre of Excellence looks like!

Our Crisis Support Goes National!

When the phone rings, our volunteers are the superheroes who answer, and their impact this year was nothing short of phenomenal. Lifeline Mid Coast solidified its reputation as a national powerhouse, demonstrating unmatched dedication to crisis support and suicide prevention.

Just under 25,000 Lives Touched: Our crisis supporters answered just under 25,000 calls, investing more than 11,000 hours of their time to help Australians in distress. That's over 3% of all calls made to Lifeline Australia!

Suicide Prevention Excellence: Our targeted programs are expanding and saving lives locally and nationally:

Over 800 participants across our services including the Eclipse therapeutic support, Postvention support after suicide, and Hospital-to-Recovery programs found a path forward.

We are now supporting other Lifeline Centres by sharing our expertise in these vital programs.

Next-Level Training: To handle this incredible volume, we launched the Lifeline Mid Coast Training Program, headed by the legendary Di Bannister (our former Crisis Team Manager). This strategic move ensures a powerful pipeline of skilled, compassionate supporters for the next decade.

Retail Revolution:

Our Shops Aren't Just Op Shops—They're Powering Hope!



Wingham Grand Opening

Our commitment to sustainable service delivery led to a massive overhaul of our retail network, turning our shops into high-performing engines for community funding. We kicked off our ambitious 2025-2030 Strategic Plan with concrete growth:



NEAMI Cup 2025

New HQ on the Horizon: We completed final designs and lodged the Development Application (DA) for our new, multi-level Administration and Services Building on Burrawan St. Get ready for a state-of-the-art facility!

Flagship Store Grand Openings: We celebrated the successful move and grand reopening of the Central Road Shop (now at 24 Central Rd) and the complete renovation and grand reopening of the charming Wingham Shop. (pictured above)

Major Modernisation: Our strategic investment is already paying off:

The refurbished **Gordon Street Shop** saw a huge **25% jump in sales**, generating an extra **$90,000** for our mission.

The Kempsey Shop is gearing up for a big move to a prominent new address at 51 Smith St.

The entire retail division is getting smarter and faster with a rollout of the new **Square POS system** and a comprehensive Retail Manual.



24,716+
calls answered
by crisis workers

11,000+
hours
helping Australians in distress

800+
participants
across our services



Out of the Shadows, Town Beach, Port Macqaurie

Weathering the Storm & Celebrating Our Stars

This year showcased the true grit and compassion of the Lifeline Mid Coast family, proving that our commitment runs deeper than any floodwater.

Community Heroism in the Face of Disaster: When a **"1-in-500-year flood"** devastated the Taree Shop and surrounding communities in May, our team rallied with incredible speed and selflessness to ensure critical services continued without a break. This remarkable resilience is the heart of Lifeline.

Citizen of the Year Honours: We proudly celebrated **Di Bannister** who was named **Port Macquarie Hastings Citizen of the Year 2025!** This well-deserved recognition honours her **30 years of unwavering service** to crisis support.

The Power of Community Fun: We got sweaty for a cause! Our services were proudly supported by **The Push Up Challenge 2025,** which not only encouraged vital mental health conversations but also raised over **$5,000** for our local services. We also shared culture and connection at the **NAIDOC Family Fun Day** on Birpai land.

National Praise: Our hard work didn't go unnoticed. Retiring Lifeline Australia CEO, Colin Seery, personally visited the centre to recognize our staff and volunteers, hailing Lifeline Mid Coast as a true **Centre of Excellence**—one of the best operating centres in the country.

This year has set the stage for an even more impactful 2026. The foundation is poured, the teams are trained, and the passion is stronger than ever. Thank you to every volunteer, staff member, and donor for helping us be the voice of hope for our community.



Naidoc Family Fun Day



Citizen of the year award recipient - Di Bannister with Mayor Adam Roberts



Wingham Store Grand Opening



Out of the Shadows



1-in-500-year-flood - Taree store



The Push-up Challenge

Our Board

Neville Parsons



Board Chair, Governance Committee member and Finance Audit & Risk Committee member

Appointed to Lifeline Mid Coast Board December 2022.
Neville was CEO of Holiday Coast Credit Union for 31 years before retirement on 1 July 2019 when the Credit Union merged with Regional Australia Bank. At that time Neville became a Director on the Board of Regional Australia Bank until retirement as a director in November 2023. From Sep 2019 to October 2021, Neville was one of the owner Principals of Donovan Oates Hannaford Lawyers. Neville was a member of the Mid North Coast Local Area Health Board from 2011 to 2021, having served as Board Deputy Chair and Chair of the Finance and Performance Committee. Neville has been a member of the Rotary Club of Wauchope since October 1981 and has served in many Club and District Leadership positions including as District Governor in 2009-2010 and again in 2022-2023. Neville currently serves as the Independent Chair of the Clarence Valley Council Audit Risk and Improvement Committee and as a Board member of Life Education NSW and Life Education Australia. In addition, Neville since 26 April 2025 has been serving as the Interim Chair of Rotary International Zone 8 Regional Council Ltd - an international network of Rotary and Rotaract Clubs and members across 16 countries including Australia, New Zealand and the Pacific Islands.

Charmain Woods



Governance Committee Member

Charmain Woods brings a diverse and accomplished background to the Lifeline Mid Coast Board, shaped by decades of service, strategic leadership, and community advocacy. She holds a Bachelor of Laws, a Diploma of Criminology, a Diploma of Teaching, and a Certificate III in Business Studies, and is a certified intelligence analyst and forensic profiler. Charmain currently practises as a lawyer in New South Wales, specialising in Wills and Estates and Criminal Defence, with additional experience in family law and civil litigation. Her legal career spans multiple firms and includes legal analysis, action planning, and policy development. She works closely with individuals facing complex life challenges, offering practical insight and compassionate support. Prior to entering the legal profession, Charmain served for 24 years with Victoria Police in operational and specialist roles including front line leadership, criminal analysis, risk management, and strategic planning. A passionate community advocate, Charmain formerly served as Secretary of the Hastings Business women's Network and is a motivational guest speaker and pod-caster. She shares insights from her lived experience and professional journey to inspire and uplift others. Charmain is committed to empowering individuals and organisations through education, mentorship, and strategic guidance—particularly within the legal and nonprofit sectors. She is currently completing a double Masters in Wills and Estates and Estate Planning, further deepening her expertise and expanding her capacity to serve.

Tony Flemming



Finance, Audit & Risk Committee and Building Committee

Appointed to the Lifeline Mid Coast Board December 2023.
Tony worked for 35 years in the finance sector and has been part of Lifeline Mid C oast in various roles for over 15 years. Tony is a quiet agitator who works behind the landscape with a minimum of fuss to get the job done.

Terry Chapman

Governance Committee Member



Appointed to Lifeline Mid Coast Board December 2022.
Terry has extensive experience as a teacher, principal and lecturer in education, locally and internationally. He has held many administrative roles including establishing the National Teachers Association in Papua New Guinea, as well as District Inspector, member of two governing councils for Teacher Education Colleges, District Superintendent and Chairman of the District Education Board–Southern Highlands District, Papua New Guinea. In Australia, Terry has held the position of Executive Director and CEO of the Association of Independent Schools, and has been a board member of a number of school councils, the Blueberry Farms of Australia, the Probus Club, and a member of the Church Council of the Forster Tuncurry Uniting Church.

Ian Sharp

Governance Committee Member



Appointed to Lifeline Mid Coast Board July 2022.
Ian was involved in local government for most of his working life in the drafting, surveying, and engineering areas where he gained experience in project management, supervising etc. After leaving local government he was involved in the funeral industry for a few years. Ian is a member of the Uniting Church where he has been, and still is, active in many different areas. Community involvement over the years has included helping to set up a community garden in Dubbo NSW, and other such as areas as “Midnite Café,” a community supported cafe which aimed to be a safe space where people could meet – a place where people could have conversations and build relationships.

Paul Poleweski

Finance, Audit & Risk Committee Member



Appointed to Lifeline Mid Coast Board February 2022.
Paul had 31 years in the banking industry, with experience in finance, marketing, and administration. In 2004 he began a 15 year career in the Aged Care sector, managing two Retirement Villages. He has a Masters of Management from Macquarie University. Paul has enjoyed taking on voluntary committee roles as President and Treasurer in School, Soccer club, and Body Corporates. He is currently the Treasurer of the Bonny Hills Progress Association.

David Johnson

Treasurer and Chair of Finance, Audit & Risk Committee



Appointed to Lifeline Mid Coast Board December 2022.
David has had 44 years’ experience in the banking and finance industry up to his retirement in 2014. Currently he is a non-executive Director of Regional Australia Bank Ltd. Qualifications include BA (Macquarie Uni) majoring in Accounting, Certified Practising Accountant (Retired List), Graduate Member of Australian Institute of Company Directors and Justice of the Peace. He has a strong background in Finance, Audit and Risk Management.

Our Board

Peter Orford



Chair of the Building Committee

Appointed to Lifeline Mid Coast Board December 2022.
Peter has a Master's Degree in Project Management, is a Fellow of Institution of Engineers, Australia, a Chartered Professional Engineer, Australia, an Engineering Executive, Australia, has National Engineering Register, Australia accreditation and is a Past Member of the Association of Professional Engineers and Geo-scientists of Saskatchewan and Professional Engineer, Saskatchewan, Canada. Peter is a committed, analytical management professional with over 40 years' experience in project management, project controls, information technology, shared services, management accounting, construction, contract procurement management, procurement management and maintenance management. Work assignments have ranged from key leadership roles in multi billion dollar projects and/or multi-billion dollar turnover businesses through to small consultancy assignments. This experience has been gained on four continents and in various locations throughout Australia.

Janet Geronimi



Governance Committee

Janet has had diverse executive and leadership roles in education in both public and independent sectors for over thirty years. Janet brings to Lifeline Mid Coast tertiary qualifications and experience in education, project management, Human Resources, industrial relations, administration management and compliance. Her experiences include being appointed as a foundational staff member at St Columba Anglican School Port Macquarie in 2001, who then held executive and leadership positions in administration, as well as school registrar and compliance adviser over the next decade. Janet has also had her own businesses and consultancy work in education and mediation in health, aged care, public departments and private industries. Having lived on Mid North Coast since 1986, Janet is committed to contributing to her community, using her skills to assist in positive community engagement and change. Currently Janet is on the Parish Council of Camden Haven Anglican Church, has served for over 7 years on the Mental Health Advisory Group for the Mid North Coast Area Health Service, and was instrumental in establishing Tender Funerals Mid North Coast as foundational Chair of the Board of this not-for-profit Charity from 2019-2024..

Hans von Chrismar



Finance, Audit & Risk Committee Member

Appointed to Lifeline Mid Coast Board July 2022.
Director Qualifications: Diploma Financial Planning (Sydney), Diploma in Marketing, NOIB The Netherlands. Hans was born, bred, and educated in the Netherlands. He has skills in sales and marketing in Asia and Australia and became a director of an international trading organisation in Sydney, before establishing his own import/export company. The last 22 years of his career focused on Financial Planning and insurance Hans acted as treasurer in the Kenthurst Rotary Club as well as in his church.

Board and Committee Membership

Board Chair

Neville Parsons

Treasurer

David Johnson

Secretary

Charmain Woods

Governance Committee

Chair – Neville Parsons

Paul Poleweski

Janet Geronimi

Terry Chapman

Charmain Woods

Finance Audit and Risk Committee

Chair – David Johnson

Tony Fleming

Hand Von Chrismar

Neville Parsons

Paul Poleweski

Building Committee

Chair – Peter Orford

Ian Sharp

Tony Fleming

Our Team



Catherine Vaara

Chief Executive Officer

With a double degree in Psychology and Sociology, Catherine brings deep expertise and compassionate leadership to her role as CEO of Lifeline Mid Coast. Her commitment to lifelong learning is reflected in her continued studies that keep her informed and competent, developing skills that have strengthened her ability to lead staff and shape service development.

Catherine is passionate about delivering community-based, non-clinical crisis support and is a driving force behind Lifeline Mid Coast's initiatives in suicide prevention and postvention services. She has also played a pivotal role in elevating the organisation's op shop retail operations, setting a benchmark for excellence across the Lifeline network. Under her leadership, Lifeline Mid Coast has earned widespread recognition for its innovation, integrity, and impact, cementing its reputation as a trusted and respected service provider within the national Lifeline community.



Patti Parsons

Office Manager / Executive Assistant

Patti began her career with Lifeline Mid Coast in 2007 as an Administration Assistant, bringing a depth of experience from the Health sector. In 2010, she transitioned into the role of Office Manager, where she continues to lead with integrity and compassion. With extensive experience in payroll, administration, and accounts, Patti ensures the smooth operation of Lifeline's internal systems while also serving as the CEO's personal assistant. Her work is grounded in a steadfast commitment to Lifeline Mid Coast's values of care, connection, and community resilience.

Patti leads a highly skilled and dedicated administration team, including Samantha Burgio (People & Culture Manager), Martha Leonard (Financial Officer), and Cherie Burgess (Administration Officer). Together, they uphold the organisation's mission with professionalism and heart, supporting both front-line services and strategic initiatives that make a lasting impact across the Mid Coast region.



Kelly Saidey

Senior Services Manager

Kelly began her journey with Lifeline Mid Coast in 2014 as a volunteer Telephone Crisis Supporter. She holds a Bachelor of Social Science (Psychology) and currently oversees the Suicide Prevention, Postvention, and 13 11 14 Crisis Support teams. Throughout her tenure, Kelly has been instrumental in the growth and delivery of the Eclipse and Bereavement programs both locally and nationally. She has contributed significantly to the research, development, and presentation of Eclipse, and continues to support other Lifeline Centres with the implementation of Eclipse and Suicide Bereavement Support Groups.Kelly is passionate about collaboration and innovation, working closely with participants, staff, and partner organisations to continually enhance Lifeline's services and strengthen community wellbeing.



Di Bannister

Training Programs Manager

Di has been a vital part of Lifeline Mid Coast since 1995, leveraging her background in psychology and counselling to make a profound impact. Since 2012, is our Crisis Team Manager Trainer for the 13 11 14 service. Supported by her Crisis Support Team, Catherine, Alexis, Kaye, and a paid team of Overnight Crisis Workers, as well as dedicated volunteer Mentors, In-Shift Supervisors and Crisis Supporters, the team make up part of the 131114 network. Di also provides community education to our community providing presentations on suicide prevention, mental health, and domestic violence. With the support of an amazing team, Di is committed to fostering resilience and awareness in the community.



Samantha Burgio

Human Resources

Samantha began her journey with Lifeline Mid Coast as a Crisis Supporter in 2022 and quickly transitioned to the admin team, providing vital administrative support. In 2023, she took on the role of Human Resource Coordinator, leveraging her nine years of experience in program and people management. Passionate about collaboration and support, Samantha is dedicated to fostering a strong organizational culture and aligning staff with Lifeline's strategic plan, ensuring that the team thrives in its mission to help those in crisis.

Our Team



Max Schaapveld

Retail Divisional Manager

Max is one of the newest members of the Lifeline Mid Coast leadership team. Recently relocating to Port Macquarie, he brings a diverse background spanning both entrepreneurship and corporate leadership. Having owned and operated several businesses in Orange, Max has also led business units for major organisations including Apple, JB Hi-Fi, Officeworks, The Good Guys and Woolworths. In his role as Retail Divisional Manager, Max oversees Lifeline's six retail stores and works closely with their talented managers and hundreds of dedicated volunteers to deliver outstanding retail performance and community impact across the Mid North Coast.



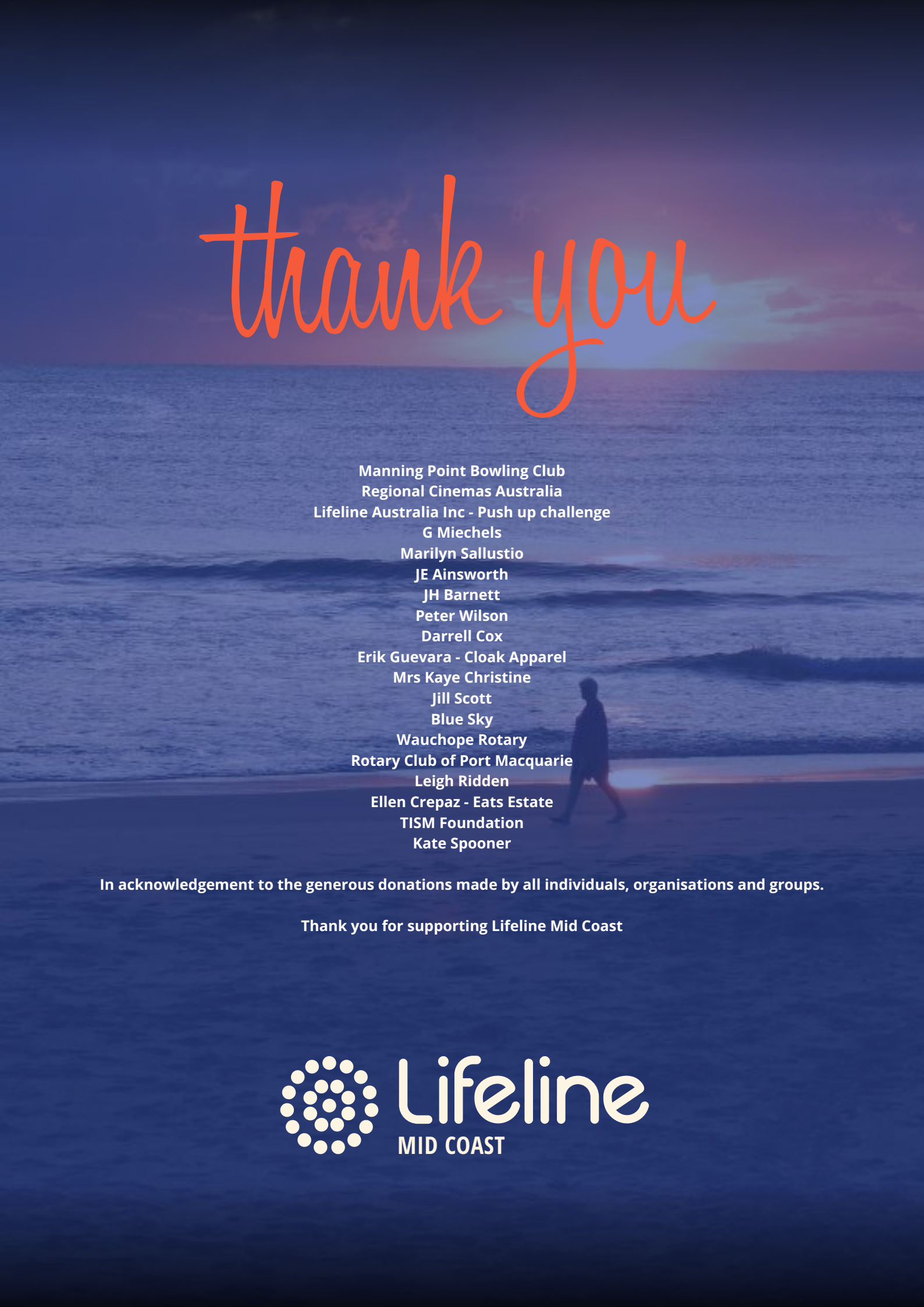
Boni Lornie

Communications and Engagement Specialist

Boni joins Lifeline Mid Coast as the new Communications and Engagement Specialist. Backed by over 25 years of Graphic Design experience, she brings exceptional skill in conceptualisation ideas into fruition. Her strong organizational and relationship-building skills facilitated a successful transition into marketing and communications, leveraging diverse experience across retail, hospitality, and media. Driven by deep compassion and empathy, Boni is excited to utilise her abilities to make a tangible difference in the community. She is committed to elevating Lifeline Mid Coast's message and connecting with the people it serves.

Lifeline Shops

The Lifeline Mid Coast shops, expertly managed by Megan Goodsell, Tara Mesiti, Rodney Preston, Sydni Greigh, Bronwyn Burke and Danielle Tattersall, are vital to our mission. These amazing Shop Managers oversee hundreds of dedicated volunteers across seven locations, raising crucial funds that enable us to provide essential services and support to the community. Their collective efforts make a lasting impact in the lives of those we serve, embodying the spirit of generosity and compassion that defines Lifeline.



Manning Point Bowling Club
Regional Cinemas Australia
Lifeline Australia Inc - Push up challenge
G Miechels
Marilyn Sallustio
JE Ainsworth
JH Barnett
Peter Wilson
Darrell Cox
Erik Guevara - Cloak Apparel
Mrs Kaye Christine
Jill Scott
Blue Sky
Wauchope Rotary
Rotary Club of Port Macquarie
Leigh Ridden
Ellen Crepaz - Eats Estate
TISM Foundation
Kate Spooner

In acknowledgement to the generous donations made by all individuals, organisations and groups.

Thank you for supporting Lifeline Mid Coast

Lifeline
MID COAST

Treasurer's Report

David Johnson, Treasurer

Lifeline Mid North Coast Annual General Meeting 2025

I am pleased to present the Treasurer's Report for the 2025 financial year.

The year has seen another solid financial performance for the organisation. Income for the year was **$3,880,653**, down from last year's record sales of **$4,224,155**, representing a decline of **8.1%** over the prior year. The majority of this revenue continues to be generated by our employees and volunteers working across the Lifeline Shops throughout the Mid North Coast region. Their commitment and effort are acknowledged and appreciated.

The decline in sales can largely be attributed to the temporary closure of the Kempsey and Taree shops due to flooding, as well as disruption associated with the relocation of our Central Road store in Port Macquarie.

Despite these challenges, costs have been well managed, resulting in a surplus of **$1,065,234 (2024: $1,190,139)**. The organisation's disciplined approach to cost management ensures resources are directed where they are needed most—enabling us to continue enhancing the quality and reach of the services we provide to our community.

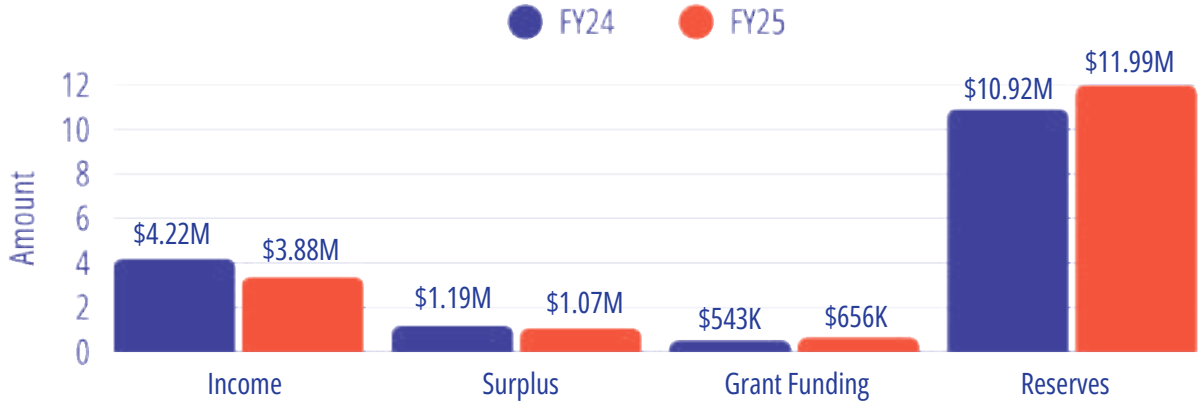
Grant funding continues to play a vital role in our financial stability, with **$655,675** received this year - up from **$542,830** in FY24. This support, provided by the Australian Government Department of Health and Aged Care and the NSW Ministry of Health, funds the delivery of our 13 11 14 Crisis Support Service. Their ongoing commitment remains central to our mission of supporting mental health and suicide prevention across the region.

The organisation's reserves remain strong, standing at **$11,985,115** at the end of the financial year (FY24: **$10,919,881).**

As noted in last year's report, Lifeline Mid North Coast continues to work towards the establishment of a new Lifeline Centre to meet the growing needs of our region. We have now secured a site on Burrawan Street, Port Macquarie, and are well advanced in the design and planning phase. This purpose-built facility will support a broad range of services encompassing prevention, intervention, postvention, education, and support addressing the complex and sensitive issues of suicide and crisis response in our community.

I wish to extend my sincere thanks to our staff and volunteers. Your hard work, compassion, and dedication are the driving force behind our success.

A special thank you also to our donors, grant providers, and supporters whose generosity sustains our mission. Your belief in Lifeline Mid North Coast empowers us to continue making a meaningful difference. To our community, your ongoing encouragement strengthens our resolve to ensure that no one faces their darkest moments alone.





UCA Lifeline Mid Coast NSW Financial Statements

ABN: 25 524 080 705

For the Year Ended 30 June 2025

Lifeline
MID COAST

Contents

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

	Page
Financial Statements	
Committee's Report	33
Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012	34
	-
Statement of Profit or Loss and Other Comprehensive Income	35
Statement of Financial Position	36
Statement of Changes in Equity	37
Statement of Cash Flows	38
Notes to the Financial Statements	39
Responsible Persons' Declaration	48
Chairperson's Declaration under the Charitable Fundraising Act	49
Independent Audit Report	52
Schedules	53

Committee's Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

30 June 2025

The committee present their report on UCA Lifeline Mid Coast NSW for the financial year ended 30 June 2025.

Principal activities

The principal activity of UCA Lifeline Mid Coast NSW during the financial year was a non-profit community service organisation.

No significant changes in the nature of the entity's activity occurred during the financial year.

Committee members

The names of committee members throughout the year and at the date of this report are:
Neville Parsons (Chairperson)
David Johnson (Treasurer)
Terry Chapman
Paul Poleweski
Ian Sharp
Hans Von Chrismar
Charmain Woods
Anthony Fleming
Peter Orford
Janet Geronimi

Operating results

The profit of the entity after providing for income tax amounted to $ 1,065,234 (2024: $ 1,190,139).

Signed in accordance with a resolution of the Members of the Committee:

Committee member: .....
Neville Parsons (Chairperson)

Committee member: .....
Anthony Fleming

Dated this ....26th.... day of ..September..... 2025

Auditor's Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

pddadvisorygroup
chartered accountants & business advisors

UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of UCA Lifeline Mid Coast NSW

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025, there have been:

(i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Matthew Edwards CPA
Partner
Registered Company Auditor (461719)
PDD Advisory Group
14 Short Street, Port Macquarie NSW 2444

Dated this 29th day of September 2025

Profit or Loss

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2025

	Note	2025 $	2024 $
Revenue	3	**3,880,653**	3,807,301
Other income	3	**618,942**	416,854
Advertising		**(63,741)**	(39,958)
Depreciation		**(215,479)**	(140,542)
Employee benefits expense		**(2,035,413)**	(1,874,243)
Insurance		**(60,859)**	(55,008)
Investment management fees		**-**	(576)
Meeting Expenses		**(8,020)**	(4,903)
Minor asset purchases		**(24,421)**	(26,613)
Motor vehicle expenses		**(76,241)**	(82,455)
Occupancy Costs		**(440,988)**	(420,143)
Other expenses		**(365,087)**	(228,093)
Peer worker		**-**	(41,231)
Repairs & maintenance		**(56,999)**	(53,054)
Telephone		**(36,470)**	(28,475)
Volunteer Support Costs		**(50,643)**	(38,722)
Profit before income tax		**1,065,234**	1,190,139
Income tax expense		**-**	-
Profit from continuing operations		**1,065,234**	1,190,139
Profit for the year		**1,065,234**	1,190,139
Other comprehensive income, net of income tax			
Total comprehensive income for the year		**1,065,234**	1,190,139

Financial Position

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Statement of Financial Position
As At 30 June 2025

	Note	2025 $	2024 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	**6,751,931**	7,059,168
Trade and other receivables	5	**168,889**	101,840
Other assets	7	**383,616**	33,112
TOTAL CURRENT ASSETS		**7,304,436**	7,194,120
NON-CURRENT ASSETS			
Property, plant and equipment	6	**5,092,313**	4,026,710
TOTAL NON-CURRENT ASSETS		**5,092,313**	4,026,710
TOTAL ASSETS		**12,396,749**	11,220,830
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	**192,871**	78,072
Employee benefits	10	**176,034**	182,694
Other financial liabilities	9	**-**	9,091
TOTAL CURRENT LIABILITIES		**368,905**	269,857
NON-CURRENT LIABILITIES			
Employee benefits	10	**42,729**	31,092
TOTAL NON-CURRENT LIABILITIES		**42,729**	31,092
TOTAL LIABILITIES		**411,634**	300,949
NET ASSETS		**11,985,115**	10,919,881
EQUITY			
Retained earnings		**11,985,115**	10,919,881
TOTAL EQUITY		**11,985,115**	10,919,881

Changes in equity

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Statement of Changes in Equity
For the Year Ended 30 June 2025

2025

	Retained Earnings $
Balance at 1 July 2024	**10,919,881**
Surplus for the year	**1,065,234**
Balance at 30 June 2025	**11,985,115**

2024

	Retained Earnings $
Balance at 1 July 2023	9,729,742
Surplus for the year	1,190,139
Balance at 30 June 2024	10,919,881

Cash Flows

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Statement of Cash Flows
For the Year Ended 30 June 2025

	Note	2025 $	2024 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from fundraising		**46,368**	29,347
Payments to suppliers and employees		**(3,243,224)**	(2,787,930)
Sales received		**3,140,531**	3,139,216
Interest received		**303,692**	345,045
Receipt from grants		**655,675**	542,830
Other receipts		**84,447**	90,440
Net cash provided by/(used in) operating activities	14	**987,489**	1,358,948
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of plant and equipment		**358,182**	26,980
Purchase of property, plant and equipment and WIP		**(1,652,908)**	(3,280,578)
Net cash provided by/(used in) investing activities		**(1,294,726)**	(3,253,598)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		**(307,237)**	(1,894,650)
Cash and cash equivalents at beginning of year		**7,059,168**	8,953,818
Cash and cash equivalents at end of financial year	4	**6,751,931**	7,059,168

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

The financial report covers UCA Lifeline Mid Coast NSW as an individual entity. UCA Lifeline Mid Coast NSW is a not-for-profit entity, registered and domiciled in Australia.

The functional and presentation currency of UCA Lifeline Mid Coast NSW is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those Charged with Governance, the entity is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports be tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-Profit Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of *AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.*

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Sale of goods

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Revenue from contracts with customers

For current year

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the entity expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer

2. Identify the performance obligations

3. Determine the transaction price

4. Allocate the transaction price to the performance obligations

5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers
None of the revenue streams of the entity have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Rental income

Investment property revenue is recognised on a straight-line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

(b) Income Tax

The entity is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Buildings and motor vehicles are held by Uniting Church in Australia.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the entity, commencing when the asset is ready for use.

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

2 Summary of Significant Accounting Policies

(e) Financial instruments

Financial instruments are recognised initially on the date that the entity becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the entity classifies its financial assets into the following categories, those measured at:

- fair value through other comprehensive income - equity instrument (FVOCI - equity)

Financial assets are not reclassified subsequent to their initial recognition unless the entity changes its business model for managing financial assets.

Fair value through other comprehensive income

Equity instruments

The entity has a number of strategic investments in listed and unlisted entities over which are they do not have significant influence nor control. The entity has made an irrevocable election to classify these equity investments as fair value through other comprehensive income as they are not held for trading purposes.

These investments are carried at fair value with changes in fair value recognised in other comprehensive income (financial asset reserve). On disposal any balance in the financial asset reserve is transferred to retained earnings and is not reclassified to profit or loss.

(f) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(g) Employee benefits

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

2 Summary of Significant Accounting Policies

(h) Fundraising Activities

Fundraising, donations and bequests are recognised as revenue when the Company obtains control of the contributions, it is probable that the economic benefits comprising the contribution will flow to the Company and the amount of the contribution can be measured reliably.

The Charitable Fundraising Act 1991 and supporting Charitable Fundraising Regulations prescribe in the manner in which fundraising appeals are conducted, controlled and reported in NSW. The amounts show in note 15 are in accordance with Authority Condition 7, which is issued to the Company under section 19 of the Act.

Donations and bequests are recognised as income as and only when received by the Company or deposited into the Company's bank account.

Costs of fundraising as per Note 15 include all direct fundraising costs in accordance with the Act. The inclusion of indirect costs is discretionary. Indirect costs excluded, include overheads such as the time spent by accounting or office staff administering appeals, cost apportionment of rent, light and power, and insurance. Exclusion of the indirect costs decreases the cost of fundraising and increases the margins from fundraising shown in note 15.

(i) Adoption of new and revised accounting standards

The entity has adopted all standards which became effective for the first time at 30 June 2025, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the entity.

3 Revenue and Other Income

	2025 $	2024 $
Grant income		
- Recurring grants (NSW Dep. Health)	**279,425**	252,358
- Lifeline Australia	**376,249**	361,601
	655,674	613,959
Sales		
- Central Road	**560,529**	696,448
- Forster	**854,429**	770,758
- Kempsey	**402,315**	437,715
- Port Macquarie	**490,602**	375,757
- Taree	**354,748**	391,615
- Wauchope	**369,992**	339,666
- Wingham	**226,251**	277,610
- Less: shop expenses	**(111,243)**	(148,182)
	3,147,623	3,141,387
Training and course fees	**77,356**	51,954
	3,880,653	3,807,300

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

3 Revenue and Other Income

	2025 $	2024 $
Other Income		
- Donations & fundraising	**46,368**	29,347
- Rent received	**-**	30,452
- Realised investment revenue	**-**	2,638
- Interest received	**303,692**	348,269
- net gain on disposal of property, plant and equipment	**268,882**	6,148
	618,942	416,854

4 Cash and Cash Equivalents

	2025 $	2024 $
Cash at bank and in hand	**5,233,277**	724,724
Short-term deposits	**1,518,654**	6,334,444
	6,751,931	7,059,168

5 Trade and other receivables

	2025 $	2024 $
CURRENT		
Trade receivables	**100,400**	74,863
Deposits	**51,039**	25,639
GST receivable	**17,450**	1,338
Total current trade and other receivables	**168,889**	101,840

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

6 Property, plant and equipment

	2025 $	2024 $
Buildings		
At cost	**5,233,768**	4,158,102
Accumulated depreciation	**(634,357)**	(642,858)
Total buildings	**4,599,411**	3,515,244
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	**142,375**	130,843
Accumulated depreciation	**(78,170)**	(63,179)
Total plant and equipment	**64,205**	67,664
Furniture, fixtures and fittings		
At cost	**425,933**	371,764
Accumulated depreciation	**(316,824)**	(289,573)
Total furniture, fixtures and fittings	**109,109**	82,191
Motor vehicles		
At cost	**574,240**	562,871
Accumulated depreciation	**(263,383)**	(213,369)
Total motor vehicles	**310,857**	349,502
Office equipment		
At cost	**13,210**	11,614
Accumulated depreciation	**(8,706)**	(7,504)
Total office equipment	**4,504**	4,110
Computer equipment		
At cost	**44,196**	44,196
Accumulated depreciation	**(39,969)**	(36,197)
Total computer equipment	**4,227**	7,999
Total plant and equipment	**492,902**	511,466
Total property, plant and equipment	**5,092,313**	4,026,710

As outlined in Note 2(d) of the financial statements, Buildings and Motor Vehicles are ultimately owned by Uniting Church in Australia. They have been disclosed in the financial statements of UCA Lifeline Mid Coast NSW as these assets are controlled by the entity.

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

7 Other Assets

	2025 $	2024 $
CURRENT		
Prepayments	**101,092**	33,112
Capital WIP	**282,524**	-
	383,616	33,112

8 Trade and Other Payables

	2025 $	2024 $
CURRENT		
Trade payables and accrued expenses	**168,115**	56,908
Employee benefits	**18,276**	20,054
Sundry payables	**6,480**	1,110
	192,871	78,072

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

9 Other Financial Liabilities

	2025 $	2024 $
CURRENT		
Government grants	-	9,091
Total	-	9,091

Unexpended grant funding relates to the Suicide Prevention Program, which was received in 2023 and was delivered in 2025. Revenue is recognised in line with expenditure being incurred.

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

10 Employee Benefits

	2025 $	2024 $
Current liabilities		
Long service leave	**79,045**	86,888
Provision for employee benefits	**96,989**	95,806
	176,034	182,694

	2025 $	2024 $
Non-current liabilities		
Long service leave	**42,729**	31,092
	42,729	31,092

11 Key Management Personnel Remuneration

The remuneration paid to key management personnel of UCA Lifeline Mid Coast NSW during the year is as follows:

	2025 $	2024 $
Short-term employee benefits	**271,690**	294,337
Long-term benefits	**5,753**	8,404
Post-employment benefits	**31,601**	31,462
	309,044	334,203

12 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2025 (30 June 2024:None).

Notes to Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Notes to the Financial Statements
For the Year Ended 30 June 2025

13 Related Parties

The Committee are not aware of any related party transactions during the year. The Board acts in a voluntary capacity and does not receive any remuneration. For key management personnel remuneration, refer note 11.

14 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2025	2024
	$	$
Profit for the year	**1,065,234**	1,190,139
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	**215,479**	140,542
- net (profit)/loss on disposal of property, plant and equipment	**(268,882)**	(6,148)
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	**(25,537)**	44,902
- (increase)/decrease in other assets	**(109,493)**	43,067
- increase/(decrease) in trade and other payables	**114,798**	(36,264)
- (increase)/decrease in contract liabilities	**(9,091)**	(71,129)
- increase/(decrease) in employee benefits	**4,981**	53,839
Cashflows from operations	**987,489**	1,358,948

15 Events after the end of the Reporting Period

The financial report was authorised for issue on 25 September 2025 by those charged with governance.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations or the state of affairs of the entity in future financial years.

16 Fundraising

Fundraising appeals conducted during the financial period included donations from corporate and community groups, donations from individuals in shops as well as fundraising events. All income is applied towards charitable purposes.

Responsible Person's Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person ..... Responsible person .....

Neville Parsons (Chairperson) Anthony Fleming

Dated this 26th day of September 2025

Chair Person's Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Responsible Persons' Declaration
UCA Lifeline Mid Coast NSW

ABN: 25 524 080 705

Responsible Persons' Declaration

I, Neville Parsons, Chairperson of Lifeline Mid Coast NSW declare that in my opinion:

(a) the financial statements give a true and fair view of all income and expenditure of the Lifeline Mid Coast NSW with respect to fundraising appeals: and

(b) the statement of Financial Position gives a true and fair view of the state of affairs with respect to fundraising appeals; and

(c) the provisions of the Charitable Fundraising Act 1991, the Regulations under the Act and the conditions attached to the authority have been complied with; and

(d) the internal controls exercised by the Lifeline Mid Coast NSW are appropriate and effective in accounting for all income received and applied by the Lifeline Mid Coast NSW from any of its fundraising appeals.

Neville Parsons

Chairperson

Dated this 26th day of September 2025

Independent Audit Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

pddadvisorygroup
chartered accountants & business advisors

UCA Lifeline Mid Coast NSW

Independent Audit Report to the members of UCA Lifeline Mid Coast NSW

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of UCA Lifeline Mid Coast NSW, which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of UCA Lifeline Mid Coast NSW has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2025 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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 appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Independent Audit Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity 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 ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities 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 responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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 the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.



Matthew Edwards CPA
Partner
Registered Company Auditor (461719)
PDD Advisory Group

Independent Audit Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Disclaimer

The additional financial data presented from pages 53-54 is in accordance with the books and records of the entity which have been subjected to the auditing procedures applied in our statutory audit of the entity for the year ended 30 June 2025. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than UCA Lifeline Mid Coast NSW) in respect of such data, including any errors or omissions therein however caused.

Matthew Edwards CPA
Partner
Registered Company Auditor (461719)
PDD Advisory Group

Dated: 29th September 2025

Detailed Profit and Loss

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Detailed Profit and Loss Statement

	2025 $	2024 $
Income		
Donations & frundraising	**46,368**	29,347
Grants Income		
Recurring grants (NSW Dep. Health)	**279,425**	252,358
Lifeline Australia	**376,249**	361,601
	655,674	613,959
Sales		
Central Road	**560,529**	696,448
Forster	**854,429**	770,758
Kempsey	**402,315**	437,715
Port Macquarie	**490,602**	375,757
Taree	**354,748**	391,615
Wauchope	**369,992**	339,666
Wingham	**226,251**	277,610
Less: Shop expenses	**(111,243)**	(148,182)
	3,147,623	3,141,387
Other income		
Training and course fees	**77,356**	51,954
Rent received	**-**	30,452
Profit on disposal of assets	**268,882**	6,148
Realised investment revenue	**-**	2,638
Interest received	**303,692**	348,269
	649,930	439,461
Total income	**4,499,595**	4,224,154
Less: Expenses		
Accounting fees	**-**	8,253
Advertising	**63,741**	39,958
Auditors remuneration	**17,200**	5,380
Bad debts	**300**	520
Bank charges	**17,039**	17,338
Building expenses	**23,481**	14,295
Cleaning	**12,765**	9,224
Computer expenses	**32,627**	15,943
Consultant fees	**94,108**	-
Depreciation	**215,479**	140,542
Fees and subscriptions	**30,572**	11,849
Fundraising & special events	**1,652**	3,605
Insurance	**60,859**	55,008
Investment management fees	**-**	576
Meeting expenses	**8,020**	4,903
Minor asset purchases	**24,421**	26,613
Motor vehicle expenses	**76,241**	82,455

Detailed Profit and Loss

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2025

Detailed Profit and Loss Statement

	2025	2024
	$	$
Peer worker	-	41,231
Postage, printing & stationery	76,514	33,674
Provision for employee entitlements	4,981	53,840
Other employee costs	-	2,316
Repairs & maintenance	56,999	53,054
Salaries	1,783,928	1,608,800
Staff training	45,326	34,968
Staff amenities	8,493	3,355
Strata fees	9,536	24,120
Superannuation contributions	201,178	174,319
Telephone	36,470	28,475
Travel - domestic	13,019	16,640
Volunteer Support Costs	50,641	38,722
Occupancy Costs	440,988	420,143
Other operating expenses	27,783	63,896
Total Expenses	3,434,361	3,034,015
	1,065,234	1,190,139
Other items:		
Profit before income tax	1,065,234	1,190,139


Lifeline
WELLNESS
WALK
Nobody needs to walk alone...
FREDERICKTON
ON THE MACLEAY RIVER
WE GROW
HOPE



lifelinemidcoast.org.au