

2026
Annual Report

Lifeline
MID COAST

Lifeline
MID COAST
ABN 25 524 080 705

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Cover image: Out of the Shadows 2026

Lifeline Mid Coast acknowledges the Worimi, Birpai and Dunghutti peoples who are the traditional custodians of the lands on which we live and work. We honour First Nations peoples' 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 25 524 080 705) 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 institution established by or on behalf of the Uniting Church in Australia. 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.

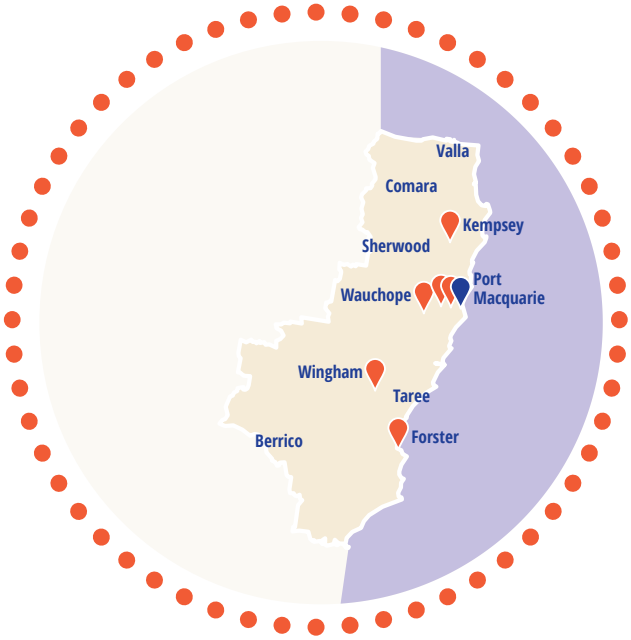


As part of Lifeline's 13 11 14 national crisis line that answers a million calls a year, we at Lifeline Mid Coast answer around 24,000 calls each year, offering comfort and assistance so that no one has to face their darkest moment alone.

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.

Toward 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-judgemental space to connect, talk about their experiences, and discuss healthy coping strategies.

Out of the Shadows: Our annual sunrise walk and memorial gathering, held each September to acknowledge 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 45-minute '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

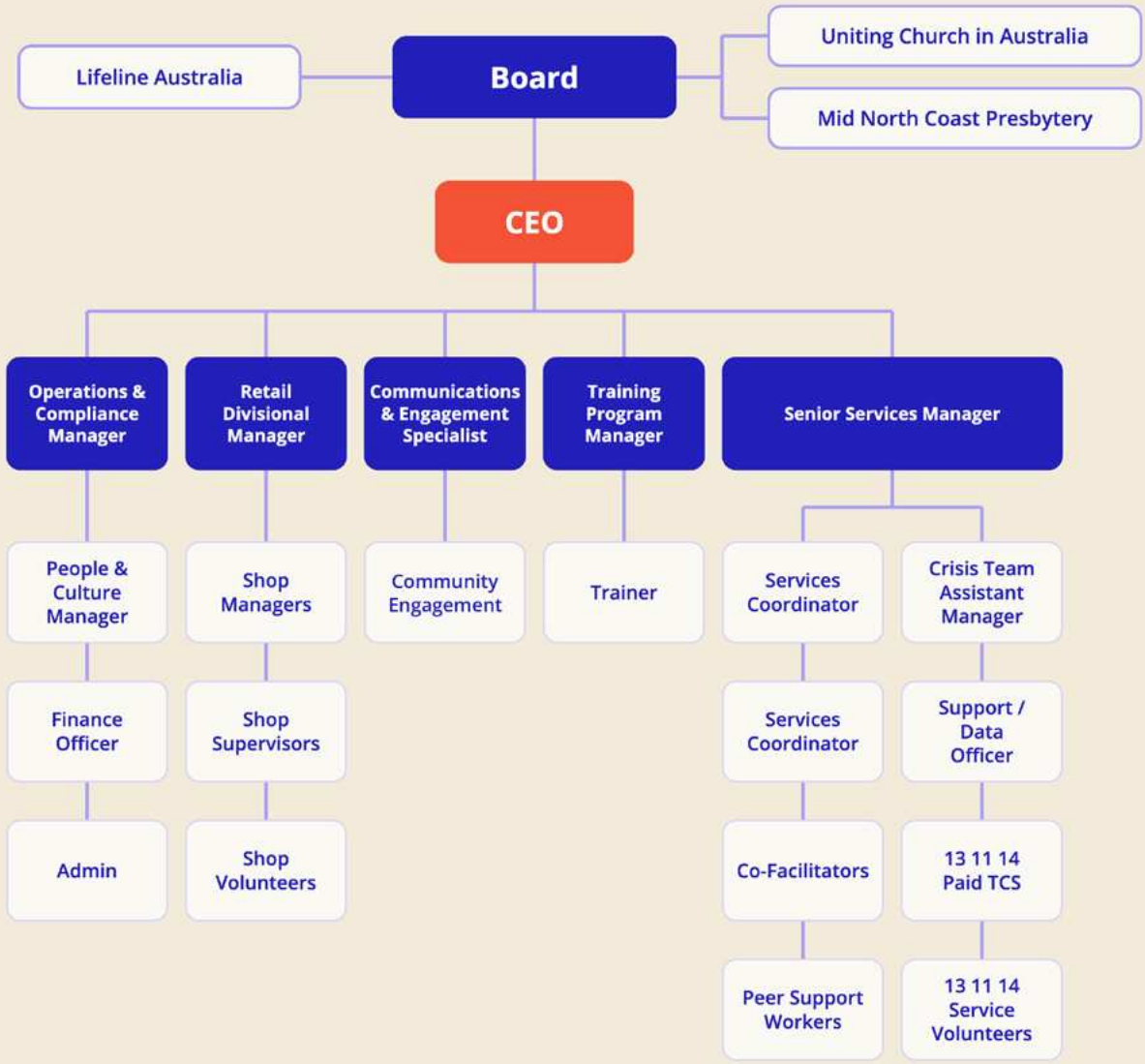
13 11 14:
Confidential telephone crisis support service. Free call from a landline, payphone or mobile.

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

It is my privilege to present the Board Chair's Report for Lifeline Mid Coast for 2025–2026. This report reflects on the Board's stewardship of the organisation: our strategic direction, governance responsibilities, financial sustainability and readiness to meet future community needs.

Our purpose in action

The Board remained focused on ensuring that Lifeline Mid Coast's strategy, resources and partnerships supported our primary purpose: providing accessible, high-quality crisis support and suicide prevention and postvention. Throughout the year, we monitored the organisation's contribution to the national 13 11 14 service and its obligations under agreements with Lifeline Australia as well as meeting our agreed objectives in our suicide prevention and postvention services and programs.

The Board also continued to oversee the contribution of our retail network to Lifeline Mid Coast's financial sustainability and community presence. This included monitoring performance, investment requirements and the network's capacity to support the organisation's broader strategic objectives.

Our Shops not only provide funding to enable Lifeline Mid Coast to deliver the critical Lifeline services but they also provide much needed support to those in our community that rely on our shops to source low priced, quality clothing and goods.

Our retail shops and our Crisis Line support provide the opportunity for volunteering and doing good in our community.

Our people and culture

On behalf of the Board, I acknowledge the dedication of our crisis supporters, retail volunteers, staff, managers and our many supporters. I also thank Chief Executive Officer Catherine Vaara and the senior leadership team for guiding the organisation through a demanding year while maintaining a strong focus on service quality, workforce capability and organisational cohesion.

Governance and stewardship

Good governance underpins community confidence. During the year, the Board continued to strengthen oversight of strategy, finance, risk and compliance. This included reviewing the Board skills matrix, undertaking an ACNC governance self-audit, reviewing and strengthening our Policies including the strengthening of our privacy and information-security settings.

During the year we welcomed to the Board Heather Norton and Blayne West as we continue to enhance the skill and experience of our Board to address any skills gaps and to provide for succession within our Board.

Financial sustainability remained a key focus as we balanced current service delivery with investment in our future. The Board closely monitored performance against budget and considered both



Lifeline Mid Coast team, AGM 2025

the 2025–2026 outlook and the organisation's longer-term needs. Final financial results should be read with the audited statements in this Annual Report; importantly, our approach throughout the year was guided by prudent stewardship, transparency and the need to direct resources where they can achieve the greatest impact.

Building for the future

Future accommodation and service capacity remained a significant matter for the Board. During the year, the Board and its committees considered the strategic, financial and operational implications of the options available for the Burrawan Street Port Macquarie site and alternative accommodation arrangements. This review is still underway and our objective is to secure a sustainable solution that brings our Administration and Services teams together, supports efficient service delivery and preserves the organisation's long-term financial strength.

Looking ahead

As we look to 2026–2027, our priorities are clear: maintain the quality and accessibility of crisis support together with our prevention and postvention related services; deepen our understanding of and support for local needs; continue to develop, support and retain a capable, aligned workforce; enhance our systems and processes utilising technology to support the efficiency and effectiveness of our workforce; grow sustainable income; and continue developing the partnerships that extend our reach and impact in delivering our primary purpose.

We will continue to pursue these priorities through the 2025–2029 Strategic Plan and through decisions grounded in Lifeline Mid Coast's values of integrity, compassion, respect, excellence, flexibility and innovation.

We will also maintain mutually beneficial relationships with Lifeline Australia, the Uniting Church, funders and our many local partners.

Thank you

To our donors, funders, customers, community partners and supporters: thank you for standing with us. To my fellow Board members and committee participants: thank you for your diligence, insight and service. Above all, I thank our staff and volunteers, whose contribution gives practical meaning to our belief that no person should face their darkest moments alone.

A special thank you to Terry Chapman who has advised that he will be retiring from the Board at the close of the 2026 AGM. Terry was appointed to the Board on 5 December 2022 and has contributed greatly, sharing his wealth of knowledge and experience over that time. On behalf of all at Lifeline Mid Coast we say thank you for your commitment and contribution and wish you well for the future.

It is an honour to serve as Chair of Lifeline Mid Coast. I am proud of what has been achieved during 2025–2026 and confident in the organisation's ability to keep learning, adapting and serving our community with care and compassion.

A message from the CEO



Catherine Vaara, CEO

Members, volunteers, staff, Directors and friends of Lifeline Mid Coast.

Reflecting on the past twelve months, I am filled with pride and awe. It has been a year of growth, renewal and progress for Lifeline Mid Coast, as we continued to strengthen our services, support our people and expand our contribution to both the Mid Coast community and the wider Lifeline network.

Guided by our 2025–2029 Strategic Plan, we have remained focused on our purpose: providing crisis support, suicide prevention and postvention services that make a meaningful difference in the lives of individuals, families and communities.

Our Volunteers

At the heart of everything we do are our volunteers. More than 350 volunteers contributed their time and talents across our op shops and the 13 11 14 crisis line, supporting our mission with generosity, compassion and commitment. During a period of significant system change across the Lifeline network, our crisis supporters continued to answer the call for those in need, while our retail volunteers helped generate the resources that make our work possible.

This year, our Volunteer Survey returned a “gold standard” result, reflecting the strength of the culture we have built together. We continued to invest in creating meaningful volunteer experiences through new pathways, improved communication and the introduction of a remote crisis-support pilot, which will help create greater flexibility and accessibility for future volunteers.

I am equally proud of the dedication and professionalism of our staff. Throughout the year, we welcomed new leaders, strengthened our training capabilities and continued to invest in professional development across the organisation. Our people consistently demonstrated resilience, adaptability and a commitment to continuous improvement, ensuring the services we provide remain responsive, safe and of the highest quality.

Strong leadership and governance continue to underpin our success. I thank our Board of Directors for their wisdom, guidance and commitment to Lifeline Mid Coast. Their diverse expertise and strategic focus have helped ensure we remain well positioned to meet both the opportunities and challenges ahead while staying true to our mission and values.

More than
350
volunteers
Contributed 25/26

Our impact this year extended well beyond our own organisation. We maintained a strong contribution to the national 13 11 14 crisis line and continued to deliver vital suicide prevention and postvention programs across the Mid Coast. Through programs including Eclipse, Support After Suicide, Bloom, Toward Recovery and Friday Wellness, alongside community events such as Walk Out of the Shadows and the Christmas Memorial, we supported hundreds of people to find connection, hope and pathways forward.

We were also proud to contribute to the broader Lifeline network through training, mentoring and



The Lifeline Mid Coast head office team

sharing our expertise with centres across Australia. Recognition of our programs and workforce at a national level reflects the dedication of our people and reinforces Lifeline Mid Coast's reputation as a leader in suicide prevention and postvention practice.

A continued focus on quality, research and innovation has further strengthened our organisation. During the year, we achieved Lifeline Accreditation with no recommendations, progressed independent QIP accreditation and commenced an important research partnership with Griffith University to evaluate and strengthen the evidence base for our programs. These initiatives reflect our commitment to ensuring that the support we provide is not only compassionate, but also effective, measurable and continuously improving.



Looking Ahead

As we look ahead, we do so with confidence and purpose. We will continue to strengthen our services, expand our evidence base, grow and support our volunteer workforce, contribute to national quality and safety frameworks, and advocate for improved outcomes for people impacted by suicide.

Finally, I extend my sincere thanks to our volunteers, staff, Directors, donors, partners and people with lived experience who help shape and guide our work. Every achievement outlined in this report has been made possible by your commitment, generosity and belief in our mission.

Together, we are helping create stronger, more connected communities to meet people where they are, in the moments that matter the most.

IN THEIR WORDS

Help seekers

“I would not be alive today if it were not for Lifeline. Lifeline helps me keep going.”

“Thank you for listening and for being kind and caring. I really appreciate it and I really needed it today.”



“Thank you so much, you just lifted a great weight.”

2026

IN THEIR WORDS

Crisis supporters

"Doing my shift reinforced the great need to be at the end of the phone when help seekers reach out. There is so much need, and people desperate for someone to care about them, if only for a short while."

"Lifeline is a family. It is a very special family or tribe of people that goes above and beyond to look after its members."

"I always feel valued, appreciated and welcomed at Lifeline."

"Small gestures like this really do make a difference. Sometimes, having tea in a beautiful cup can brighten the whole day."

"You are a wonderful team who spreads love and cheer."

Crisis Support Services, Suicide Prevention and Postvention



Kelly Saidey, Senior Services Manager

It has been a privilege to step into the role of Senior Services Manager in October 2025. Moving from leading our Suicide Prevention, Postvention and Aftercare Services team to guiding both that team and our 13 11 14 Crisis Support Team has made this a year of deep learning and growth. It has also been a year of significant change for our services, our people and the way we work. Through it all, I have been inspired by the courage and commitment of both teams, and I am sincerely grateful to our CEO and Board for their support and trust as we have embraced this change together.

13 11 14 Crisis Support Team

Customers, Participants & Community

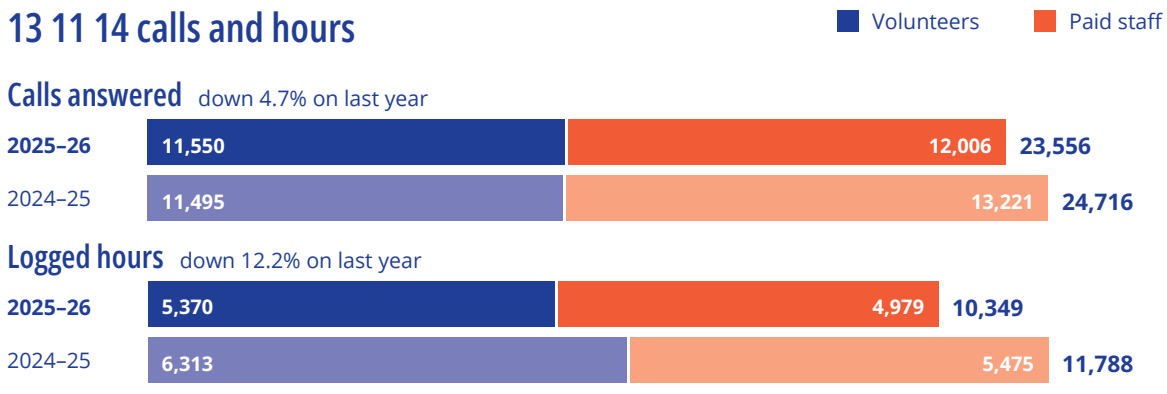
At the heart of everything we do are our help seekers, and the crisis support volunteers and night paid crisis supporters who are there to answer their calls. This year our volunteers adapted to considerable change within their roles, and they did so with remarkable grace, resilience and commitment. Their compassion is what turns every call into an exceptional experience for the person reaching out to 13 11 14, often in their darkest moment.

This year our crisis supporters answered 23,556 calls and logged 10,349 hours on 13 11 14. Our volunteers answered 11,550 of those calls and our paid overnight team 12,006, keeping our lines open around the clock.

People & Culture

Behind every shift stands a dedicated team. Our Crisis Support team supports both our night paid crisis support shifts and our volunteer crisis supporters, providing guidance, rostering, data

13 11 14 calls and hours





Our 13 11 14 Crisis Support team

input and reporting, facilitation of Lifeline Australia practice updates, debriefing, skills support and encouragement. Their steady presence ensures our crisis supporters never feel alone in the work they do.

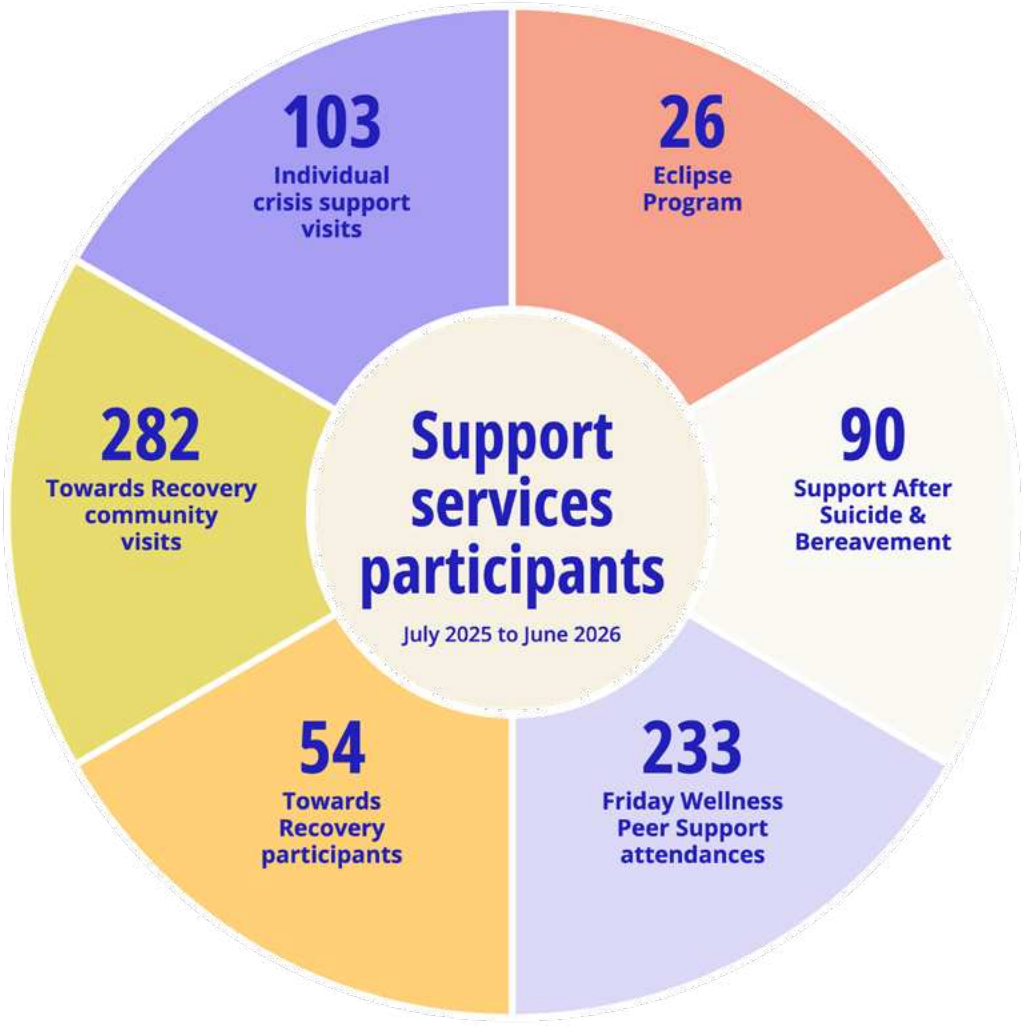
We are deeply thankful to our Training team for continuing to deliver masterclasses that strengthen the skills, knowledge and confidence of our volunteer crisis supporters, and for training the new volunteer crisis supporters who join us on the phones.

This year we farewelled Alexis from the Crisis Support team after eight years of dedicated service in the office. We are delighted that Alexis continues to volunteer on the phones and remains a valued part of our Lifeline family. In April we warmly welcomed Dorothy and Karen, who have each brought their own expertise, energy and efficiency to the team.

I would like to extend special thanks to Catherine Clarke for stepping into the Assistant Manager role. Catherine has provided the consistency, reliability and stability the team needed through a period of great change, and her leadership has been invaluable.

Systems & Processes

This year brought the most significant change in many years to how we answer 13 11 14. In November, Lifeline introduced Genesys, a new platform built to hold the growing volume of calls to 13 11 14 and designed to keep evolving as demand grows. With change comes further change: the new platform meant moving from our



An overview of the people we have supported

local In-Shift Supervisor model to a Centralised In-Shift Supervisor system. This was a significant adjustment for our centre, which has proudly maintained a strong local In-Shift Supervisor system for many years. I want to acknowledge the care, professionalism and openness with which our team and volunteers have embraced it.

Our centre was proud to take part in the Project Beacon pilot, helping Lifeline Australia develop a new Service Navigation Tool for our 13 11 14 services. Crisis supporters involved in Project Beacon transferred 506 help seekers through to the research survey. It was an outstanding contribution to better pathways for help seekers across the country.

We also began working towards the new National Accreditation Standards for 13 11 14 services. This ongoing body of work will come together in February 2027, alongside our annual Lifeline centre accreditation. At the core of every new system, process and accreditation step is a simple purpose: to ensure our crisis supporters have safe systems to work within, and that every help seeker who calls Lifeline has their call answered.

Suicide Prevention, Postvention and Aftercare Services

Customers, Participants & Community

Our Lived Experience of Suicide and Mental Health Peer Workers, Lea, Karen, Luke and Daniel, continued to share and model exceptional peer work with participants in groups and in one-to-one appointments. Their roles are wonderfully varied, from meeting participants in the community and

visiting them in hospital to supporting them to attend groups. It is a joy to see our peer workers lead the Friday participant wellbeing group and support participants to engage in social activities within the community.

We continue to respond in real time to communities and stakeholders impacted by suicide, offering compassionate postvention support when it is needed most.

People & Culture

Last October we welcomed Kaitlin, who has taken on her role with Toward Recovery and as lead facilitator for Eclipse. Participants have warmed to Kaitlin with ease, thanks to her safe, caring and approachable manner.

Ebanie provided wonderful mentorship to Kaitlin throughout the year, while balancing her Master's studies in psychology with her day-to-day suicide crisis support work. Ebanie also continued to lead our Eclipse groups, skilfully navigating what can be complex and dynamic group situations with sensitivity and care.



Systems & Processes

We introduced a new online client management platform for our face-to-face services. This gives us a stronger foundation for recording and coordinating participant support, and for continuing to improve the experience of the people we work with.

Contributing Beyond Our Centre

This year I was also fortunate to share our centre's knowledge and experience more widely, helping to strengthen capability across the Lifeline network and beyond.

I had the privilege of training and mentoring six lead and co-facilitators from Lifeline North Coast for Suicide Bereavement Groups, and of training seven lead and co-facilitators from Lifeline South Coast for Bereavement Groups.

I co-facilitated SOSA training with our Didi Hirsch counterparts in Los Angeles, delivering training to eight new SOSA and Eclipse facilitators. I also presented alongside Didi Hirsch in a webinar for a suicide survivors' network in the United States, sharing our Eclipse collaboration and their training in supporting people who have survived a suicide attempt.

I provided regular supervision to Lifeline Tasmania crisis supporters involved in the "Lifeline Calls You" Frequent Help Seeker pilot program. I also continue to facilitate quarterly national Eclipse Facilitator updates with facilitators from other Lifeline centres, and meet regularly online with the Didi Hirsch Suicide Prevention Center in Los Angeles.

Looking Ahead

As we move into 2026–27, I am proud of all that our two teams have achieved together in a year of so much change. Change has asked a great deal of us, and in return it has helped us grow stronger, more connected and more capable. With new systems in place, national accreditation on the horizon and teams that continue to grow in skill and confidence, we are well placed to keep creating exceptional experiences for every help seeker, participant and community we serve.

To every staff member, volunteer, peer worker and partner: thank you for your compassion, your flexibility and your unwavering commitment to our community.

"We cannot become what we want by remaining what we are." Max De Pree

Operations Report



Max Schaapveld, Retail Divisional Manager

The year in review

2025–26 was the year our retail network was asked to do more with less, and very nearly did it.

We began the year with six trading shops rather than seven. The budget, however, did not simply shrink to match. Taree's turnover was redistributed across the shops that remained, so the six were set a sales target of $3,372,708, roughly 16% above what those same six had delivered the year before. It was an ambitious ask.

They grew sales by 8.6%, adding $250,087, to finish the year at $3,154,205. That is 6.5% short of a stretching target and, in my view, a strong result rather than a disappointing one.

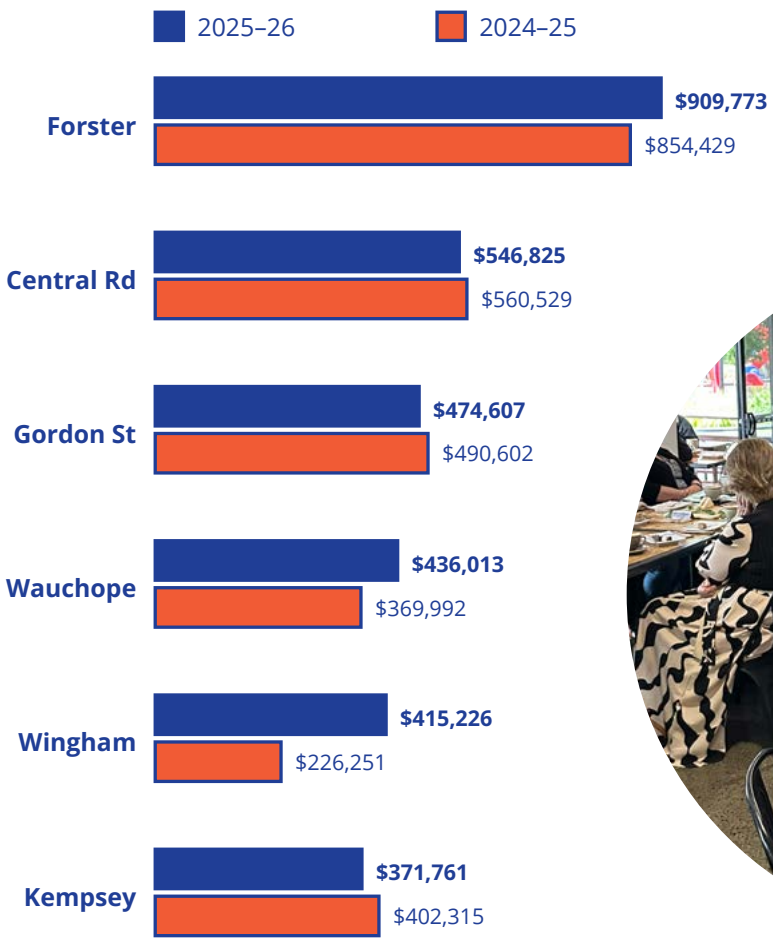
Retail remains the financial engine of Lifeline Mid Coast. Those sales represent about 72% of the organisation's total income of $4,405,821, and the shops returned a net contribution of $1,958,900. Set that against the organisation's overall surplus of $609,233 and the arithmetic is worth pausing on: retail contributed close to $1.35 million towards the cost of delivering crisis support, suicide prevention, postvention and training across our region. That is what the shops are for.

Our People

Behind every one of those figures are our retail teams and our volunteers, who give their time sorting donations, dressing windows, serving customers and, very often, listening.

Wingham shop team





Sales Revenue - FY26 v FY25



The year brought its share of change. Several long-serving team members moved on, and we thank each of them sincerely for what they gave; we also welcomed new managers and volunteers whose energy has already left a mark.

We also kept investing in the people who stay: clearer processes, better handover between shops, and a more consistent standard of what a well-run Lifeline shop looks like. The work is steadier and fairer for it.

Trading Results

Forster remains the benchmark for the group and our largest shop by a clear margin, growing again on an already strong year. It leads the network on sales, on transaction volume and on most efficiency measures.

Wingham had the standout year, recovering emphatically from a 2024–25 disrupted by flooding and a major refit. Sales grew by more than 80%.

Wauchope grew 17.8% and now works its shop floor harder, relative to its size, than any shop in the group. It has outgrown its premises.

Central Rd and Gordon St in Port Macquarie both eased back slightly on the prior year. Port Macquarie is now the most contested op-shop market we trade in, with around eleven charity shops competing for the same donations and the same customers, and holding position there is itself work.

Kempsey relocated during the year to a brighter, more welcoming site. A relocation always costs something in the year it happens, and Kempsey's figures reflect that disruption. The new store is still finding its feet, with a focused and capable team behind it.

Across the network our shops served 213,436 customers over the year, an average of 114 transactions per shop every trading day.

Six Shops, Not Seven

The Taree shop closed at the end of the previous financial year following the May 2025 flood, taking the network from seven shops to six. Because Taree's target was carried over onto the remaining shops rather than simply removed, the six shops were in effect asked to absorb a seventh shop's turnover within twelve months.

They closed most of that gap, and they did it through genuine sales growth, a deliberate decision to prioritise donated stock over purchased new goods, and firm cost control in every shop. Net contribution finished at $1,958,900 against a $2,085,726 budget, within 6.1% of a target built for a larger network. It is the achievement I am proudest of this year.

Items given a second home FY25-26

583K

More Than a Sales Figure

A Lifeline shop is not only a source of funds.

583,203 individual items (clothing, books, homewares, toys, furniture) passed through our shops this year and found a second home rather than a landfill. Furniture alone accounted for around 12% of our sales from just over 6,000 pieces, much of it bulky goods that would otherwise be difficult and expensive for a household to dispose of. Newly purchased stock made up barely two and a half per cent of what we sold; almost everything on our shelves was given to us by someone in this community and sold to someone else in it.

For many of our customers, our shops are simply where the household budget stretches furthest. For our volunteers, they are somewhere to belong, a reason to be out of the house, and a place where the day has a shape. For someone walking past on a hard day, the Lifeline name on the awning is a reminder that help exists. All of that is retail work too.

How We Run the Shops Now

The division has changed the way it measures itself. Rather than asking only whether a shop beat its budget, we now measure every shop against the group average: on how hard its floor works, on how deep and how valuable each basket is, and on how well it trades each major category. Where a shop sits below the group average, that gap is calculated in dollars, and it becomes a specific target for that shop rather than a general instruction to do better.

As each shop closes its gap the group average itself lifts, and the exercise begins again from a higher base. It has given the division a common language and turned improvement into something we can count.

Looking Forward

Three things will shape 2026–27. Kempsey's new store needs to be bedded down and grown into its site. Wauchope, now our most productive floor for its size, has outgrown it. We are actively looking for larger premises in the town and have identified a promising option, though nothing is settled yet. And across the network the distance between our strongest shop and our average shop remains the clearest, most measurable growth available to us. Retail's job is to fund the work that answers the phone at three in the morning. My thanks go to every staff member, every volunteer, and every person who left a bag of donations at our door this year. You funded that call.







Training Program Report



Di Bannister, Training Programs Manager

This year has once again shown the dedication, resilience and compassion of the people who answer the call at Lifeline Mid Coast. Every volunteer and paid crisis supporter plays a vital role in supporting people through their most vulnerable moments, and every one of them starts their journey in our training room.

It has been a big year for training. Alongside our core Crisis Supporter Workplace Training, we have taken our community workshops further afield, built new learning for our existing team, retrained our entire crisis support group on a new national phone platform, and begun rethinking how we bring new volunteers through the door.

New Cohorts

We welcomed new Crisis Supporter Workplace Training (CSWT) cohorts in February, August and October, bringing fresh energy, life experience and a shared commitment to Lifeline's values. Students move from the classroom into observation shifts, call coaching and their probationary period, supported by our call coaches and Centre Supervisors every step of the way.

Training and Development

Professional development for our existing crisis supporters remains a priority. Across the year we delivered six Master Classes and two professional development workshops, with 343 attendances in total. Topics included imminent risk, containment, trauma-informed support, difficult conversations, domestic violence and reflective practice.

In the community, we delivered Accidental Counsellor and DV-alert workshops across the region, including DV-alert training in Coffs Harbour and Port Macquarie and a full-day Accidental Counsellor workshop in Laurieton. Demand continues to grow, with Lifeline Coffs Harbour asking for more DV-alert sessions.



A New Phone System for Everyone

Lifeline moved to a new national phone platform, Genesys, during the year, and every crisis supporter needed to be confident on it before taking a call. Di Bannister and Kaye Raddatz identified mentors within the team, learned the Lifeline Australia training themselves and then delivered it across the whole volunteer group. It was a substantial piece of work, carried alongside everything else the training room was already doing, and it meant nobody was left working out an unfamiliar system while someone was on the line.

Growing Our Crisis Supporter Team

The hardest challenge in training this year was not one we faced alone. Formal volunteering has been declining across Australia for well over a decade, from around 36% of adults in 2010 to around 23% in 2025, and crisis supporter numbers have been falling right across Lifeline, ours included. Four in ten Australians now say they feel time-poor, and a fixed date in a fixed place rules out good candidates before they ever begin.

Through the second half of the year our training team worked closely with Lifeline Australia to find more flexible ways to train and to recruit. Before anyone can start crisis supporter training they must first attend an information night, where we explain honestly what the role involves and what it asks of a person. That evening is the front door to everything that follows, and for years we have opened it twice a year at the Westport Club. Our February session brought 25 people through it.



Looking Ahead

Reversing the national decline in crisis supporter numbers is the work in front of us. Our answer is to open the door more often and make it easier to walk through: information nights held more frequently, in smaller groups and in more places, with more training intakes to meet the people who come to them. Lifeline Australia has introduced Rapid Deployment, an online version of Crisis Supporter Workplace Training delivered over a shorter period, and we are working to offer that alongside our classroom cohorts so people can train in the way that fits their life. We will also keep expanding our Master Class program for the supporters already on the phones.

Since the end of the financial year we have already begun. Rather than wait for the next scheduled evening, the training team worked with our Community and Engagement team to run three smaller information sessions from our own office in September. Those brought another 15 people in, of whom around seven look likely to go on to training. Smaller, more frequent and closer to home suits people better than one large evening twice a year, and it is a model we intend to keep.

Thank you to every trainee, crisis supporter, call coach and supervisor who has been part of our training family this year. Your commitment saves lives, and your compassion brings hope to those who need it most.

Training at a glance:

6
Master Classes for our crisis supporters

343
attendances at Master Classes and PD workshops

2
new CSWT cohorts in February and August

25
people attended our February information night

Communications and Engagement



Boni Lornie, Communications and Engagement Specialist

When I stepped into this role in October 2025, the brief was clear: rebrand, build and engage. This has been a year of building foundations. We moved our marketing, fundraising and events onto systems we own, run and can grow, so Lifeline Mid Coast can tell its own story, in its own voice, in real time. This report covers my first year in the role, from October 2025 to October 2026.

Bringing Our Voice In-House

Social media: In January we brought our socials back in-house from an outside agency. Every post is now 100% authentic and created in real time by people who know our community, saving around $3,000 a month. Monthly reach peaked at more than 84,800 in August.

A new website: Built in-house and launched in October 2026, our new website puts us in full control. It includes online donations with branded tax receipts, a new Get Help page, redesigned shop pages and a careers page linked to Rosterfy. Visits to our old site more than doubled in September (1,893, up from 734) and we now rank first on Google for Lifeline Mid Coast Port Macquarie.

Mailchimp: Launched in July, our new email platform has tripled our audience from 405 to more than 1,200 subscribers, and our first campaign achieved a 41% open rate.

Wellness and Connection: Our monthly Wellness and Connection newsletter and Hub now reach every shop, Crisis Support and Head Office, responding to our volunteer survey.

Google for Nonprofits: Our successful application unlocks up to US$10,000 a month in free Google advertising.

A Fresh, Consistent Brand

We redesigned our brochures into a family of ten shorter, illustrated titles and printed 10,000 copies for our services, shops and events. Our five service programs, Eclipse, Bloom, Support After Suicide, Toward Recovery and Friday Wellbeing, now have their own logos aligned with Lifeline brand guidelines. New A1 shop signs, ID cards, banners, a branded gazebo and merchandise mean we look like one organisation wherever people meet us.



Kempsey shop grand opening



The Push-Up Challenge 2026

Growing Our Volunteers

QR codes on posters, flyers and A1 shopfront signs made it quick and easy to put your hand up. Wauchope welcomed at least eight new volunteers in a single campaign, our Port Macquarie and Forster shops gained new helpers, and our Crisis Support info nights recruited 10 new volunteers in August, with six more lined up for November training.

Out of the Shadows 2026

Our Step Together to Sunrise walk on 13 September brought 87 walkers and ceremony guests to Town Beach. A Welcome to Country and smoking ceremony with Aunty Rhonda made it a moving start to the day. The event was supported by a $1,800 Port Macquarie-Hastings Council grant, and our national fundraiser raised $6,377 through the Lifeline Australia campaign.

Fundraising Foundations

The Push-Up Challenge: More than 100 people registered, four times more than last year, raising more than $11,000 (up from $5,000) with help from Self Seen, local schools, Wiseberry Forster and Essential Energy to name a few.



1,200+
subscribers
on our new email list

84,800
reach
on social media in August

$43k+
raised
through community fundraising



Out of the Shadows 2026

Tuncurry Forster Football Club: The club chose Lifeline as its mental health round charity, raising $2,675.

Spring Cycle and Lent: We joined the national Spring Cycle profit share and piloted a Lent fundraiser with the Uniting Church.

Together, our community fundraising raised more than $43,000 this year.

Media and Community Partnerships

A monthly Triple M segment, interviews with Seven News, Prime 7 and 2Way FM, and a new 12-month partnership with Port News keep our message in front of the community. We worked alongside NAIDOC, Charles Sturt University, Port Macquarie-Hastings Council and many local businesses, and brought our Tunnel of Hope artwork to Artwalk, where around 100 people walked through it.

Out in the Community

From the Seniors Expo (300+ visitors) and Aged Care Expo (250 registrants) to CSU Open Day, NAIDOC Family Fun Day and Youth Homelessness Matters Day, our stalls connected thousands of locals with our services and volunteering. August alone saw six events, including the Eclipse 10-year anniversary, a Loneliness Awareness Week pop-up at Central Road and the Camden Haven Info Day. On World Suicide Prevention Day we piloted Accidental Counsellor for Hospitality at Port City Bowling Club.

Behind the Scenes

We restructured our SharePoint filing system and delivered organisation-wide training, introduced a monthly managers report template, and started a monthly marketing and events planning meeting with Services, Training and Retail so every campaign is planned together.

Looking Ahead

With our own website, email platform and social channels, a consistent brand and a growing events calendar, we have the foundations for a strong future. Thank you to Mattise, our managers, staff, volunteers and partners for backing every idea.



Artwalk 2026



Triple M interview



CSU Open Day



Seniors Expo



Loneliness Awareness Week



Tuncurry Forster footy fundraiser

Our Board

Neville Parsons



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

Appointed to the Lifeline Mid Coast Board in December 2022. Neville was CEO of Holiday Coast Credit Union for 31 years, until its 2019 merger with Regional Australia Bank, where he then served as a Director until 2023. From 2019 to 2021 he was also an owner Principal of Donovan Oates Hannaford Lawyers. He served on the Mid North Coast Local Area Health Board from 2011 to 2021, as Deputy Chair and Chair of its Finance and Performance Committee.

A member of the Rotary Club of Wauchope since 1981, he has held many club and district leadership roles, including District Governor twice (2009–10 and 2022–23), and in 2025 was Interim Chair of Rotary International's Zone 8 Regional Council, a network spanning 16 countries. Neville is currently Independent Chair of the Clarence Valley Council Audit, Risk and Improvement Committee, and a Board member of Life Education NSW and Life Education Australia.

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. 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.

Charmain Woods



Secretary and 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 Businesswomen's Network and is a motivational guest speaker and podcaster. 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 master's in Wills and Estates and Estate Planning, further deepening her expertise and expanding her capacity to serve.



Paul Poleweski



Chair of the Governance Committee and 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 Master of Management from Macquarie University.

Paul has enjoyed taking on voluntary committee roles as President and Treasurer for schools, soccer clubs and body corporates. He is currently the Treasurer of the Bonny Hills Progress Association.

Tony Fleming



Chair of the Building Committee and Finance, Audit & Risk Committee Member

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 Coast in various roles for over 15 years.

Tony is a quiet agitator who works behind the scenes with a minimum of fuss to get the job done.

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.

Our Board

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 and supervision.

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 areas such 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.

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.

Janet Geronimi

Governance Committee Member



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, where she 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 to 2024.

Peter Orford

Building Committee Member



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 Geoscientists 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.

Heather Norton

Board Member



Appointed to the Lifeline Mid Coast Board March 2026. With decades of experience in education, including leadership roles as Principal at both Firbank Grammar School and The Scots School Albury, she has dedicated her career to supporting young people and building strong, compassionate school communities. Her work has consistently focused on wellbeing, leadership, and helping others thrive. She has also made a significant contribution to the wider community through her involvement with Rotary and leadership roles with organisations such as headspace Port Macquarie, supporting mental health awareness and connection.

Alongside her professional experience, she brings valuable lived experience supporting loved ones through mental health challenges, as well as personal insight into living with a disability. As she reflects, "it has given me a rare insight into the challenges of living with a disability, but more importantly, the joy of participation." She joins the Lifeline Mid Coast Board with a thoughtful, empathetic perspective and a strong commitment to strengthening support for those in need.

Blayne West

Board Member



Appointed to the Lifeline Mid Coast Board March 2026. With over 22 years of experience in local government, she brings a genuine passion for people and community. Throughout her career, she has focused on building strong teams, supporting staff wellbeing, and delivering projects that make a real difference.

Most recently, she played a key role in leading emergency response and recovery efforts during the 2025 floods in the Port Macquarie Hastings region, working alongside multiple agencies to support the community through a challenging time. She's known for her collaborative leadership style, focused on "empowering people and building teams where individuals feel valued, supported, and motivated to achieve", and her ability to bring people together. Her experience spans strategic planning, infrastructure, and environmental outcomes, but at the heart of it all is a commitment to strengthening communities and helping people thrive.

Board and Committee Membership

Board Chair

Neville Parsons

Treasurer

David Johnson

Secretary

Charmain Woods

Governance Committee

Chair – Paul Poleweski

Neville Parsons

Janet Geronimi

Terry Chapman

Charmain Woods

Finance Audit and Risk Committee

Chair – David Johnson

Tony Fleming

Hans von Chrismar

Neville Parsons

Paul Poleweski

Building Committee

Chair – Tony Fleming

Peter Orford

Ian Sharp


shop


THE
PUSH UP
CHALLENGE
Give it a go!
Push ups, sit ups,
knee push ups - it all counts.
Register here...
Let's go Legends!
Lifeline




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NSW STATE EMERGENCY SERVICE
PORT MACQUARIE HASTINGS UNIT
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FOR EMERGENCY HELP IN
FLOOD, STORM & TSUNAMI
132 500
SUBWAY
FRESH CHOICES
INSIDE


Lifeline
Mid Coast NSW
We Grow Hope


SHOP

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.



Sarah Cunningham

Operations and Compliance Manager

Sarah joins Lifeline Mid Coast as the Operations and Compliance Manager, bringing more than 20 years of leadership experience across the community, healthcare, retail, financial services and technology sectors. Throughout her career, she has partnered with executive teams to strengthen workforce capability, governance, compliance and organisational performance while fostering positive, values-led workplace cultures.

Sarah leads Human Resources, Workplace Health & Safety, governance and operational improvement across the organisation. She is passionate about building engaged teams and volunteer communities, strengthening systems and processes, ensuring robust compliance, and creating an environment where people feel supported and empowered to deliver meaningful outcomes for the communities Lifeline serves.



Thomas Schumann

People and Culture Manager

Tom is a People & Culture leader with a diverse background spanning financial management, human resources, and trauma-informed community care. He began his career in frontline youth and behavioural support roles, supporting people experiencing crisis and trauma with empathy and a strengths-based approach.

After studying business and completing a leadership scholarship, Tom has led payroll, compliance, workforce operations and employee development across purpose-driven organisations. Known for his calm, people-centred approach, he brings together operational excellence and a deep commitment to employee wellbeing.



Boni Lornie

Communications and Engagement Specialist

With over 25 years in graphic design, Boni has a knack for turning ideas into things people actually notice and connect with. Her move into marketing and communications came naturally, shaped by years across retail, hospitality, and media, and grounded in strong organisational and relationship-building skills.

Driven by compassion and empathy, she's excited to put her experience to work for the community - helping Lifeline Mid Coast's message reach the people who need it most.

Our Team



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, she has been our Crisis Team Manager Trainer for the 13 11 14 service. Supported by her Crisis Support Team, Catherine, 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 13 11 14 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.

Shop Managers

Lifeline SHOP



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.



Sydni Greigh

Shop Manager, Kempsey



Tara Mesiti

Shop Manager, Central Rd and Gordon St



Bronwyn Dean

Shop Manager, Wauchope



Megan Goodsell

Shop Manager, Wingham



Danielle Tattersall

Shop Manager, Forster

Treasurer's Report

David Johnson, Treasurer

Lifeline Mid Coast Annual General Meeting, 5 November 2026

I am pleased to present the Treasurer's Report for the 2026 financial year.

Income

Revenue from our core activities (the shops, our grants and our training) was $4,016,779, up 3.5% on the $3,880,653 earned in 2024–25.

Total income, which also takes in interest, donations and gains on asset sales, was $4,405,821 against $4,499,595 last year. That apparent 2% fall is entirely explained by one item: last year's result included a $268,882 profit on the sale of a property, and this year there was no equivalent. Excluding gains on asset sales from both years, income grew by 3.7%. The underlying direction is up.

The great majority of that income continues to be earned by our staff and volunteers in the Lifeline shops. The shops generated $3,154,205, about 72% of total income. They did so with six shops rather than the seven that traded for most of the prior year, and on a like-for-like basis the same six shops grew sales by 8.6%. That is a genuine achievement, not an accounting one, and it belongs to the retail teams.

Grant funding rose to $831,987 from $655,674, an increase of 27%. Recurring support from the Australian Government Department of Health and Aged Care and the NSW Ministry of Health, together with Lifeline Australia's 13 HELP funding, continues to underpin the delivery of our 13 11 14 Crisis Support Service. The bulk of this year's increase came from a new $153,420 grant through the Lifeline Innovation Fund. We are grateful for all of it; their commitment remains central to our work in mental health and suicide prevention across the region.

Interest earned on our reserves contributed $275,688 (2025: $303,692).

Expenditure

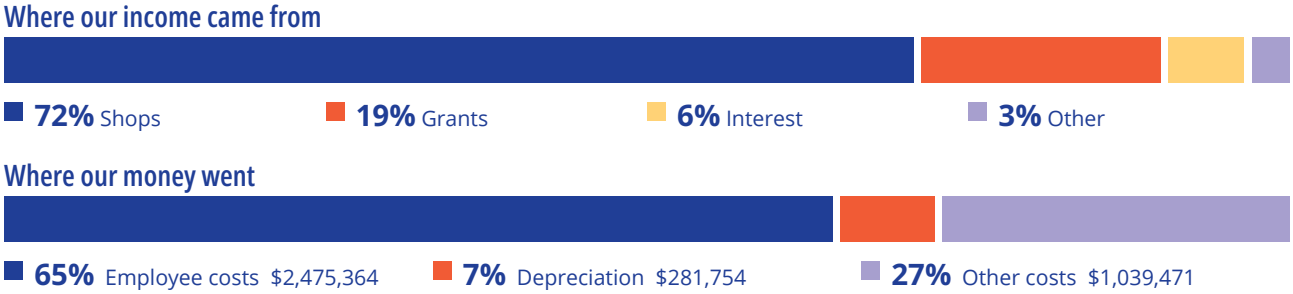
Costs rose this year, and the Board has looked closely at why. Total expenditure was $3,796,589, up $362,228 or 10.5% on the prior year. Two items account for more than the whole of that increase.

Employee costs

Employee costs rose by $439,951, or 21.6%, to $2,475,364. Three factors drive this: award wage increases, a higher headcount as we staffed our services and shops to the level the region requires, and the introduction of the portable long service leave scheme, which brings a new, ongoing obligation for organisations in our sector. The first two are investments in capacity; the third is now simply a cost of operating in community services.

Depreciation

The depreciation charge rose by $66,275 to $281,754, reflecting our investment in the Kempsey and Wingham properties coming into service. This is a non-cash charge, but a real one.



Across the rest of the organisation, operating costs were held at or below the prior year, and total expenditure finished 6% below budget. The Board and management deliberately held back discretionary spending where it was not needed, and I want to acknowledge that discipline.

Result for the Year

The surplus for the year was $609,233, compared with $1,065,234 in 2024–25.

That comparison needs context in two places. First, last year's result included a one-off profit of $268,882 on the sale of a property at Taree, a building the organisation had owned as an office there, quite separate from the shop. Excluding gains on asset sales in both years, the underlying result was $592,390 against $796,352, a fall of 25.6% rather than the 42.8% the headline figures suggest. Second, and more to the point, the result came in $79,635 or 15% ahead of the budget the Board had set for the year.

So the year is best read this way: our core revenue grew, we invested materially in the people who deliver our services, and we still finished comfortably ahead of plan. The Board is satisfied that the organisation remains soundly profitable, that the increase in costs reflects deliberate investment rather than any loss of control, and that the underlying trading position is sound.

It is also worth setting out plainly where the surplus comes from. The retail division contributed net income of $1,958,900. The organisation's overall surplus was $609,233. The difference, close to $1.35 million, is what our shops contributed towards the cost of delivering crisis support, suicide prevention, postvention and training in this region. Our services are funded by our shops, and by the people who staff them.

Financial Position

The organisation's reserves remain strong. Net assets stood at $12,594,348 at 30 June 2026, up from $11,985,115 a year earlier. Cash and cash equivalents were $7,086,059, up $334,128 on the year, and operations generated $978,050 of cash.

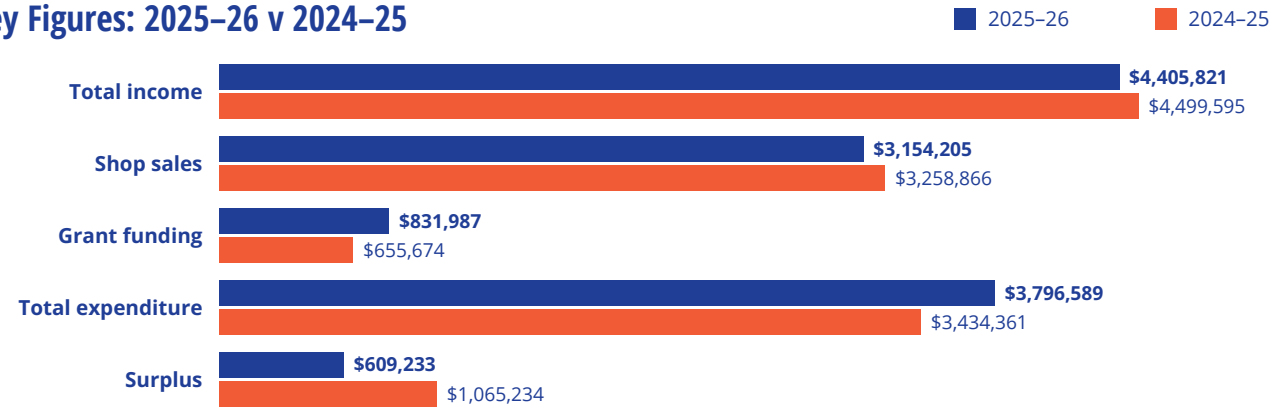
During the year the organisation invested $693,474 in property, plant and equipment and in works in progress, principally the Kempsey property. Property, plant and equipment stood at $5,338,123 at year end.

This is a balance sheet that gives Lifeline Mid Coast real freedom: the capacity to absorb a difficult year without cutting services, to invest in our shops and facilities, and to plan over years rather than months. Maintaining that position is a core responsibility of the Board.

Lifeline Centre, Burrawan Street

As reported last year, Lifeline Mid Coast secured a site on Burrawan Street, Port Macquarie for a purpose-built Lifeline Centre. A further $133,202 was invested in design and planning during the year, bringing work in progress to $415,726 at 30 June 2026. The project is currently on hold while

Key Figures: 2025–26 v 2024–25



the Board reviews its scope, timing and funding. The Board remains committed to the need the project was conceived to meet, and will report further as that review concludes.

Thanks

My sincere thanks go to our staff and volunteers. The figures in this report are, in the end, a record of your work: the donations sorted, the shops opened, the calls answered, the conversations held. None of it happens without you.

Thank you also to our donors, grant providers and supporters, whose generosity sustains our mission, and to our finance team for their diligence through the year and the audit. To our community: your continued support of our shops is what allows us to be there when someone has nowhere else to turn.

The Year Ahead

The Board's financial priorities for 2026–27 are straightforward: keep growing retail income from our existing shops, absorb the now-established higher cost base without reducing services, and resolve the future of the Burrawan Street project. With core revenue growing, reserves strong, a result ahead of budget, and a retail network that has just shown what it can do short-handed, Lifeline Mid Coast enters the new year in a position of genuine strength.

Figures Summary

	2025–26	2024–25	Change
Total income	$4,405,821	$4,499,595	−2.1%
Retail shop sales (2025: 7 shops)	$3,154,205	$3,258,866	−3.2%
Grant funding	$831,987	$655,674	+26.9%
Interest earned	$275,688	$303,692	−9.2%
Total expenditure	$3,796,589	$3,434,361	+10.5%
Employee costs	$2,475,364	$2,035,413	+21.6%
Depreciation	$281,754	$215,479	+30.8%
Surplus	$609,233	$1,065,234	−42.8%
Surplus excluding asset sale gains	$592,390	$796,352	−25.6%
Net assets	$12,594,348	$11,985,115	+5.1%
Cash and cash equivalents	$7,086,059	$6,751,931	+$334,128

The year at a glance

$12.6m
Net assets, up 5.1% on last year

$7.1m
Cash and cash equivalents at 30 June 2026

15%
Result ahead of the budget set by the Board

8.6%
Like-for-like sales growth across our six shops

$1.35m

Our services are funded by our shops

Our retail division contributed net income of $1,958,900. With an overall surplus of $609,233, close to $1.35 million from our shops went towards crisis support, suicide prevention, postvention and training across the region.



UCA Lifeline Mid Coast NSW Financial Statements

ABN: 25 524 080 705

For the Year Ended 30 June 2026

Lifeline
MID COAST

Lifeline
MID COAST

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UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

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Committee's Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

The committee present their report on UCA Lifeline Mid Coast NSW for the financial year ended 30 June 2026.

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)
Charmain Woods (Secretary)
Terry Chapman
Paul Poleweski
Ian Sharp
Hans Von Chrismar
Anthony Fleming
Peter Orford
Janet Geronimi
Heather Norton — Appointed March 2026
Blayne West — Appointed March 2026

Operating results

The profit of the entity after providing for income tax amounted to $ 609,233 (2025: $ 1,065,234).

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

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

Committee member: .....
Paul Poleweski (Governance Chairperson)

Dated this 27th day of AUGUST 2026

Auditor's Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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 2026, 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 28th day of August 2026

Statement of Profit or Loss and Other Comprehensive Income

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

	Note	2026 $	2025 $
Revenue	3	**4,016,779**	3,880,653
Other income	3	**389,042**	618,942
Advertising		**(45,981)**	(63,741)
Depreciation		**(281,754)**	(215,479)
Employee benefits expense		**(2,475,364)**	(2,035,413)
Insurance		**(89,400)**	(60,859)
Meeting Expenses		**(6,189)**	(8,020)
Minor asset purchases		**(22,549)**	(24,421)
Motor vehicle expenses		**(76,930)**	(76,241)
Occupancy Costs		**(344,642)**	(440,988)
Other expenses		**(332,702)**	(365,087)
Repairs & maintenance		**(30,646)**	(56,999)
Telephone		**(40,713)**	(36,470)
Volunteer Support Costs		**(49,718)**	(50,643)
Profit before income tax		**609,233**	1,065,234
Income tax expense		**-**	-
Profit from continuing operations		**609,233**	1,065,234
Profit for the year		**609,233**	1,065,234
Other comprehensive income, net of income tax			
Total comprehensive income for the year		**609,233**	1,065,234

Statement of Financial Position

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

	Note	2026 $	2025 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	**7,086,059**	6,751,931
Trade and other receivables	5	**103,425**	168,889
Other assets	7	**557,947**	383,616
TOTAL CURRENT ASSETS		**7,747,431**	7,304,436
NON-CURRENT ASSETS			
Property, plant and equipment	6	**5,338,123**	5,092,313
TOTAL NON-CURRENT ASSETS		**5,338,123**	5,092,313
TOTAL ASSETS		**13,085,554**	12,396,749
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	**269,029**	192,871
Employee benefits	9	**183,022**	176,034
TOTAL CURRENT LIABILITIES		**452,051**	368,905
NON-CURRENT LIABILITIES			
Employee benefits	9	**39,155**	42,729
TOTAL NON-CURRENT LIABILITIES		**39,155**	42,729
TOTAL LIABILITIES		**491,206**	411,634
NET ASSETS		**12,594,348**	11,985,115
EQUITY			
Retained earnings		**12,594,348**	11,985,115
TOTAL EQUITY		**12,594,348**	11,985,115

Statement of Changes in Equity

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

2026

	Retained Earnings
	$
Balance at 1 July 2025	**11,985,115**
Surplus for the year	**609,233**
Balance at 30 June 2026	**12,594,348**

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

Statement of Cash Flows

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

	Note	2026 $	2025 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from fundraising		**40,302**	46,368
Payments to suppliers and employees		**(3,394,057)**	(3,243,224)
Sales received		**3,079,694**	3,140,531
Interest received		**275,688**	303,692
Receipt from grants		**833,787**	655,675
Other receipts		**142,636**	84,447
Net cash provided by/(used in) operating activities	13	**978,050**	987,489
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of plant and equipment		**49,552**	358,182
Purchase of property, plant and equipment and WIP		**(693,474)**	(1,652,908)
Net cash provided by/(used in) investing activities		**(643,922)**	(1,294,726)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		**334,128**	(307,237)
Cash and cash equivalents at beginning of year		**6,751,931**	7,059,168
Cash and cash equivalents at end of financial year	4	**7,086,059**	6,751,931

Notes to the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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 the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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 the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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.

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

(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 the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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 2026, 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

	2026 $	2025 $
Grant income		
- Recurring grants (NSW Dep. Health)	**278,190**	276,774
- Lifeline Australia	**400,377**	376,249
- Lifeline Innovation Fund	**153,420**	2,651
	831,987	655,674
Sales		
- Central Road	**546,825**	560,529
- Forster	**909,773**	854,429
- Kempsey	**371,761**	402,315
- Port Macquarie	**474,607**	490,602
- Taree	**-**	354,748
- Wauchope	**436,013**	369,992
- Wingham	**415,226**	226,251
- Less: shop expenses	**(51,095)**	(111,243)
	3,103,110	3,147,623
Training and course fees	**81,682**	77,356
	4,016,779	3,880,653

Notes to the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

3 Revenue and Other Income

	2026 $	2025 $
Other Income		
- Donations & fundraising	**42,102**	46,368
- Interest received	**275,688**	303,692
- Insurance Reimbursement	**54,409**	-
- net gain on disposal of property, plant and equipment	**16,843**	268,882
	389,042	618,942

4 Cash and Cash Equivalents

	2026 $	2025 $
Cash at bank and in hand	**5,502,207**	5,233,277
Short-term deposits	**1,583,852**	1,518,654
	7,086,059	6,751,931

5 Trade and other receivables

	2026 $	2025 $
CURRENT		
Trade receivables	**70,525**	100,400
Deposits	**32,900**	51,039
GST receivable	**-**	17,450
Total current trade and other receivables	**103,425**	168,889

Notes to the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

6 Property, plant and equipment

	2026 $	2025 $
Buildings		
At cost	**5,724,010**	5,233,768
Accumulated depreciation	**(787,659)**	(634,357)
Total buildings	**4,936,351**	4,599,411
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	**142,375**	142,375
Accumulated depreciation	**(93,544)**	(78,170)
Total plant and equipment	**48,831**	64,205
Furniture, fixtures and fittings		
At cost	**477,879**	425,933
Accumulated depreciation	**(349,983)**	(316,824)
Total furniture, fixtures and fittings	**127,896**	109,109
Motor vehicles		
At cost	**531,478**	574,240
Accumulated depreciation	**(326,185)**	(263,383)
Total motor vehicles	**205,293**	310,857
Office equipment		
At cost	**23,547**	13,210
Accumulated depreciation	**(11,194)**	(8,706)
Total office equipment	**12,353**	4,504
Computer equipment		
At cost	**51,945**	44,196
Accumulated depreciation	**(44,546)**	(39,969)
Total computer equipment	**7,399**	4,227
Total plant and equipment	**401,772**	492,902
Total property, plant and equipment	**5,338,123**	5,092,313

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 the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

7 Other Assets

	2026 $	2025 $
CURRENT		
Prepayments	**142,221**	101,092
Capital Works In Progress	**415,726**	282,524
	557,947	383,616

Capital Works in Progress relate to ongoing construction and capital costs in relation to building developments and shop refurbishments.

8 Trade and Other Payables

	2026 $	2025 $
CURRENT		
Trade payables and accrued expenses	**202,656**	168,115
GST payable	**3,836**	-
Employee benefits	**26,438**	18,276
Sundry payables	**10,953**	6,480
Superannuation payable	**25,146**	-
	269,029	192,871

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 Employee Benefits

	2026 $	2025 $
Current liabilities		
Long service leave	**81,522**	79,045
Provision for employee benefits	**101,500**	96,989
	183,022	176,034

	2026 $	2025 $
Non-current liabilities		
Long service leave	**39,155**	42,729
	39,155	42,729

Notes to the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

10 Key Management Personnel Remuneration

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

	2026	2025
	$	$
Short-term employee benefits	298,205	271,690
Long-term benefits	7,382	5,753
Post-employment benefits	34,673	31,601
	340,260	309,044

11 Contingencies

In the opinion of those charged with governance, the entity did not have any contingencies at 30 June 2026 (30 June 2025:None).

12 Related Parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

The following transactions occurred with related parties:

Director Peter Orford was paid consulting fees of $10,100 (2025: $nil) in relation to the Burrawan St construction project.

13 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:

	2026	2025
	$	$
Profit for the year	609,233	1,065,234
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	281,755	215,479
- net (profit)/loss on disposal of property, plant and equipment	(16,843)	(268,882)
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	29,875	(25,537)
- (increase)/decrease in other assets	(5,540)	(109,493)
- increase/(decrease) in trade and other payables	76,159	114,798
- (increase)/decrease in contract liabilities	-	(9,091)
- increase/(decrease) in employee benefits	3,411	4,981
Cashflows from operations	978,050	987,489

Notes to the Financial Statements

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

14 Events after the end of the Reporting Period

The financial report was authorised for issue on 27 August 2026 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.

15 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.

	2026	2025
	$	$
Gross proceeds from fundraising appeals	**40,302**	46,368
Less: costs of fundraising	**(5,446)**	(1,653)
Net surplus from fundraising	**34,856**	44,715

Responsible Persons' Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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) Paul Poleweski (Governance Chairperson

Dated this 27th day of AUGUST 2026

Chairperson's Declaration

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

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 27th day of AUGUST 2026

Independent Audit Report

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

pddadvisorygroup
chartered accountants & business advisors

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 2026, 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 2026 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 2026

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 2026

Disclaimer

The additional financial data presented from pages **61 to 62** 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 2026. 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: 28th August 2026

Detailed Profit and Loss Statement

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

	2026 $	2025 $
Income		
Donations & frundraising	**42,102**	46,368
Grants Income		
Recurring grants (NSW Dep. Health)	**278,190**	276,774
Lifeline Australia	**400,377**	376,249
Lifeline Innovation Fund	**153,420**	2,651
	831,987	655,674
Sales		
Central Road	**546,825**	560,529
Forster	**909,773**	854,429
Kempsey	**371,761**	402,315
Port Macquarie	**474,607**	490,602
Taree	**-**	354,748
Wauchope	**436,013**	369,992
Wingham	**415,226**	226,251
Less: Shop expenses	**(51,095)**	(111,243)
	3,103,110	3,147,623
Other income		
Training and course fees	**81,682**	77,356
Profit on disposal of assets	**16,843**	268,882
Interest received	**275,688**	303,692
Insurance Reimbursement	**54,409**	-
	428,622	649,930
Total income	**4,405,821**	4,499,595
Less: Expenses		
Advertising	**45,981**	63,741
Accounting & Audit fees	**15,523**	17,200
Bad debts	**1,891**	300
Bank charges	**16,734**	17,039
Building expenses	**17,847**	23,481
Cleaning	**14,519**	12,765
Computer expenses	**46,532**	32,627
Consultant fees	**29,801**	94,108
Depreciation	**281,754**	215,479
Fees and subscriptions	**29,224**	30,572
Fundraising & special events	**5,446**	1,652
Insurance	**89,400**	60,859
Meeting expenses	**6,189**	8,020
Minor asset purchases	**22,549**	24,421
Motor vehicle expenses	**76,930**	76,241
Postage, printing & stationery	**52,758**	76,514
Provision for employee entitlements	**3,411**	4,981

Detailed Profit and Loss Statement

UCA Lifeline Mid Coast NSW
ABN: 25 524 080 705

For the Year Ended 30 June 2026

	2026	2025
	$	$
Other employee costs	1,711	-
Repairs & maintenance	30,646	56,999
Salaries	2,161,233	1,783,928
Staff training	55,540	45,326
Staff amenities	5,717	8,493
Strata fees	11,774	9,536
Superannuation contributions	253,470	201,178
Telephone	40,713	36,470
Travel - domestic	10,648	13,019
Volunteer Support Costs	49,717	50,641
Occupancy Costs	344,642	440,988
Other operating expenses	74,289	27,783
Total Expenses	3,796,589	3,434,361
	609,232	1,065,234
Other items:		
Profit before income tax	609,232	1,065,234



"Together, we are helping create stronger, more connected communities to meet people where they are, in the moments that matter the most."

CATHERINE VAARA, CHIEF EXECUTIVE OFFICER



thank you

Fredo Pub
W Collins
Timeless Quilters
Majestic Cinemas
Reclaim the Night 2025
Uniting Church Gloucester and Adult Fellowship Group
Bob Sheather
Anytime Fitness Kempsey
North Coast Trucking Social Club
PJ Probie
Oliver Brooke
Jessica Thomas
John P Shortall
David Johnson
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Dr Julian Wall
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Rotary Club of Port Macquarie
R Sheather
Elizabeth Clark
David Saidey
Our Push-Up Challenge sponsors

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

Thank you for supporting Lifeline Mid Coast

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