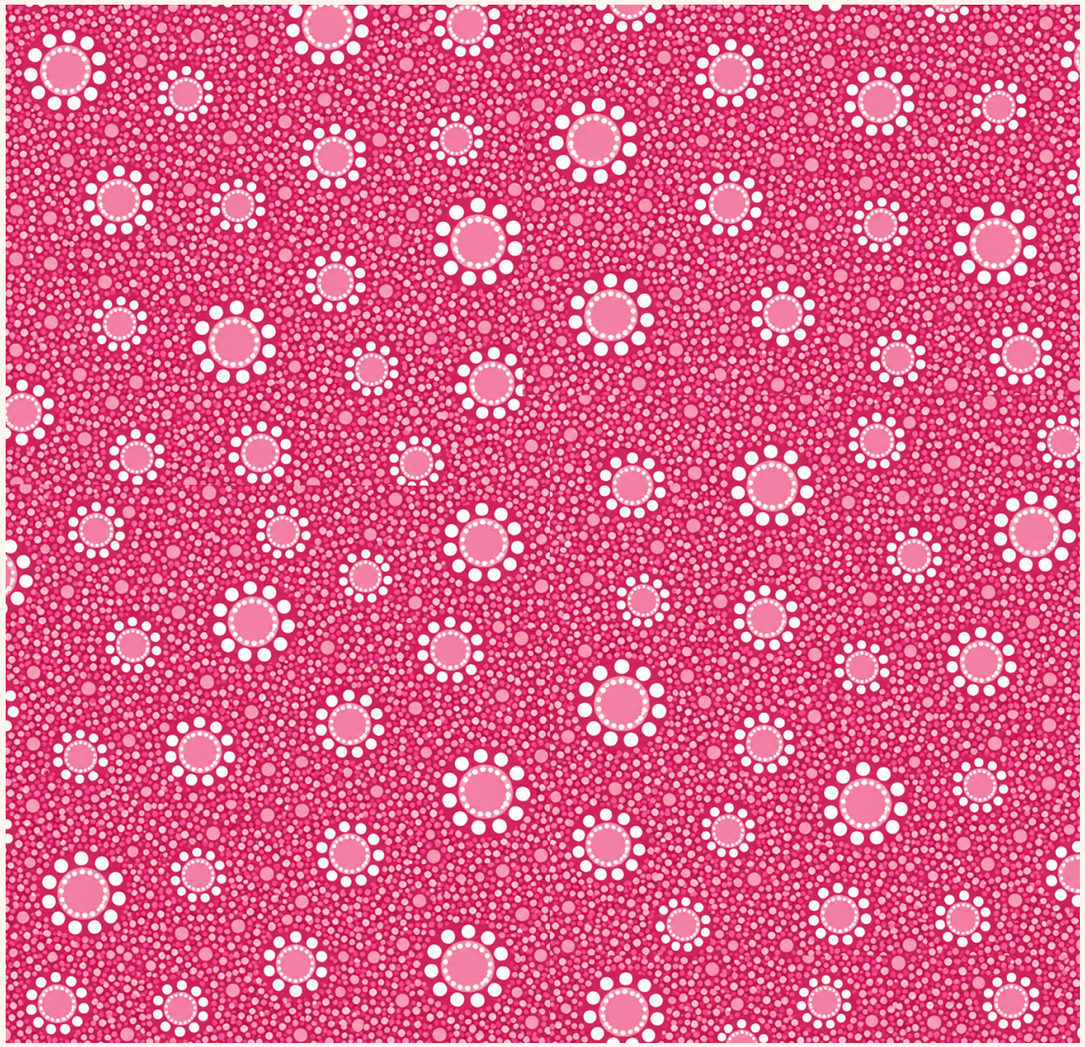

Lifeline
HARBOUR TO HAWKESBURY
SYDNEY
Listen.
Empower.
Create Hope.
LIFELINE HARBOUR TO HAWKESBURY SYDNEY
ANNUAL REPORT 2026

We are here to listen, connect and support people through their toughest moments.



"artangentye" – meaning together in Arrernte / Artist: Ava Muir

Acknowledgement of Country

We, Lifeline Harbour to Hawkesbury Sydney, acknowledge the Traditional Aboriginal and Torres Strait Islander Custodians of Country, the Darug Nation. We extend our respect to all Traditional Custodians throughout Aboriginal and Torres Strait Islander nations and across our national Lifeline network. We pay our respect to Elders, Past, Present and Future, acknowledging their continued connection and caretaking for Country, Lands, Seas, Waters, Animals and Vegetation, for thousands of generations. We acknowledge that Aboriginal and Torres Strait Islander peoples' sovereignty of this country was never ceded. Wherever you are located today, it always was and always will be Aboriginal and Torres Strait Islander land.

Acknowledgement of lived and living experience of suicide

We acknowledge all the lives lost to suicide and recognise those struggling today, or in the past, with thoughts of suicide, mental health issues or crisis situations. We acknowledge those who care for their loved ones and those experiencing the pain of bereavement through suicide. We respect the expertise of those with a lived or living experience and their contribution to the work we do.

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01

About Us

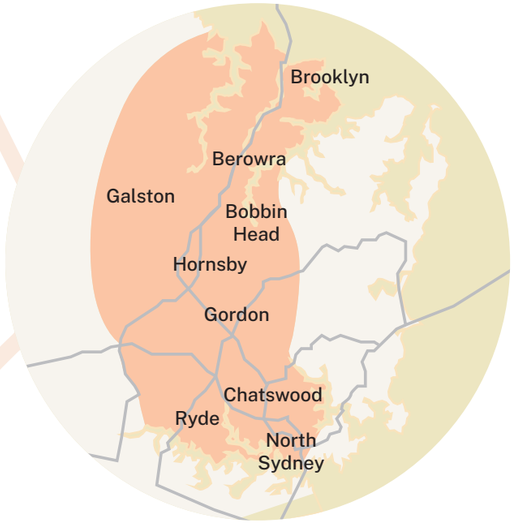
Who We Are

Lifeline Harbour to Hawkesbury Sydney (Lifeline H2HS) is an independent Lifeline Centre within Lifeline Australia's network. We provide a suite of crisis support and suicide prevention services, including Lifeline's national Voice and Digital crisis support services, counselling services and community support programs.

We are a not-for-profit organisation, and rely on our own fundraising efforts as well as the generosity of the community, through partnerships, grants and donations, to fund our operations.

Our Geographical Area

Local services and programs are available to those who live, work or are educated in the Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove and Willoughby local government areas as well as parts of Ryde and North Sydney.



Four-Stage Framework

The crisis support and suicide prevention services offered by Lifeline H2HS align with our four-stage framework of engagement, prevention, intervention and recovery.

Engagement
Increasing awareness and access to crisis support services

Prevention
Reducing distress and emotional turmoil to prevent suicide

Intervention
Supporting someone in crisis and at risk of suicide

Recovery
Supporting people bereaved by, or who have attempted, suicide

Our Strategy

Our Vision
An Australia free of suicide

Our Mission
To support people in times of crisis and to reach out to and equip individuals and communities to be resilient and suicide-safe.

Our Approach
We are guided by clinical research that shows the best way to prevent suicide is to build resilience and wellbeing. We do this by working across the whole life experience of people and the community around them, through engagement, prevention, intervention and recovery.

2023–2026 Strategic Plan

Our Aspirations & Focus Areas

- Significantly contribute to a suicide-free Australia
- A more suicide-resilient H2HS community
- A sustainable, healthy, capable and growing Centre

How We Work

- Integrity & open communication
- Empathy & respect
- Listen without judgement

What We Do









National Reach

National Services

- Voice Crisis Support
- Digital Crisis Support
- Crisis Supporter Training

Local Reach

Clinical Services

- Counselling
- Psychology
- Clinical Support Groups
- Psycho-educational Support Groups
- Professional development
- Referral partners

Community Services

- Community Aid
- Financial Counselling
- Emergency Relief
- Support Line
- Referral partners

Community Engagement & Education

- Partners and Community Events
- Lifeline Connect
- Lifeline Crew
- Education and Training

Suicide Prevention & Recovery

- Prevention initiatives
- Critical Incident Response
- Lived Experience Advisory Group
- Collaborative partners

Powering Our Services

Commercial Operations

- Retail Shops
- Book Shops
- Book Fairs
- Online book sales

Fundraising

- Fundraising events
- Grants, donations and non-event fundraising
- Philanthropic and corporate partnerships

Our People

Our Workforce

as at 30 June 2026

214*	8	205	1	1,345
Total * (FTE 86.26)	Full time	Casual & part time	Contract	Volunteers

Our Volunteers

as at 30 June 2026

1,345	446	483	221	27	171
Total (Some volunteers have multiple roles)	Crisis Supporters	Books	Retail	Community Support	Crew

57	21	34	79	31
Community Aid	Personal Counselling	Administration	Fundraising	Connect



Message from the Board President

The Hon Graham West

This is my last message as President of Lifeline Harbour to Hawkesbury Sydney, so I want to begin by saying thank you to everyone who works to make Lifeline Harbour to Hawkesbury Sydney so effective, our volunteers, staff, and supporters, and to say thank you for the community who have trusted us for decades to help them and those they love when they are most in need. This is what makes us such a special service, real people caring for each other.

Every month, our Crisis Supporters at Gordon answer more than 7,600 calls to 13 11 14. They build around 670 safety plans with people at risk of suicide, and they initiate more than 60 emergency escalations for people whose lives are in immediate danger. From one centre in Sydney's north, we now answer more than one in ten of the nation's crisis calls and almost one in four of its text and chat conversations. Closer to home, our people delivered over 16,000 hours of local support this year – Counselling, Financial Counselling, Emergency Relief, Community Aid and Lifeline Connect – across a community of more than 600,000 people.

> Behind every one of those numbers is a volunteer or staff member who cared and gave their full.

I will not pretend the year was easy. Funding is under pressure and the economic outlook is uncertain; neither of those things will fix themselves. So we are acting. Our Shops, Book Fairs and events – from the Bobbin Head Cycle Classic to the Spring Cycle and other fundraising initiatives keep our income diversified and our community engaged. We continue to carry our weight in the national network: leading Lifeline's Digital Crisis Support Workforce across New South Wales, delivering the Bondi Hub alongside other Lifeline centres, and sharing back-office services across the network. And this year we began consulting the community, our teams and the Board on the next three-year Strategic Plan.

The direction emerging is clear: grow our national service delivery, build a more suicide-resilient local community, and keep the organisation itself healthy enough to do both.

Our CEO, Elizabeth Lovell, and her team have grown this organisation's reach and capability year on year, and continue to strive for excellence in all we do. We have also welcomed Jackie Giles as Treasurer, along with new Board Committee members who have strengthened our governance.

We also recognise the service and dedication of outgoing Directors Barbara Ward and Peter Tuchin, both whom have served nine years on the Board.

We now leave the leadership of the Board to Marie Soghomonian as President and Nathan Deveson as Deputy President. Both have served on the Board for the past three years. Both know this organisation from the inside, and both care about it deeply. It is in good hands.

For 58 years, when someone in our community has reached out in their darkest hour, someone here has answered. When a family has needed help to get through the week, someone here has helped. When a workplace or a school has wanted to learn how to start the conversation, someone here has taught them. My thanks go to every volunteer, staff member, donor, partner and Board colleague who made those answers possible – this year and for the 57 before it.

Lifeline's vision is an Australia free of suicide. We will continue to answer this call to action with your support.



Message from the CEO

Elizabeth Lovell

This year was one of strong impact, growth and innovation.

At the heart of everything we do is our commitment to ensuring that more people in crisis receive support when they need it most. As one of Lifeline Australia's leading delivery partners, we continued to play a significant role in answering 13 11 14 crisis calls and SMS and webchat interactions, helping thousands of people across the nation navigate moments of distress and reconnect with hope.

While our national contribution continues to grow, our local impact across Sydney's north remains equally important. Through in-person crisis support at our three Connect Library hubs, counselling, support groups, financial counselling, emergency relief, community aid, engagement and education, we strengthened our role as a visible and trusted leader in community wellbeing and suicide prevention.

The reality remains that suicide continues to claim more than 3,000 Australian lives each year, with many communities and priority population groups experiencing persistently high levels of risk. Addressing this challenge requires more than any single intervention. It demands a connected, community-based approach that combines crisis support, clinical services, financial assistance, co-morbidity treatment, early intervention and strong referral pathways. Lifeline's unique model of 24-hour support, combined with an embedded community presence, allows us to contribute across this continuum of care, helping people before, during and after a crisis.

This year we expanded our reach through several important initiatives. New cohorts of crisis supporters equipped our new North Sydney Crisis Centre, on track to answer 10,000 more calls a year. We strengthened community engagement following major incidents, including the recovery efforts associated with the Bondi Terrorist Incident, demonstrating the value of Lifeline's combined national and local response capability. We also extended awareness of our Connect program in community libraries, low-cost Counselling services and strengthened culturally responsive services.

We also launched new support offerings including mental health in local sporting clubs and professional debriefing services. We continued to integrate lived experience perspectives into service design through our Lived Experience Advisory Group.

Our partnerships remain central to our success. We deepened collaboration with our peer Lifeline members across NSW, community organisations, health providers, government agencies, corporates and philanthropic supporters, creating stronger pathways for people seeking support and increasing the collective impact of our work.

Importantly, we continued to strengthen the foundations of the organisation. We kicked off our next 3-year Strategic Planning, including search for a new head office to support future growth, improved systems and processes, invested in cyber security and digital infrastructure, and maintained an outstanding workforce engagement score of 93%.

Our volunteers remain our greatest asset and a defining strength of our organisation. Whether supporting Crisis Services, Fundraising, Retail operations, Book Fairs, governance or community and clinical programs, their dedication makes our impact possible. Record-breaking results from our Book Fairs, the opening of our ninth Retail Shop, growing online Retail activity, and the success of initiatives such as the Spring Cycle reflect the extraordinary contribution of our volunteers and supporters for fundraising as well as supporting those we serve.

I extend my sincere thanks to our volunteers, employees, donors, partners, government funders, and Board members. I particularly acknowledge the leadership of outgoing President Graham West, outgoing Directors Barbara Ward and Peter Tuchin and welcome Marie Soghomonian as President, alongside Nathan Deveson as Deputy President and Jackie Giles as Treasurer.

Together, we are building a more suicide-safe, connected and resilient community. I am proud of what we have achieved and excited about the opportunities ahead as we continue to save lives, create hope and ensure that no one has to face their darkest moments alone.

Year in Review

Our National Impact

Voice

85,804
calls answered

37,582
hours dedicated to answering 13 11 14 (24/7, 365 days)

10.6%
of the nation's load

17.9
average call length (minutes)

83
new Crisis Supporters onboarded

Digital

70,116
interactions answered

28,246
hours dedicated to answering text/chat (24/7, 365 days)

29.1%
of the nation's load

25
average interaction length (minutes)

149
new Crisis Supporters onboarded

Our Local Impact

16,494 hours of high-quality, affordable support provided in the local community

4,426
hours of affordable Counselling and bulk-billed Psychology sessions

95%
of clients rated a 'good', 'very good' or 'excellent' impact upon their wellbeing

4,386
hours of Psychological Support Group therapy

96.7%
of Psychological Support Group clients rated a 'good', 'very good' or 'excellent' impact upon their wellbeing

3,274
hours of Financial Counselling and Advocacy provided

95.8%
of clients stated they felt 'listened to, understood and were satisfied with the service'

3,357
hours of Community Aid provided

100%
of clients stated that the volunteers were 'courteous and considerate' during each visit

535
sessions of Emergency Relief provided

516
sessions of in-person support in a Connect Hub

Reaching People, Partners & Donors

Over **2,226,313** people interacted with Lifeline H2HS

27,370
Book Fair enthusiasts

212,261
Retail and Book Shop customers

136,401
unique website visitors

1,835,467
people were reached on social media with **2,967,837** impressions

928
Community Education participants

8,260
supporters engaged through fundraising events and campaigns

200
corporate volunteers

5,426
members of the public attended **42** community forums



02

Our National Impact

Our National Impact

Crisis Support

Voice

Over the 12 months to 30 June 2026, Lifeline H2HS answered 10.6% of national 13 11 14 call volumes, a slightly higher proportion than in 2025, reflecting the commitment, skill and consistency of our crisis support workforce.

A major milestone this year was the opening of our new volunteer Crisis Centre at North Sydney, which commenced taking calls on 29 July. In its first 11 months of operation, the Centre answered more than 6,000 calls through the combined efforts of new and existing volunteers. In 2027, North Sydney aims to answer 10,000 calls, with a focus on periods when the national Call Answer Rate is lowest.

We are incredibly proud of the volunteers across Gordon and North Sydney who continue to give their time so generously, particularly in an environment where national volunteering levels remain challenging. Their dedication ensures Help Seekers are supported in their darkest moments, across a broad range of roles and responsibilities.

Our overnight Crisis Support Staff also continue to provide vital support during the most difficult hours, representing approximately one third of Lifeline's national overnight workforce. Recruitment is continuing to strengthen and replenish the team, and we implemented a leadership development initiative to support the overnight In Shift Support Supervisors (ISS's).

We thank our incredible team of ISS's, including volunteers, who provide 24/7 support to Crisis Supporters and help sustain a strong, connected team culture. Their contribution has been central to embedding new initiatives and supporting the success of North Sydney.

Looking ahead, the focus will be on delivery of volunteer hours to the national 13 11 14 service in the times when the Call Answer Rate is most stretched.

85,804 **Calls plus**
70,116 **Text & Chats**
answered by
522 **Crisis Supporters**

Digital

For over 200,000 people in crisis each year, sending a message is safer and more comfortable than making a phone call.

The growth of our Text & Chat service continued strongly this year, with Lifeline H2HS delivering 29.1% of all national text and chat interactions, reflecting our increasing contribution to crisis support across Australia.

Completing a second full year of operation, our NSW volunteer workforce grew to over 260 Crisis Supporters, who collectively delivered over 14,600 hours and 34% of the total volunteer hours across the national network this year. We also acknowledge our paid night-shift Crisis Support team, who reliably cover the more challenging late-night hours through to 2am, ensuring Help Seekers receive support during their most vulnerable moments.

In supporting a NSW-wide, remote workforce, we continue to build the strength of volunteer engagement, capability and wellbeing. In this endeavour, our on-shift Digital Team Supporters (DTS) play an essential role, providing guidance and supporting new volunteers through placement.

The North Sydney Crisis Centre also enables a hybrid working model, with Crisis Supporters now able to complete shifts onsite with support from DTS staff.

Looking ahead, our focus remains on quality and consistency for those who reach out to Lifeline's Text & Chat service. To ensure our Crisis Supporters feel confident, supported and equipped to deliver high-quality care, support has expanded through additional group supervision, professional development initiatives and on-shift interaction coaching.





Crisis Support Recruitment & Training

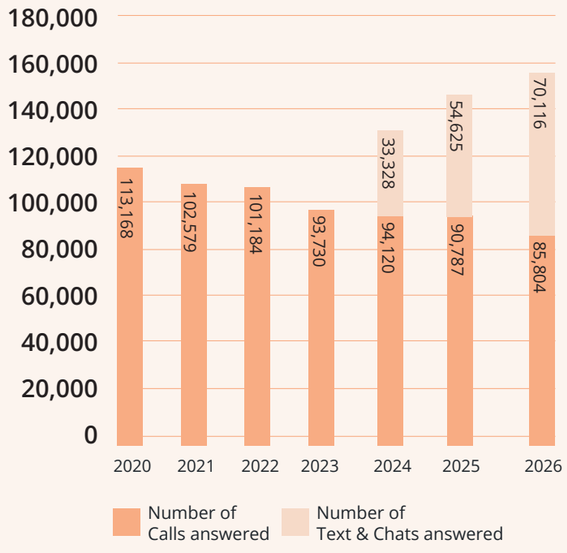
Playing a key role equipping the national network with a growing volunteer population, this year has seen significant growth for Crisis Support Recruitment & Training. With additional Telephone Crisis Support training courses delivered, including at our new North Sydney Centre, and larger student cohorts introduced for the Digital Text and Chat stream, a total of 220 newly-accredited crisis supporters were welcomed to Lifeline.

The Telephone Crisis Supporter training team delivered four standard 13-week courses, with two held in Gordon and two in North Sydney. The introduction of North Sydney training has enabled H2HS to reach a new demographic on the Lower North Shore, with strong applicant demand and a consistently high calibre of candidates across both centres. In total, 71 students progressed from face-to-face training into placement in the phone rooms.

To support the expanded training program, the pool of volunteer mentors has also grown over the past year. Their generous contribution is deeply valued and remains integral to the success of the program, providing students with guidance, encouragement and practical support as they develop their crisis support skills.

Digital (Text & Chat) training has expanded to train students from across NSW. To meet increasing demand, cohort sizes increased from 18 to 30 students per month across 11 months of the year, strengthening the supply of crisis supporters to the Text & Chat service. Student retention rates have improved through regular engagement during training, including drop-in sessions, coaching and training innovations. This year, 149 students were approved for service as Digital Crisis Supporters.

Call, Text & Chat Volumes





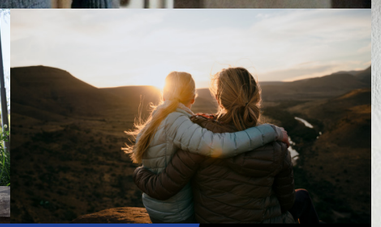
Lifeline
HARBOUR TO HAWKESBURY SYDNEY

Chat lifeline.org.au/crisis-chat
Text 0477 13 11 14
Call 13 11 14
In an emergency please call 000.

Would you like support from a counsellor?

Lifeline Harbour to Hawkesbury Sydney – supporting your community





Lifeline
HARBOUR TO HAWKESBURY SYDNEY

FREE Support Group

Are you bereaved by suicide?

Would you like to be able to talk openly and honestly about your feelings?

Connect with others who are also experiencing loss and feel supported in your grief.

Book your spot now



Lifeline Harbour to Hawkesbury Sydney – supporting your community

Libraries are more than just books

Sometimes they're a Lifeline

Free mental health support

Chatswood Library, Mondays 12pm – 4pm
Stanton Library, Tuesdays 3pm – 7pm
Hornsby Library, Thursdays 1pm – 5:30pm

Lifeline CONNECT

lifelineh2hsydney.org.au/get-support/lifeline-connect

Delivered in partnership to strengthen community connection and wellbeing.

WILLOUGHBY CITY COUNCIL
HORNSBY SHIRE COUNCIL
NORTH SYDNEY COUNCIL

Lifeline Harbour to Hawkesbury Sydney

Lifeline Harbour to Hawkesbury Sydney – supporting your community



Assisting people struggling with distressing thoughts and feelings to learn skills and strategies to better manage their mood.

Managing Your Mood Group

Lifeline
HARBOUR TO HAWKESBURY SYDNEY



Our experienced, qualified psychologists offer a confidential, safe environment to support you and your mental wellbeing.

Psychological Services

Lifeline
HARBOUR TO HAWKESBURY SYDNEY



03

Our Local Impact



Our experienced Financial Counsellors provide free support to help overcome the challenges of debt and financial stress.

Financial Counselling

Lifeline
HARBOUR TO HAWKESBURY SYDNEY



FREE Support Group

Eclipse Support Group

An 8-week support group for those who have attempted suicide.

Lifeline
HARBOUR TO HAWKESBURY SYDNEY

Our Local Impact

Clinical Services

Clinical Service supports our local community, striving to collaborate with clients who may be at risk of suicide, or who are otherwise experiencing mental health difficulties. Our evidence-based counselling interventions reduce emotional distress, promote resilience and improve coping skills in our clients. Services include individual and couples counselling, as well as group therapy programs with sessions held either in person or over telehealth. Our services are delivered by registered counsellors, social workers, and psychologists, and address a wide range of presenting issues.

Psychological & Counselling Service

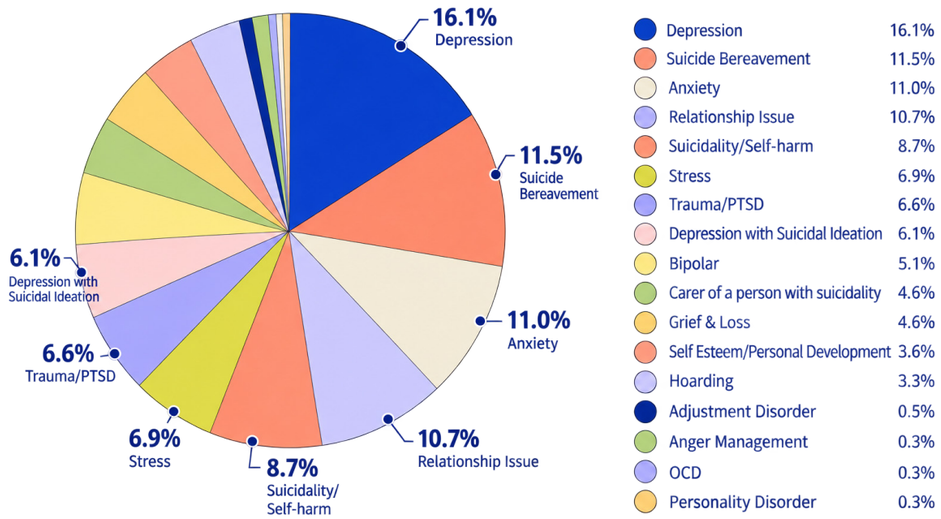
The Psychological and Counselling service provides low-cost to no-cost counselling for clients aged 18 years and over. The team of 21 volunteer counsellors and two paid counsellors saw 209 clients and provided 1,265 counselling sessions (this is a 33% increase from 946 sessions provided the previous year). The bulk-billed psychological service is available to clients referred by their GP under the Mental Health Treatment Plan. The Psychology Team supported 334 clients and provided 3,161 sessions.

> *'My Counsellor is absolutely incredible. Their insights and empathy skills have made a huge difference to me. I'm very grateful for their time and advice.'*

Key Achievements:

- Increased our provision of counselling sessions by 33% on last financial year.
- 95% of the participants in "Our Experience of Service Survey" rated the impact of client service on overall wellbeing as good, very good or excellent; and 97.5% rated their experience of the service as good, very good or excellent.
- The team continued to develop its strength of expertise through professional development in topics including: Domestic and Family Violence; Grief Counselling; Clinical Practice in Group and Individual Settings with Neurodivergent Clients; Hoarding Disorder and Gestalt Counselling Techniques.

Primary Presenting Issues – Clinical Services FY26





Group Services

Again this year, a suite of psychological and support groups were delivered across the Northern Sydney region. Groups funded by the Sydney North Primary Health Network (PHN) included Managing Your Mood (offered to adolescents, young adults and adults), Being Mums and a Hoarding Treatment group.

- 15 Primary Health Network groups took place
- 237 group sessions delivered
- 2,985 client contact hours

Lifeline H2HS funded groups included closed and monthly open groups for those bereaved by suicide, having attempted suicide, caring for someone with suicidality, and managing depression and bipolar.

- 12 Lifeline H2HS funded groups took place
- 99 group sessions delivered
- 1,401 client contact hours

> *'The best part of the group was the practical tools and strategies we learned to help manage our moods, alongside the excellent guidance from the facilitators. The group dynamic was warm, safe, and genuinely life-changing.*

Group Services Key Achievements:

- 4,386 group session hours delivered over the past financial year.
- Since 2017, with the PHN funding, 17,005 service contacts were delivered to 1,493 clients across 2,041 episodes of care, by a total of 48 group facilitators who have worked with the program over the nine years. This funding has now been discontinued.

3,161
bulk-billed psychological sessions

1,265
individual counselling sessions

4,386
group session hours delivered

Our Local Impact

458

Financial Counselling clients

3,274

hours of service



A track record of improved outcomes for clients

95.8%

My financial counsellor listened to me and understood my issues.

95.9%

I am satisfied with the service I received.

91.7%

I am better able to deal with issues I sought help with.

Community Services

Financial Counselling

Financial hardship remains one of the most significant drivers of distress and suicidal crisis. Financial Counselling addresses these underlying pressures by reducing the intensity of financial stress, restoring a sense of control, and helping prevent escalation during periods of acute difficulty such as mortgage stress, rental arrears, insolvency, fines, and unemployment.

Over the past year, we saw growing numbers of clients impacted by cost-of-living pressures, particularly rising housing costs and challenges meeting rent or mortgage repayments. Small business owners were especially affected by economic uncertainty, while increasing numbers of clients sought support following job losses, redundancies, and changes in workforce demand associated with technological and AI-driven disruption.

Strengthening referral pathways remained a key priority. We established a reciprocal partnership with Hope Economy, enabling clients to access ongoing support following Financial Counselling while also receiving referrals for individuals with more complex needs. We also engaged local strata managers to promote our services to owners experiencing financial hardship.

> *'I highly recommend this service to anyone who is struggling with their finances. My counsellor has always shown me immense kindness and guidance to ensure the best outcome for me.'*

As part of our Department of Social Services funding, we introduced the National Debt Helpline's centralised booking system. While referrals were initially slow, demand has increased steadily throughout the year.

Our client base is diverse, spanning ages from 20 to over 80, with most clients aged between 40 and 60. More than 60% identify as female, over half were born overseas, and 25% identify as culturally and linguistically diverse. More than half of all clients present with additional support needs such as ongoing Domestic Violence, complex legal issues and/or mental health concerns, reinforcing the importance of tailored, client-centred support.

Our team of 11 Financial Counsellors, deliver services across Gordon, Hornsby and Chatswood, extending vital support to people throughout our community.



Christmas Hampers

December included our annual Christmas Hamper drive. The holiday period can be a difficult time for many, dealing with loneliness, isolation, relationship breakdowns and of course financial hardship.

The hampers prepared by volunteers each year help to ease some of the financial and emotional stress experienced during the festive season and remind people that they are not alone. Generous donations from schools and community organisations enable families and individuals to feel both connection and practical benefits from this wonderful program.

Emergency Relief

2026 has been financially challenging for everyone, however many in our community hit crisis point – lacking funds for adequate food and basic living essentials.

Emergency Relief (ER) aims to reduce the mental health burden and physical health impact of a financial crisis, whilst promoting resilience and coping skills.

The service understands a financial crisis leaves people feeling lonely, embarrassed and isolated. We create a safe and understanding environment to discuss their personal situation and provide immediate assistance. Almost 30% of clients experienced domestic violence, suicidal ideation and/or were homeless or in transitional accommodation.

During this year, ER conducted 535 sessions, supporting 750 household members. 490 bags of food were distributed.

We supported clients aged 19-85, including families struggling to feed and clothe growing children, as well as older clients who were increasingly isolated - unable to afford a coffee outing. A growing number of clients sought assistance with electricity and gas payments this financial year. Many clients had deteriorating health and prioritised medications over food.

> *'I couldn't survive without you.'*

The team (two part-time staff, two volunteers, three receptionists) are all experienced Crisis Supporters. They provide care and material aid during appointments two days a week. The service ran at full capacity throughout the year.

ER is funded by The Department of Social Services and generous donations from our community.

ER work is often challenging and confronting, but like all Lifeline H2HS services, we are honoured to offer relief in dark times.

Emergency Relief

535

ER appointments were held

748

household members benefitted from food and material aid provided by ER

490

bags of food were provided

19–85

age range of ER Clients

28%

presented in crisis, including experiences of homelessness, domestic violence or suicidal ideation

Our Local Impact



3,357

hours of service to 117 clients

57

Community Aid volunteers

621

Support Line calls made to 21 clients

'Each day is precious to me now - all due to the wonderful support from my "friend" at Support Line. I am forever grateful.'

Community Aid

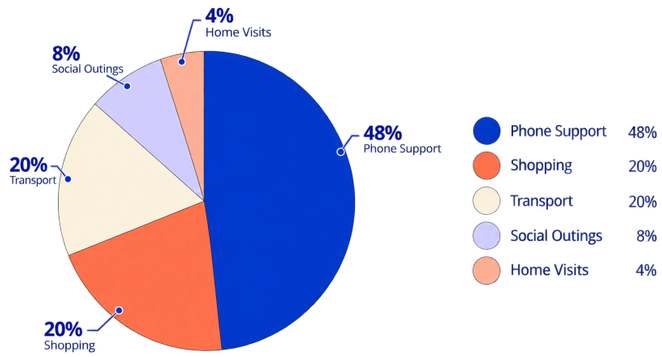
Community Aid (Comaid) is a service funded by the Department of Health, Disability and Aging under the Commonwealth Home Support Program. Comaid is funded to provide social support to older people in our community, allowing them to live productively in their own home for longer.

Our services, through the provision of accompanied transport and shopping, social home visits and social outings, as well as support phone calls, help to alleviate feelings of loneliness, isolation and improve the quality of life and wellbeing of our clients.

The Comaid service is delivered by our outstanding team of 57 volunteers who have provided 3,357 hours of service over the past 12 months. Our clients find our services give them more control over their life and greater satisfaction from their life.

> *'We cannot express how grateful we are for your volunteer visiting our mum each week.'*

Client Jobs – Community Aid FY26



Support Line

Support Line, our small but effective service, has continued to make regular friendly phone calls to isolated and lonely clients within our community.

The volunteer workforce increased from 9 to 11 over the past year. With the increase in volunteers, we are able to make the service available to more clients.

Over this past year Support Line volunteers have made 621 regular phone calls to 21 clients.

Community Education

Throughout FY26, Lifeline H2HS continued to build the capacity of individuals, workplaces and community organisations through education and training. During the year, we delivered 61 training courses, engaging 928 participants across a broad range of programs.

Our most delivered programs included 23 Accidental Counsellor courses, 10 Managing Challenging Interactions, 9 Start the Conversation courses and 7 Everyday Counsellor Mandarin courses. The Domestic and Family Violence programs, including DV Aware, DV Alert Foundations and Men Who Use Violence (MWUV), reached 139 participants.

As part of our ongoing commitment to innovation, this year saw the introduction of Professional Reflection – a facilitated program providing a structured space for professionals to reflect on their practice, connect with colleagues, strengthen resilience and support ongoing professional growth. Two sessions have already been delivered with Hepatitis NSW, generating positive feedback, as well as interest from other organisations.

> *'The level of demand for this training (Accidental Counsellor) within our local community has really highlighted the need for these types of educational opportunities... The strong response reinforces the importance of providing accessible community education that empowers people to support one another.'*

As demand for evidence-informed community education grows, we remain committed to evolving our programs and equipping individuals, workplaces and communities with the knowledge, confidence and skills to foster connection, strengthen wellbeing and create safer, more resilient communities.

61

Education and training sessions held

928

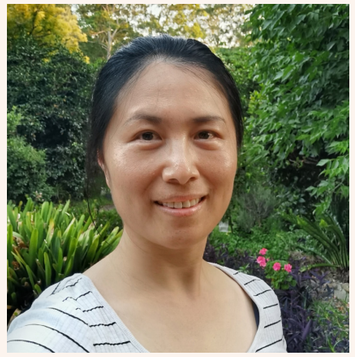
Individuals trained across the year

8

DV-Alert training courses held









Our Local Impact







Community Engagement

The Community Engagement (CE) team aims to strengthen Lifeline H2HS's presence across the region by increasing awareness of support pathways, encouraging help-seeking behaviours, and promoting access to recovery and wellbeing services.

This year the CE team expanded its participation in community events and introduced new initiatives, including Community Raffles, offering community members an accessible way to support Lifeline H2HS through one-off donations whilst creating opportunities to discuss the organisation's services and local impact.

The team collaborated with key partners, including Mission Australia and Hornsby Council, to co-host forums and support initiatives such as monthly information stands.

Breakfast presentations for GP Practice Managers continued, promoting Lifeline H2HS's Counselling, Group Support, Financial Counselling, and Lifeline Connect services. These activities contributed to increased referrals into these important services.

Participation in Culturally and Linguistically Diverse interagency meetings continued to inform a culturally responsive service offering, while ongoing work on Reconciliation Action Plan commitments and Disability and Inclusion priorities reinforced Lifeline H2HS's commitment to accessibility, inclusion, and cultural safety.

During National Volunteer Week, Westfield Hornsby and Westfield Chatswood hosted Community Pop-Up Shops and Information Stands, helping raise awareness of volunteer opportunities and the vital role volunteers play in service delivery and fundraising.

The CE team also participated in numerous community events, including Seniors Week, High School Wellbeing Expos, Volunteer and Carers Expos, and Harmony Day celebrations. A special thank you goes to the volunteers who supported the Christmas Gift Wrapping fundraiser across three shopping centres, raising essential funds for local programs. Their ongoing commitment remains critical to supporting individuals, families, and communities across the region.



Suicide Prevention & Recovery

Eleven community critical incidents were reported to Lifeline H2HS Clinical Services during the period 1 July 2025 to 30 June 2026. Lifeline H2HS clinical coordinators attended Northern Sydney Response Coordination Group meetings and were able to offer counselling services to any affected adults in our area. Members from the Clinical team and Crisis Support team attended the Bondi Terrorist Incident response coordinated by Lifeline Australia.

Our geotargeted social media campaigns continued to support suicide prevention and postvention by delivering timely, localised messages that encouraged help-seeking and connected people with crisis support and counselling services.

Lifeline H2HS also collaborated with Lifeline Members across Sydney on a 70-day campaign promoting Lifeline Counselling following the Bondi incident. Targeting a broad range of audiences, including culturally and linguistically diverse communities, the campaign reached more than 144,024 people, generated over 335,873 impressions, and resulted in 4,579 clicks to explore counselling support through local Lifeline Centres.

The Bondi Support Hub was established in direct response to the terror attack on 14 December 2025 and was designed to meet the immediate and heightened needs of the community. The Hub's operation was supported by a cross-member and LLA Steering Committee, generous funding allocation, and with deliberately heightened resourcing during periods of peak distress. Lifeline H2HS was proud to support the on-the-ground response as well as back-office support across the recovery period. With 5,130 interactions and over 7,378 hours delivered, we can be confident that this approach enabled more intensive support to be delivered when the community needed it most. In addition, a Sydney-wide, member-driven social media campaign was launched, seeking to activate help-seeking behaviour in target populations, reinforcing a need for culturally safe, accessible, and community-based support.







Geotargeting

Engaged
245,681
people

Generated
667,684
impressions

Prompted
7,457
clicks to the H2HS website & crisis line

Our Local Impact

The success of the Lifeline Connect service is testament to the dedication, skillset and compassion of our amazing Connect volunteers.

Their care, resilience is a vital factor to the overall success of the service.

516
number of interactions

31
Lifeline Connect volunteers

Lifeline Connect

Discretely located in local libraries, Lifeline Connect provides accessible, compassionate in-person support before a crisis escalates. In its third year at Hornsby, Chatswood and North Sydney, we supported over 500 people and made over 430 warm referrals to ongoing support options. Connecting individuals with a network of 100+ community organisations, our trained Crisis Supporters ensured that Help Seekers feel more able to find and access support when they need it.

Mental health and relationship concerns were still the major reason for Help Seeker engagement, along with domestic and family violence, employment and cost of living concerns. Whilst the entry distress levels were high, given Lifeline Connect is a non-clinical service, it was encouraging that we are seeing lower distress levels at the completion of the interactions.

Continuing to promote the service to the community, we collaborated with the Hornsby, Willoughby City and North Sydney Councils on the “Libraries are more than just books. Sometimes they’re a Lifeline” marketing campaign. Westfield Chatswood, Hornsby and the Help Street Foundation also provided valuable support.

Recognising Connect as a key service pillar, Lifeline H2HS collaborated with other Lifeline members to inform Lifeline Australia’s work to formalise a national service model and minimum standards for the service.

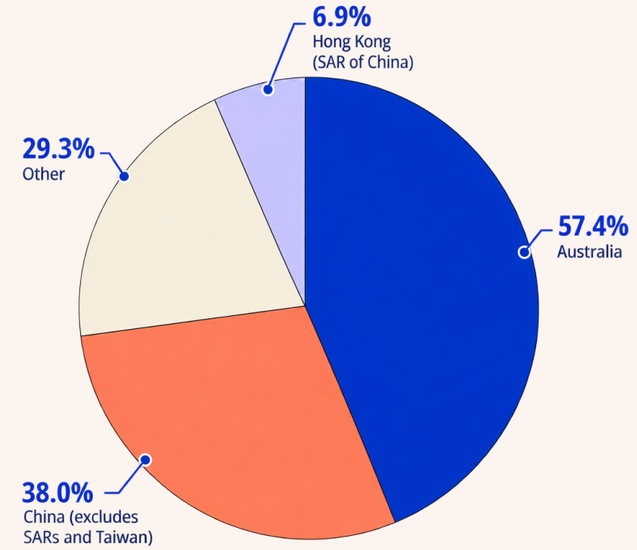
We continue to support the Chinese community with our wonderful volunteers from our collaboration with Chinese Australian Services Society and multi-lingual services in our Hubs.

The success of the Lifeline Connect service is testament to the dedication, skillset and compassion of our amazing Connect volunteers. Their care, resilience is a vital factor to the overall success of the service.

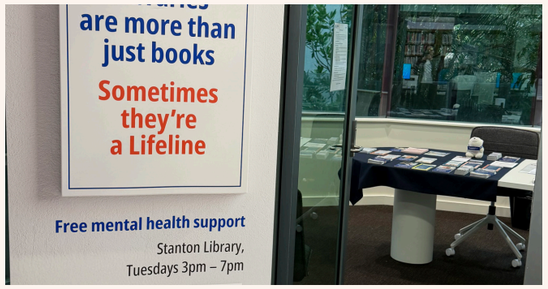




Country of birth of Lifeline Connect Help Seekers







04

Powering Our Organisation

Powering Our Organisation









Commercial Operations

Books

This last year was another strong one for Lifeline H2HS's Book fundraising, with donated books sorted, displayed and sold reflecting the extraordinary commitment of our volunteers and helping to transform our community's love of books into vital support for people when they need it most.

> Each year, thousands of donated books are assessed, sorted, priced and directed between our amazing Fairs, Book shops, Retail shops and our growing eBay presence, ensuring everything from everyday reading to rare and collectible titles has the best opportunity to find a buyer.

Our flagship Book Fairs remained a major strength throughout this year. Events at Oakhill College, Knox Grammar and Barker College again attracted thousands of book lovers and delivered strong financial results. In August 2025, we held our first Book Fair Powered by Booktopia, creating a new pathway for excess and returned new-book stock to generate funds for Lifeline. April 2026 marked another important milestone, with our first Book Fair at St Joseph's College, Hunters Hill, replacing the previous Macquarie University event.

Our volunteer-led Book Shops continued to build loyal customer communities, while our eBay operation connected rare, specialist and collectible titles with buyers across Australia and internationally.









Retail Shops

Across our network of nine shops, Retail continued to provide a significant and sustainable source of funding for our Crisis Support and Suicide Prevention Services, despite a challenging Retail environment marked by pressure on household spending and increasing competition from digital resale marketplaces.

Our newest store at Westleigh joined Asquith, Waitara, Pennant Hills, Gladesville, Lane Cove, Naremburn, Northbridge and Lindfield, extending Lifeline's presence across Sydney's north. At the same time, our strategy began to shift from simply expanding the network to maximising the performance, capability and potential of the stores we already operate.

We strengthened retail leadership through the introduction of Retail Area Managers, providing greater operational support, coaching and consistency across the network.

Behind the scenes, we commenced development of our central sorting capability, laying the foundations for a more coordinated approach to processing, allocating and distributing donated goods and improving our ability to direct the right stock to the right shops.

Our reach also expanded beyond our physical shops with the launch of Lifeline Rare Finds, our dedicated eBay operation for valuable, rare and specialist donated items. We also conducted a warehouse furniture sale, generating additional revenue while reducing excess stock and releasing valuable operational space.

> Together, these initiatives reflect a broader evolution in our retail strategy: improving stock flow, strengthening leadership, developing new sales channels and building a deeper understanding of what makes each store successful.

None of this would be possible without our staff and volunteers, whose work transforms thousands of donated items each week into vital funding for Lifeline's services and meaningful connections with our local communities.







Powering Our Organisation







Fundraising

Collective fundraising efforts through partners, sponsors and treasured donors are amongst the most important mechanisms with which Lifeline H2HS strengthens wellbeing, resilience and reduces suicides in the community.

Donors & Partners

Lifeline H2HS is grateful to receive financial support in the form of generous donations from philanthropic individuals, businesses and foundations. Our special thanks to major donors the Neilson Foundation, Darling Carol Foundation, Harris Charitable Foundation, Rodwell Foundation, Stanford Brown, Saines Family Foundation, TAG Family Foundation, McNair Charitable Foundation, Wines Family Trust, Templeton Family Foundation and TISM Foundation for their wonderful ongoing support.

We remain incredibly grateful for the enduring commitment of Rotary. Volunteering as well as fundraising, the Rotary Clubs of Kuring-gai, Turramurra, St Ives, Wahroonga and Upper Northern Beaches provide Lifeline H2HS with critical funds and support.

Dialling up our fundraising efforts through key partners, we are grateful to Westfield Hornsby, Westfield Chatswood and Macquarie Centre, for income opportunities including gift wrapping stations for Mother's Day and Christmas, with all funds raised donated to Lifeline H2HS.



Events Fundraising

The Fundraising team, together with volunteers, event committees and community supporters, delivered another successful year of fundraising and engagement activities.

The year kicked off with a new Lifeline Book Fair Powered by Booktopia and generously supported by the digiDirect Foundation. It is a privilege to have commenced a partnership with digiDirect and Booktopia, together committed to raising awareness and supporting Lifeine's work across Sydney.

The next highlight was the Sapphire Gala Ball at the International Convention Centre Sydney. Hosted by Channel 9's Davina Smith, the evening featured a powerful lived experience presentation from Layne Stretton and was proudly supported by Major Sponsor Stanford Brown. The event brought together supporters, volunteers and corporate partners for an inspiring evening.

A major milestone was the Spring Cycle, marking Lifeline H2HS's first year running the event in partnership with Bicycle NSW, Lifeline Australia and Lifeline's NSW members. The event united thousands of riders, volunteers and supporters across NSW, while strengthening relationships with government stakeholders, corporate partners and the cycling community. We gratefully acknowledge Major Sponsors Blackmores, Transport for NSW and the City of Sydney for their support.

Lifeline also continued its involvement in a number of established cycling events, including the Go For Broke Charity Ride, Vic100 and Bobbin Head Cycle Classic, which brought together dedicated riders, volunteers and supporters.

The annual Golf Day at Pennant Hills Golf Club was another highlight, attracting a record number of players and delivering record fundraising results. Proudly supported by Major Sponsor ClearView Wealth, the event featured guest speaker Stephanie McCredie and MC Benny Elias.







Powering Our Organisation



Each one of us can make a difference. Together we can make change.



Lifeline works every single day to actively hold people safe in their toughest moments.

Our Organisation

Our People

Every conversation, every service and every life changed is made possible by the dedication of our volunteers and employees.

The 2025 Pulse Survey again showed just how connected our people are to Lifeline Harbour to Hawkesbury Sydney. Engagement remained an exceptional 93%, Connection and Belonging held steady with last year's results and remained well above industry benchmarks. The survey also reinforced the importance of the work already underway to strengthen workforce experience and these insights will guide our efforts to continually improve the experience of working and volunteering with us over the next 12 months.

This year, our workforce played an important role in starting to shape our next three-year strategy. Through workshops and discussions, volunteers and employees shared their ideas, experience and aspirations, helping create a future direction that reflects the care, insight and commitment they bring to our mission every day.

We were able to offer a number of our people an opportunity for leadership development, strengthening capability, connection and a shared understanding of our priorities.

Our Reflect Reconciliation Action Plan was formally endorsed by Reconciliation Australia, marking an important milestone in our commitment to reconciliation. We are excited to have a highly engaged working group delivering on the first of many goals aligned to our Action Plan.

In recognition of the remarkable contributions of our people, we were honoured to nominate several individuals and teams for prestigious industry awards. Our Personal Counselling Team was nominated for the Awards Australia Foundation Health and Wellbeing Award, and our Retail Team for the Hyatt Connecting Communities Award.

Our people are the reason our organisation continues to make a difference, and we thank every one of our workforce members for the care, compassion and commitment they bring to our community every day.

Lived Experience Advisory Group

The Lived Experience Advisory Group (LEAG) is made up of people with lived or living experience of suicide, suicidal ideation, suicide attempts, or caring for someone experiencing these challenges. Members meet regularly to provide feedback, insights and perspectives that help strengthen the way we design and deliver our services.

Over the past year, a number of teams from across Lifeline H2HS have presented to the LEAG, including Lifeline Connect, Clinical Services, Training, Marketing and Crisis Services.





These conversations have helped shape service delivery, communications, community initiatives and future planning, ensuring lived experience remains at the centre of our work.

As we continue embedding lived experience insights across the organisation, we look forward to sharing more examples of how the LEAG is helping guide and strengthen the work we do every day.

Risk, Compliance, Work Health & Safety

During the year, we continued to strengthen our risk, compliance and work health and safety practices through the implementation of a refreshed Risk Management Framework and the ongoing enhancement of our Risk Appetite Statement, Operational Risk Register and Risk Improvement Plan. We also refined our workforce compliance matrix to provide stronger assurance to the community regarding our commitment to child safety.

The Risk and Compliance Committee continued to play an important role in supporting this work, providing valuable oversight, experience and guidance as we progressed our maturity in risk and compliance. Our assurance and continuous improvement agenda advanced through the implementation of an Internal Audit Program and the successful completion of ISO9001 and Lifeline Accreditation and Standards Program (LASP) reaccreditation.

Our Technology

With the successful delivery of our current IT Strategy, our technology team began shaping the next phase of digital enablement in alignment with Lifeline H2HS's 2026-28 Strategic Plan.

This work is identifying the service design, systems and technology capabilities required to ensure we remain sustainable, responsive and future-ready. Building on the strong foundations established under Hugh Jones' leadership over the past five years, our renewed IT team and trusted partners are well positioned to continue strengthening and safeguarding our services, people and operations.

Our Finances and Property

This year involved consolidating our Wade Lane premises into the Park Avenue building, with the benefits of additional team alignment offset by challenges of tight office and service delivery space.

As a result, work commenced on what a longer term solution for our Head Office might be, with a desire to remain in the local area. The team also improved distress alarm protocols and assets across the business.







05

Our Team

Our Board



Hon. Graham West

OUTGOING PRESIDENT AND BOARD MEMBER

Graham is an experienced leader in the not-for-profit sector and previously served as a Minister in the NSW Government. A seasoned CEO, Board Chair, consultant and advocate, including at an international level, Graham has established and led services focused on helping those experiencing disadvantage, including homelessness and mental health. He is proud to be working with Lifeline H2HS to support those in need to build resilient, suicide-safe communities and increase positive mental health and wellbeing. He holds a Masters in International Studies and a Bachelor of Commerce. Graham joined the Board in February 2024.



Marie Soghomonian

INCOMING PRESIDENT

Marie joined the Board in 2022 and is Chair of the Fundraising, Marketing & Communications Committee and Sapphire Gala Ball Committee. Her experience includes philanthropic programs, capital fundraising, community building and charities such as the Wenona Foundation, the Armenian Missionary Association of Australia, Armenian Children's Fund Australia, and the Sister 2 Sister Foundation. She is the Executive Director of the Wenona Foundation and Advancement at Wenona School. Marie holds a Master of Not for Profit and Social Enterprise, a Master of Management, a Bachelor of Business, and is a member of the Australian Institute of Company Directors.



Nathan Deveson

VICE PRESIDENT

Nathan joined the Board of Lifeline H2HS in May 2023. He is a member of the Finance and Audit Committee. Nathan is a senior Partner at Ashurst Perkins Coie. Nathan has been practicing law for more than 30 years. Nathan is a former Sydney Managing Partner and Chairman of Partners of MinterEllison. He has significant experience as a division councillor and committee chair within industry bodies, and has given many years of pro-bono advice and committee experience with not for profit entities. He has sponsored the implementation of mental health and wellness programs, and suicide awareness programs.



Jackie Giles

TREASURER

Jackie brings over 30 years of experience in finance and leadership roles. Her professional background includes the role of Chief Financial Officer at Lifeline Australia, positions at NSW Telco Authority, Heartkids Australia, Vodafone and George Weston Foods. She is a graduate of the Australian Institute of Company Directors and a Fellow of the Association of Corporate Treasurers. Jackie has a wide-ranging skill set that includes Change Management, Strategy, Finance and Risk Management, Cross-functional Team Leadership, and Outsourcing. Jackie joined the Lifeline H2HS Board in 2025, and she Chairs the Finance and Audit Committee.



Guy Amon

BOARD MEMBER

Guy joined the Board in April 2022. He is Chair of the Retail & Property Committee, and was a member of the Finance and Audit Committee from June 2017 to April 2022. A certified financial planner with degrees in Commerce and Law, Guy is now retired from the financial planning practice he founded in 1997. Guy is also actively involved in other charitable projects associated with housing victims of domestic violence in Australia and working to educate prisoners in Indonesia.



Peter Tuchin

BOARD MEMBER

After 27 years at Macquarie University, Dr Peter Tuchin retired as Associate Professor in 2018 and has been a member of the Board since 2017. He was President of the Chiropractic & Osteopathic College of Australia and was recently made a Life Member. Peter is also a member of the World Federation of Chiropractic (WFC) Disability & Rehabilitation Committee and has had over 30 papers accepted for WFC Congresses, where he received several international research awards. Peter is Chair of the Lifeline H2HS Services Committee, member of the Sapphire Gala Ball and Golf Day Committees, and is also a volunteer Telephone Crisis Supporter.



Barbara Ward

BOARD MEMBER

Barbara Ward is a Councillor of Ku-ring-gai Council and Chair of the Lifeline H2HS Human Resources Committee. She has executive management experience in finance, audit, marketing, capital and fundraising, health and education and food security. Barbara is the founder of Impact One and Patron of Hornsby Ku-ring-gai Women's Shelter, sits on the Ministerial Advisory Committee on Ageing and is President of SHARE Inc and Nutrition Australia NSW. She is on the Advisory Boards of UN Australia, Asian Australia Business Council, Australia China & India Business Councils and InQ Global. Barbara has been a member of the Board since 2017.



Bruce Young

BOARD MEMBER

Bruce joined the Board in 2020 and is Chair of the Risk and Compliance Committee. He spent over 20 years with Ernst & Young, serving as an audit, risk and advisory partner for 16 years and was Chief Risk Officer for the Commonwealth Bank Information Technology and Group Operations for six years. He served as General Manager, Operational Resilience at the Australian Prudential Regulatory Authority (APRA), leading the specialist risk teams and now holds the position of Executive Director, Technology and Data. Bruce holds a BSc, BCom (Hons) Accounting and MCom (Computer Auditing), is a GAICD and a member of CA ANZ.



Our Team

Company Secretary

David Andrews

Board Committees

FINANCE & AUDIT COMMITTEE

Jackie Giles (Chair), Nathan Deveson, Angela Dodd, Elizabeth Lovell, Mahesh Nair

RETAIL & PROPERTY COMMITTEE

Guy Amon (Chair), Brett Clarke, Angela Dodd, Mark Jeffery, Elizabeth Lovell, Sally Michaels

RISK & COMPLIANCE COMMITTEE

Bruce Young (Chair), Kathryn Bosworth, Angela Dodd, Elizabeth Lovell, Mahesh Nair, Keri Neave, Robin Wall

FUNDRAISING, MARKETING & COMMUNICATIONS

Marie Soghomonian (Chair), Tom Day, Fiona Di Girolamo, Kristy Hosking, Elizabeth Lovell, Rachael Temm

SERVICES COMMITTEE

Peter Tuchin (Chair), Graeme Cowan, Tom Day, Elizabeth Lovell

MEMBERSHIP COMMITTEE

David Andrews (Chair), Angela Dodd, Rachael Temm

HR COMMITTEE

Barbara Ward (Chair), Kym Fletcher, Patricia Kelly, Elizabeth Lovell

Leadership Team

CEO	Elizabeth Lovell
CFO	Angela Dodd
Crisis Support Services	Karen Burke
Clinical Services	Simone Isemann
Community Services	Meaghan Kaye, Annette Brink
Community Engagement	Fiona Di Girolamo
Community Education	Michelle Vilo
Fundraising & Events	Kristy Hosking
Commercial Operations	Mark Jeffery
Information & Communication Technology	Hugh Jones
Marketing & Communications	Rachael Temm

06 Financials

Treasurer's Report

Jackie Giles



This is my first report as Treasurer and navigating the last year has been both difficult and rewarding.

Thank you to our management team, staff, volunteers and Board members who show their dedication and commitment to servicing our community every day and face our goals with courage and determination.

This year has been challenging financially. Lifeline H2HS's result was $461,366 loss for the year ended 30 June 2026. This includes the impact of a challenging retail environment and a $266,000 provision to remediate our annual leave provision for a specific group of paid staff designated as shift workers under the SCHADS employment award. Remediation includes a correction in ongoing employee cost calculations.

This result masks some strong underlying performance. Our total revenue $14.34m, before investment income, increased by a healthy 12.7% year on year. Our Retail Shops, Book Fairs and Book Shops, and fundraising from donations and events performed strongly in a difficult economic environment with annual growth rates of 18.0%, 22.4% and 14.5% respectively. Our inaugural Spring Cycle event, partnering with Bicycle NSW, was very successful. Our leadership of this event was supported by our generous event sponsors, nine other Lifeline Members and Lifeline Australia. We retained our $20.2k share of net revenue and shared the remainder with our Lifeline partners. It is a great example of partnering for impact in the highly competitive landscape for donations. We are confident that this annual event will be even better. These essential revenue streams provide funds for the sustainability of our crisis and community support services and our amazing volunteer workforce.

Funds spent on contracted and self-funded Crisis Support services amounted to $9.30m, increasing by 13.9% year on year. Services are funded by government, Lifeline Australia and directly through the incredible efforts of our Books, Retail and Fundraising teams. We are very proud of our contribution to supporting Help Seekers through the national Crisis Service lines responding to 10.6% of Voice calls and 29.1% of Text & Chat interactions.

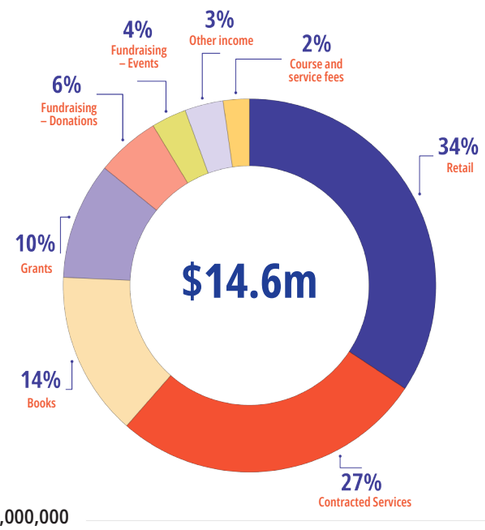
As in previous years, employee costs is our largest expense item at $10.97m. This cost increased by 14.4% year on year in line with Services growth. We have been diligent on managing overhead employment costs which have risen by just 2.6% year on year.

Our investments performance was lower year on year due to volatile global investment influences and changes in cashflow timing. Therefore, investment returns were $316,802 (including unrealised gain of $122,230) compared to last year $444,093 (including $190,259). Our reserves totalled $6.36m including the reported loss for the year ended 30 June 2026. These reserves are held in investment grade, readily accessible financial instruments and managed on our behalf by qualified financial firms.

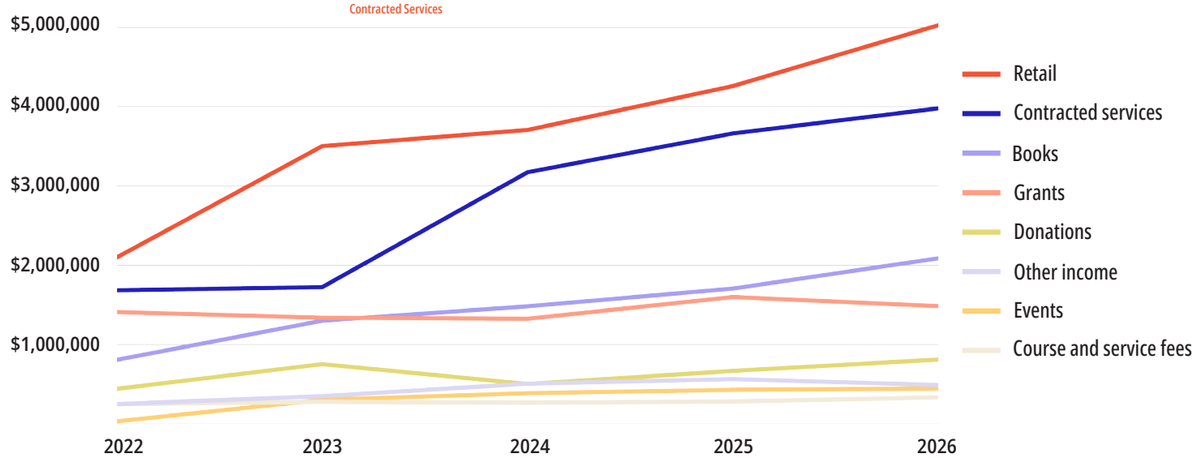
Outlook

Lifeline H2HS will continue to diversify revenue streams and manage costs. Unfortunately, we are not immune from global influences and Australian inflationary pressures that are driving wages, fuel and utility cost increases. We will carefully invest in IT improvements to support our business growth and provide longer term cost efficiency for delivering our services. The continued community support for our successful Book Fairs and events, and the generosity of our donors is hugely appreciated.

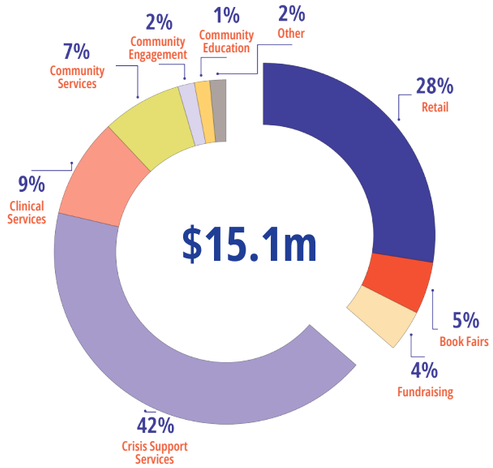
Where the money comes from



	Amount ($)
Retail	5,027,496
Contracted services	3,978,642
Books	2,088,024
Grants	1,483,754
Fundraising – Donations	810,362
Fundraising – Events	444,762
Course and service fees	333,213
Other income	489,142



Where the money goes



	Amount ($)	
Retail	4,163,878	
Books	740,041	
Fundraising	595,073	Spent on generating funds
Crisis Support Services	6,390,499	Spent on service provision
Clinical Services	1,411,214	
Community Services	1,130,817	
Community Engagement	235,865	
Community Education	217,292	
Other	232,082	

Statement of Profit or Loss & Other Comprehensive Income

For the year ending 30 June 2026

	2026 $	2025 $
Revenue	14,338,596	12,722,490
Finance income	194,572	253,834
Gain on early termination of lease	–	2,873
Gain on investment revaluation	122,230	190,259
Employee benefits expense	(10,974,755)	(9,592,583)
Depreciation and amortisation expense	(1,536,590)	(1,167,432)
Occupancy expenses	(861,392)	(705,948)
Other expenses	(1,544,553)	(1,413,253)
Finance expenses	(199,472)	(142,185)
(Loss) / Profit before income tax	**(461,364)**	**148,055**
Income tax expense	-	-
(Loss) / Profit for the year	(461,364)	148,055
Total comprehensive income for the year	**(461,364)**	**148,055**

Lifeline Harbour to Hawkesbury Sydney Ltd prepares general purpose financial reports in accordance with the Australian Accounting Standards – Simplified Disclosures. A full copy of the reports is available on our website.

Statement of Financial Position

As at 30 June 2026

	2026 $	2025 $
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,910,876	1,087,692
Trade and other receivables	1,210,967	1,282,838
Other financial assets	850,000	600,000
TOTAL CURRENT ASSETS	3,971,843	2,970,530
NON-CURRENT ASSETS		
Other financial assets	4,343,949	5,838,533
Property, plant and equipment	2,809,210	2,770,569
TOTAL NON-CURRENT ASSETS	7,153,159	8,609,102
TOTAL ASSETS	**11,125,002**	**11,579,632**
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	579,826	618,560
Lease liabilities	1,269,689	919,412
Employee benefits	1,038,301	789,162
Other financial liabilities	361,000	506,808
TOTAL CURRENT LIABILITIES	3,248,816	2,833,942
NON-CURRENT LIABILITIES		
Lease liabilities	1,355,881	1,685,296
Employee benefits	161,501	240,226
TOTAL NON-CURRENT LIABILITIES	1,517,382	1,925,522
TOTAL LIABILITIES	**4,766,198**	**4,759,464**
NET ASSETS	**6,358,804**	**6,820,168**
EQUITY		
Retained earnings	6,358,804	6,820,168
TOTAL EQUITY	**6,358,804**	**6,820,168**

ASV | WADESON
INCORPORATING
RHODES DOCHERTY & CO AUDIT SERVICES
Chartered Accountants

FINANCIAL REVIEW TOP 100 ACCOUNTING FIRMS

1 October 2026

TO WHOM IT MAY CONCERN

The snapshot of financial information has been produced from the audited financial statements of Lifeline Harbour to Hawkesbury Sydney Ltd of which we signed an unqualified audit report on 1 October 2026. A copy of the full financial report is available on request.

Yours faithfully

Maria Krnjulac

Registered Company Auditor

Intelligent Financial Direction

Liability limited by a Scheme approved under the Professional Standards Legislation

ABN 47 137 997 338
Rhodes Docherty & Co Audit Services Pty Ltd

Suite 1.01, Level 1,
828 Pacific Hwy, Gordon NSW 2072
Locked Bag 1011 Gordon NSW 2072

Tel (02) 9988 4033 Fax (02) 9449 4229
Email accountants@rhodesdocherty.com.au
Web www.rhodesdocherty.com.au

Governance



Corporate Governance & Accreditation

Lifeline Harbour to Hawkesbury Sydney Ltd is a company limited by guarantee, registered as a charity with the Australian Charities and Not-for-Profit Commission (ACNC) and endorsed by the Australian Taxation Office as a Deductible Gift Recipient (DGR). It is a Public Benevolent Institution (PBI) and is endorsed to access the following tax concessions: Income Tax Exemption, Goods and Services Tax concession, and Fringe Benefits Tax rebates.

Lifeline Harbour to Hawkesbury Sydney is an independent Lifeline centre accredited by, and accountable to, Lifeline Australia for the governance of its operations.

The Lifeline Accreditation and Standards Program (LASP) is an annual audit that ensures Lifeline Harbour to Hawkesbury Sydney meets its governance requirements as a Lifeline Member. The audit covers statutory and regulatory compliance, financial viability, corporate governance, risk management, workplace, health and safety, policy and procedures, and volunteer engagement.

Lifeline Harbour to Hawkesbury Sydney is accredited by ISO 9001, the international standard that sets out the requirements for a quality management system (QMS).

Citation Certification
ISO 9001
Quality management system

07

Thank you

Our Heartfelt Thanks

Lifeline Harbour to Hawkesbury Sydney is magnanimously supported by a huge diversity of organisations, community groups and individuals every year.

Lifeline H2HS was able to meet the challenges of FY26 because of all these generous contributions, as well as those from the following partners and supporters.

Our government funding bodies and service delivery partners

Black Dog Institute
Chinese Australian Society Services (CASS)
City of Ryde Council
Department of Climate Change, Energy, the Environment and Water (DCCEEW)
Department of Health, Disability and Ageing
Department of Social Services
Dougherty Community Centre
Headspace
Hornsby Shire Council
Ku-ring-gai Council
Ku-ring-gai Police Area Command
Lane Cove Council
Lifeline Australia
Metro Trains Sydney
Mission Australia
North Shore Police Area Command
North Sydney Council
Northern Sydney Local Health District (NSLHD)
NSW Ministry of Health
Ryde Police Area Command
Standby
Sydney North Primary Health Network (SNHN)
Sydney Trains
Uniting
Uniting Youth Enhanced Support Service (YESS)
Willoughby City Council

Our Rotary Club partners

Rotary Club of Chatswood Roseville
Rotary Club of Ku-ring-gai
Rotary Club of St Ives
Rotary Club of Turramurra
Rotary Club of Upper Northern Beaches
Rotary Club of Wahroonga

Our community supporters

Australian Catholic University
Barker College
Black Dog Ride Australia
Bobbin Head Cycle Classic
Chatswood Chamber of Commerce
Chatswood RSL Club
C3 Church - Carlingford & Wentworthville
Fairholme Quilters
Go For Broke Initiative
Gordon-Pymble Uniting Church
Holy Cross College, Ryde
Hornsby Connect
Hornsby RSL
Ingenuity Computer Systems
Knox Grammar School
Ku-ring-gai Chamber of Commerce
Ku-ring-gai Community Workshop (Men's Shed)
Lions Club of Hornsby Inc.
Lions Club of Ku-Ring-Gai Inc.
Magpies Waitara
MindSpot
Nexia Australia
North Shore Mums
Northholm Grammar
Oakhill College
Proveda
Pymble Golf Club
The Big Red Group
Uniting Bowden Brae
Veterans Wellbeing Centre – Hornsby

Our trust, foundation, institute and association supporters

AMP Foundation
Australian Chinese Charity Foundation
Darling Carol Foundation
Help Street Foundation
McNair Charitable Foundation
Neilson Foundation
Saines Family Foundation
TAG Family Foundation
Templeton Family Foundation
The digiDirect Foundation
The Harris Charitable Foundation
The Rodwell Foundation
TISM Foundation
Wines Family Charitable Trust

Our workplace giving supporters

Citibank
Gartner
Macquarie Bank
QBE
Salesforce
Schneider Electric

Our corporate supporters

Acclime
Alexion
Allianz
ANZ
AO Travel
Arajilla Resort
Asahi Group
ASV EuroCar Parts
Aurora Kellyville Private Hospital
Auspods
Ben & Jerry's
Bendigo Community Bank - Turramurra & Lindfield
Blackmores
Booktopia
Bunnings Pymble
Claude Outdoor
ClearView Wealth Limited
Clickview
Commonwealth Bank of Australia
Corporate Edge
Cozens Paper Recycling
Dentons
Dunlop Srixon Sports Australia
Evolution Mining
Fresenius Kabi
FTI Consulting
Greenstone
Grill'd Pty Ltd
Guzzi Pasta
Haliard Pty Ltd
Hornsby Toyota
HPE
IBM
Kabel
Macquarie Centre
NBNCO
Nexia
northsider
Occulus International
Optus
Page Learning
Pfizer
Platinum Asset Management
Qantas Airways
REA Advantage
Reserve Bank of Australia
RMM GROUP Pty. Ltd.
Royal Wolf (United Rental Company)
Scentre Group (Westfield)
Servcorp
Soak City
Standard Chartered Bank
Stanford Brown
Stuart Alexander
Sura
Sydney Observer
Sydney Restaurant Group
The Post
The Traditional Tools Group
The Village Observer
Tulloch Wines
Tyrepower
Vinva Investment Management
Westfield Chatswood
Westfield Hornsby
Westpac
Zendesk

Our individual supporters

Nicolette Boele MP
Matt Cross MP
Alister Henskens SC MP
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Julian Leeser MP
Tanya Taylor Mayor
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Malia Smith
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Keith Theobald
Rowan Tracey
Peter Tuchin
Liudmyla Vitriak
Jan Weston
Junius Wong
Weijun Zhang
Estate of the late John Stewart Leslie

Acknowledging Our People

We take great pride in acknowledging and thanking all our people for their invaluable service and commitment.











Years of Service Awards

This year, the following paid staff and volunteers of Lifeline H2HS receive our Years of Service awards, recognising their continued contribution to our vibrant Lifeline Centre at every 5-year milestone.

5 Years

Debra Ansell
Janette Bailey
Elizabeth Barrie
Laurinda Blow
Julie Carroll
Cathy Codling
Louise Cole
Judi Commander
Stephanie Cook
John Cowan
Marguerite Dale
Catherine Davies
Victoria Delatovic
Sarah Dennis
Susan Devenish-Meares
Lucie Dewar
Patricia Doyle
Emma Dyer
Robert Fait
Jean Fazzolare
Julie Ferris
Robyn Foster
Shelly Fredericks
Fiona Fulton
Lesley Gibb
Linda Gilder
Megan Grover
Maureen Hawes
Ruby Healey
Shirley Henderson
Wendy Jannings
Lyndal Jenney
Maureen Jones
Nadia Kohn
Nandini Lahiri
Linda Lesslie
Linda Lyon
Ella Mackellar
Fiona Mcdermott
Ian McLean
Graham Neal
Ashley Neilson
Kae Ohlsson
Norman Olbourne
Anthony Palmer
Mugdha Patel
Maryanne Paul
Heather Pollock
Joy Van der Poorten
Val Ridley
Christine Roberts
Neil Robertson
Dianne Russell
Jane Scotts
Martin Searle
Colleen Shailer
Linda Smith
Margaret Smith
Jane Stein-Parbury
Carol Ann Stephenson
Lesley Strickland
James Taylor
Lara Turner
Edith Underwood
Julie Vaux
Helen Waldegrave
Jill Walker
Frances White
Jacqueline Williamson

10 Years

Majida Abboud
Chris Beard
Louise Blum
Vana Campbell
Kathryn Cordier
Paul Cracknell
Brian Fallowfield
Ellise Foster
Julie-Ann Gray
Keith Holder
Breyana Howes
Jerene Ilhan
Karen Leahy
Cara Letho
Arthur Maltby
Keri Neave
Lawrie Owens
Margot Pendlebury
Aleha Pillay
Rudolph Selles
Myla Vitriak
Wayne Woolmer

15 Years

Cherri Carol
Krishan Gupta
Jeffery Howes
Deborah Hughes
Peta Jesse
Juanita Maldonado
Judith Nicholls
Lin Nyul
Antonina Strupitis-Haddrick

20 Years

Jane James
Gordon Leung
Peter Ong

25 Years

Carole Stannard
Wendy Wallin

35 Years

Gail Hinchcliffe

40 Years

Brenda Barber









Lifeline Fiji

Bula! This year has been a truly uplifting time in our partnership with Lifeline Fiji. In February, we were honoured to welcome Jeremaia Merekula (Jerry) and Anaseini Koroi (Ana), who joined us for two weeks of specialised training with Lifeline H2HS. Their visit marked another milestone in our ongoing collaboration and deepened the bonds between our teams.

Under Jerry's dedicated leadership, Lifeline Fiji now has a team of seven volunteers providing Crisis Support and community outreach across Fiji. During their time with us, Jerry and Ana undertook extensive training in the CARE Framework and reflective practice, while also spending time with several Lifeline H2HS teams to broaden their understanding of our service model. Their warmth, curiosity and commitment were felt by everyone they met.

A heartfelt thank you goes to Lu, Nicola, Mel, Kerry, Judy, Caroline, Gaby, Sharon and many of our Crisis Supporters who generously shared their time, knowledge and encouragement throughout the visit.

This year also brought community connection through the Rotary Club of Ku-ring-gai, who hosted a Pot Luck Dinner to raise funds towards Lifeline H2HS's partnership with Lifeline Fiji at the home of Barbara (Lifeline H2HS Board member) and Gary Ward. The evening was filled with friendship, laughter and shared purpose. Thanks to the generosity of everyone who attended, nearly $4,000 was raised.

We are deeply proud of this partnership and remain committed to supporting Lifeline Fiji as they continue their vital and inspiring work. The year ahead promises even more collaboration, learning and shared impact.





Lifeline
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