



Aspire Unite

LIFELINE HARBOUR TO HAWKESBURY SYDNEY
ANNUAL REPORT 2025

A trusted brand, a powerful national model, a local footprint and an expert workforce.





‘Connections’ by Crystal Simpson

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 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.



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 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



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 2025

194*

Total
* (FTE 81.66)

10

Full time

182

Casual &
part time

2

Contract

1,215

Volunteers



Our Volunteers

as at 30 June 2025

1,215

Total
(Some volunteers
have multiple roles)

387

Crisis
Supporters

446

Books

178

Retail

25

Community
Support

78

Crew

57

Community Aid

23

Personal
Counselling

29

Administration

75

Fundraising

32

Connect



Message from the Board President

The Hon Graham West

This year, Lifeline Harbour to Hawkesbury Sydney continued to unite, collaborate and inspire.

Through an expanded workforce and capacity to service the Voice and Digital crisis lines, delivery of critical local support across Sydney's north and leadership of innovative new Lifeline services, fundraising initiatives and partnerships, we brought together our community and workforce under our vision of an Australia without suicide.

To our volunteers and staff on the national crisis lines, those serving the vulnerable in our local community, those pushing boundaries with their fundraising and community engagement efforts, and our proud and active volunteer communities in our Retail Shops, Book Depots, Book Shops and Book Fairs, thank you.

Collective efforts with the community, volunteers, and our fantastic partners, are among the most important mechanisms with which we can strengthen wellbeing and reduce suicides. The more we support Lifeline, the more people we can help and build the underpinning resilience of our communities across Australia.

It remains a privilege to see first-hand the work undertaken across our teams, which galvanises and inspires us to keep hope alive in those who are vulnerable and reach even more people.

Elizabeth and her dedicated team continued to build the capacity and impact of Lifeline H2HS, anchored against our core purpose to reduce the risk and incidence of suicides. As well as growth within Lifeline H2HS, their work this year expanded the scope of collaboration across Lifeline's national and international network, offering leadership and value through new forms of service and fundraising with our colleagues across NSW as well as cementing support for the hardworking Crisis Support team in Fiji.

As a Board we are committed to working together for a healthy, resilient and purpose-driven organisation, where growth is anchored specifically to the expansion of our mission's impact.

This year we recognise with deep gratitude the service of our outgoing Deputy President and Treasurer Mark Hedges. His dedicated stewardship on the Board over the past nine years leaves an indelible legacy with Lifeline H2HS.

As part of the biggest suicide prevention network in the country, we remained focused on our purpose to build resilience across communities, equipping thousands of individuals to support their own and others' mental health, supporting those in crisis and caring for people in recovery.

On behalf of the Board, thank you to everyone who continues to partner with us in these endeavours.



Message from the CEO

Elizabeth Lovell

This year, we continued to expand our role within the national network, our local service impact, commercial and workforce scale. We introduced new services, modes of delivery and locations to deliver our mission to the community.

A key theme was partnerships. We forged new ways of fundraising across Lifeline, confirmed partnerships to support client case-management and referrals, and expanded relationships with major donors and corporations in support of service expansion.

A second key theme was to unite people, bringing together our own culture and engagement, strengthening the collective team across all parts of our organisation, fostering a larger vision of Lifeline's impact across NSW, and reaching out to support Lifeline Fiji. We welcomed new skills into our vibrant community of paid and volunteer team members and re-engineered how we work, laying additional foundations for sustainable growth and collective impact.

Despite a year of difficult change in our Crisis Support division, the strengthening of this area is evidenced by its growth and standing in the national network. These changes also enabled a commitment to a second crisis centre in North Sydney which will mean that 10,000 more calls to Lifeline will be answered each year.

Locally, we have continued to advocate strongly with the Primary Health Network and key external stakeholders on community suicide prevention and response. We continue to utilise social media geotargeting very powerfully to raise awareness of the support available when we hear of deaths from or attempts of suicide, with action taken by the public in response to those posts.

Connect Hubs have continued to thrive. We are particularly pleased at the take-up rate by Sydney's culturally and linguistically diverse community.

Community Training gained strength throughout the year, raising the capacity of the community to respond to those in distress. Clinical Services saw incremental growth in counselling and support groups, as well as strengthened referral pathways. Community Services adapted to increased demand in Emergency Relief and Financial Counselling through additional volunteers and skilled team members. Community Aid and Support Line continued to provide critical connection to those at risk of isolation.

Retail Operations results improved over the year. For the first time, two new retail shops were opened in a 12-month period, delivering valuable revenue in support of our growth. Books, again, exceeded all our expectations – from Book Fairs to Book Shops, and the growth of online sales, all powered by the exceptional effort of volunteers.

New and expanded events, including joint fundraising with other Lifeline members, added to our brand profile, marketing reach and funds in support of our services. We remain grateful for a generous flow of donations, community fundraising and corporate partners who also contribute to our work.

Leading preparations for the Spring Cycle in October 2025 with Bicycle NSW, enabled us to introduce a new fundraising model across Lifeline Australia and the NSW membership. This event is a powerful example of how community and partners collaborate to create iconic experiences that generate joy on the day and change lives in the days to come.

Finally, I would like to extend my gratitude to Mark Hedges, our Deputy President and Treasurer, who this year completes his term on the Board. Along with his calm and rigorous dedication to our purpose and financial security (in particular during the COVID-19 years), he leaves a legacy of strong organisational health that will stand us in good stead for many years to come.

Year in Review



Our National Impact

Voice

90,787
calls answered

Digital

54,625
interactions answered

39,658
hours dedicated to
answering 13 11 14
(24/7, 365 days)

10.4%
of the nation's load

18,262
hours dedicated to
answering text/chat
(24/7, 365 days)

23.8%
of the nation's load

20.4
average call
length (minutes)

63
new Crisis
Supporters onboarded

25.4
average interaction
length (minutes)

94
new Crisis
Supporters onboarded



Our Local Impact

16,097 hours of high-quality, affordable
support provided in the local community

3,990
hours of affordable
Counselling and bulk-
billed Psychology
sessions

96.5%
of clients rated a 'good',
'very good' or 'excellent'
impact upon their
wellbeing

4,368
hours of
Psychological
Support Group
therapy

94.94%
of Psychological
Support Group clients
rated a 'good', 'very good'
or 'excellent' impact upon
their wellbeing

3,482
hours of Financial
Counselling and
Advocacy provided

95.6%
of clients stated they felt
'listened to, understood
and were satisfied with
the service'

3,291
hours of
Community Aid
provided

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

513
sessions of Emergency
Relief provided

453
sessions of in-person support
in a Connect Hub

Reaching People, Partners & Donors



Over **1,347,766** people interacted with Lifeline H2HS



26,211
Book Fair enthusiasts



172,889
Retail and Book Shop customers



116,783
unique website visitors



1,027,971
people were reached on social media
with 3,365,376 impressions



983
Community Education
participants



1,500
Fundraising event guests



179
corporate
volunteers



1,250
members of the public
attended 26 community forums





02

Our
National
Impact

Our National Impact

Crisis Support

Voice

Lifeline H2HS continues to play a vital role in the National 13 11 14 Crisis Line, answering 10.4% of all calls, placing us in the top three centres nationwide and making us the largest single-site contributor.

This achievement is thanks to our incredible team. Every volunteer and staff member, both Crisis Supporters or In-Shift Support Supervisors, helps deliver this essential service 24/7.

Special thanks go to our multi-role volunteers who contribute as Crisis Supporters, In-Shift Supervisors, trainers, Voice mentors, and working group members. Their commitment fosters a strong, supportive culture across the service.

Our Paid Overnight Team continues to provide critical support during the most challenging hours. A condensed eight week training course helped replenish the team this year.

In May, we implemented call recording to align with national standards, which was an adjustment for some. Looking ahead, we will transition to Genesys, a new voice-over-IP system that enhances reliability and functionality.

We extend our heartfelt gratitude to those who have given years of dedicated service on the phones as well as in the office, including those we farewelled during the year.

Lastly, we are excited to be preparing for a new volunteer Crisis Call Centre in North Sydney, due to open in July 2025. By training 50 new Crisis Supporters at the new site to answer calls to Lifeline, we will help 10,000 more people call Lifeline each year, across Australia.

90,787
calls plus
54,625
text & webchats
answered by
493 Crisis Supporters



Digital

In our first full year delivering our Digital Crisis Support service, we responded to over 54,000 interactions, accounting for 24% of national digital interactions answered. The digital service engages a more diverse range of help seekers who prefer text or webchat to phone calls and has continued to grow to over 25% of the size of the national telephone service.

Our Digital Crisis Support volunteer team expanded from 20 to over 100 volunteers from across NSW and grew to deliver more than 600 hours of support to people across Australia each month. This growth has been underpinned by the dedication of our Digital Team Supporters and Training team, who provide information sessions, pre-placement sessions, ongoing coaching and in-shift support.

A small paid team ensures consistent coverage of shifts until 2am daily, often a time when help seekers experience their darkest moments. A small number of experienced Digital Team Supporters work on shift to provide additional support and coaching to volunteer and paid Crisis Supporters.

In partnership with the Voice Crisis Support team, we offered Group Supervision and Professional Development sessions, with a focus on expanding digital-specific support. We also extended the Practice team to include a Deputy Centre Supervisor for Digital.

This year, Lifeline Australia introduced the Genesys cloud platform, improving service stability and functionality. A new office space was established near the Voice Crisis Support team to support hybrid work arrangements, with a second site in North Sydney opened to further increase capacity and collaboration in the year ahead.



Crisis Support Recruitment and Training

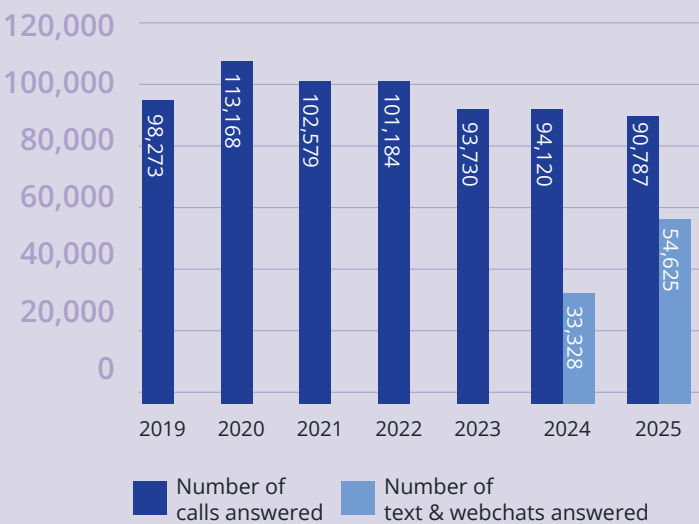
The training and recruitment of both Digital and Voice Crisis Supporters ensures that strong, quality candidates are selected and marketing strategies and information evolves in line with targeting suitable candidates.

Voice Crisis Supporter training delivered two standard 13-week courses and one condensed 8-week course, resulting in 62 students progressing to Stage Two Placement over the year. The team continue to refine check-in surveys, interview procedures and coaching practices to optimise candidate selection and retention strategies.

Mentors play a critical role in student success and are a valuable component of the training program to encourage and promote skill development in the students. We doubled the number of mentors this year and are truly thankful for their generosity and commitment of time. With planning for training at North Sydney well underway, we aim to deliver five courses across our Gordon and North Sydney sites in 2026.

Over the year, 75 students were approved for service. In the latter part of the year, Digital Crisis Supporter training intakes experienced significant growth, to over 20 new students each month, sourced from across NSW. Combined with concerted initiatives to engage the workforce, including drop-in sessions, workshops and coaching, this traction will see the Digital volunteer team expand considerably in 2026.

Call, Text & Webchat Volumes





03

Our
Local
Impact



Our Local Impact

Clinical Services

Clinical Service supports our local community, striving to collaborate with clients who may be at risk of suicide. Our evidence-based counselling interventions reduce emotional distress, promote resilience and improve coping skills in our clients. Services include both individual and group counselling and are delivered in person or using telehealth. They 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 to clients 18 years and older. The team of 18 volunteer counsellors and two paid counsellors saw 168 clients and provided 946 counselling sessions. The bulk-billed psychological service is available to clients referred from their GP under the Mental Health Treatment Plan. The Psychology Team supported 321 clients and provided 3044 sessions.

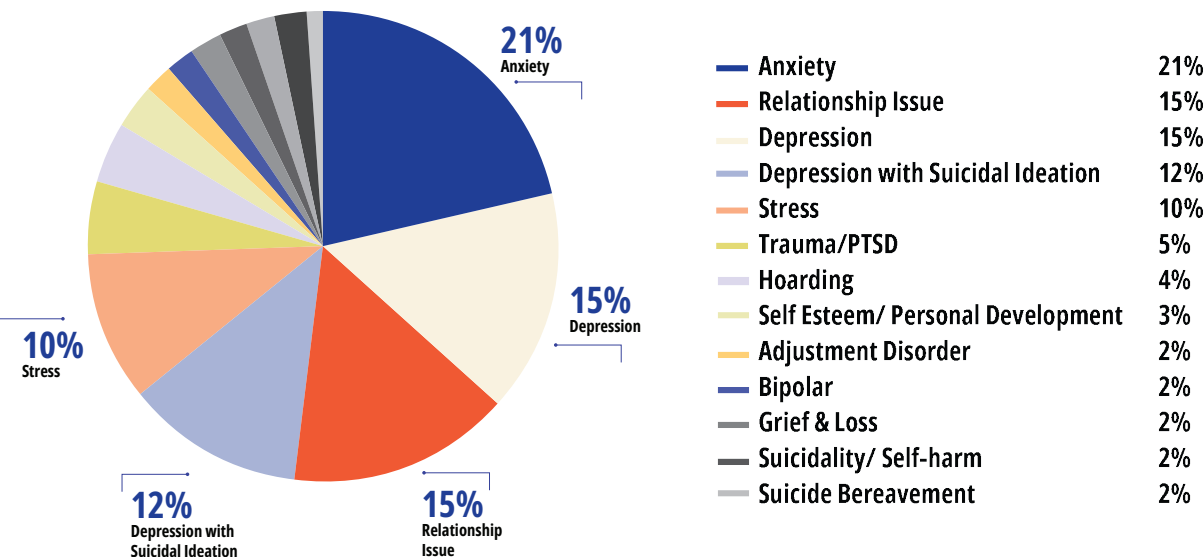
The most frequent mental health concerns experienced by clients presenting to Clinical Services were Anxiety (21%), Depression (15%), Relationship Issues (15%), Depression with Suicidal Ideation (12%) and Stress (10%)

'My counsellor was an amazing resource, and I really benefitted from her expertise and compassionate approach.'

Key Achievements:

- Just over 10% of clients completed the Your Experience Survey. Of them: 96.5% rated impact of client service on overall wellbeing as good, very good or excellent; and 98.2% 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: Best Practice Suicidality and Self Harm Safety Planning; Clinical Practice with Neurodivergent Clients; Treating Obsessive Compulsive Disorder; Addressing Domestic Violence in Practice; as well as information seminars on referral sources for clients such as Mindspot.org.au (a partner of H2HS) and H2HS Financial Counselling services.
- Recruitment of a paid counsellor brought paid counselling roles up to two days a week, inclusive of one counsellor fluent in both Mandarin and English.

Primary Presenting Issues – Clinical Services FY25



Group Services

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 included Managing Your Mood (offered to adolescents, young adults and adults); Being Mums; and a Hoarding Treatment Group.

- 19 Primary Health Network funded groups were offered
- 206 group sessions delivered
- 2,924 client contact hours

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

- 11 Lifeline H2HS funded groups were offered
- 96 group sessions delivered
- 1,444 client contact hours

'The best things about this service is 'the respect and feeling of connectedness with the other participants, and the development of really helpful new skills'

Group Services Key Achievements:

- The Hope Program was relaunched with focus on those caring for someone struggling with suicidality, in collaboration with Uniting Family and Carers Mental Health .
- Training of Peer Group Facilitators started for the Eclipse Group, a group funded by Black Dog Ride, which focuses on supporting people who have attempted suicide.

3,044

bulk-billed
psychological
sessions

946

individual
counselling
sessions

4,368

group session
hours delivered

Our Local Impact

539

Financial
Counselling
clients

3,482

hours of
service



Community Services

Financial Counselling

Financial Counsellors support individuals and families to achieve pathways to financial stability along with mental, physical and emotional wellbeing.

This year, the team supported 539 clients (a 10% increase from last year). Major presenting financial issues included inadequate income to pay for rent/mortgage, personal loans and credit cards. For many clients, half their income went towards the mortgage/rent – and combined with the increased cost of utilities, petrol and groceries – resulted in severe financial hardship.

Cases are becoming increasingly complex. As well as addressing immediate financial concerns, our team of 14 Financial Counsellors helped alleviate stress for clients by advocating and negotiating with creditors to achieve debt waivers/reductions and affordable repayment plans. Further, over half of our clients identify as having mental health issues and/or are at risk of suicide, domestic violence, and homelessness.

'Our counsellor helped us navigate the complexity of our financial situation, but more than that, she helped restore our hope.'

We continued to deliver financial literacy education in the community, working with a youth outreach and local women's shelter to improve knowledge of money management, financial rights, resources available, and how to avoid financial crisis.

In June 2025, we opened a third service location at Mission Australia's MidTown, Macquarie Park. With flexibility of appointment types, available out-of-hours appointments, a Mandarin and Cantonese speaking counsellor, we focused on working co-operatively, removing barriers, making Financial Counselling more visible and easier to access.

A track record of improved outcomes for clients

94.1% My financial counsellor listened to me and understood my issues.

97.1% I am satisfied with the service I received.

91.2% I am better able to deal with issues I sought help with.



Emergency Relief

Emergency Relief aims to reduce the mental health burden of the financial crisis and physical health impact of food poverty, whilst promoting resilience and coping skills.

Clients often delay reaching out for support due to shame and fear that "no-one understands the struggle to live like this". Upon meeting with us, we provide a safe space to talk, an entry point for other services, as well as basic living requirements such as food, utilities, medicines, clothing and accommodation.

Over the past year, more people reached out due to the rising cost of living impacting households across our region. Roughly one-third of clients expressed suicidal ideation, due to the risk of homelessness, domestic violence and/or poor mental health. Clients with families struggled to have enough food and appropriate clothing for growing children, while older clients became increasingly isolated, unable to afford a social outing.

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

'This humble place provides such love and care, with professionalism. I feel so comfortable coming here for support.'

The Department of Social Services funds the program and the local community provides generous food donations for distribution to clients.

Our ability to bring some relief to clients in distress makes this challenging work incredibly rewarding.

Emergency Relief

513

ER appointments were held

28%

of ER clients were homeless and/or of suicide concern during appointment

150

people 'dropped in' requesting immediate help with food

477

bags of food were provided

900

household members benefitted from food and material aid provided by ER

Our Local Impact



Community Aid

Community Aid (Comaid) is a Commonwealth Home Support Program funded by the Department of Health, Disability and Aging. Our service supports older people who are having difficulties with daily living to live a more meaningful and connected life. Remaining active and connected in their community reduces feelings of loneliness and isolation and improves wellbeing

The Comaid service is provided by an exceptional team of 57 volunteers. In January, Comaid volunteers were honoured with the Citizen of the Year 2025 - Culture and Community Development Award at the Willoughby Council Australia Day Awards. The award celebrated individuals and groups who make a difference in their communities.

'Thank you for sending such lovely volunteers, we get on so well and they watch me go indoors to make sure I am safe. Last outing we had a coffee and some lunch. It is lovely to have something to look forward to. I really enjoy my shopping trips.'

Over the past 12 months, our Comaid volunteers provided 3,291 hours of service including accompanied shopping, transport to appointments, home visits, social phone calls and outings such as to local cafés.

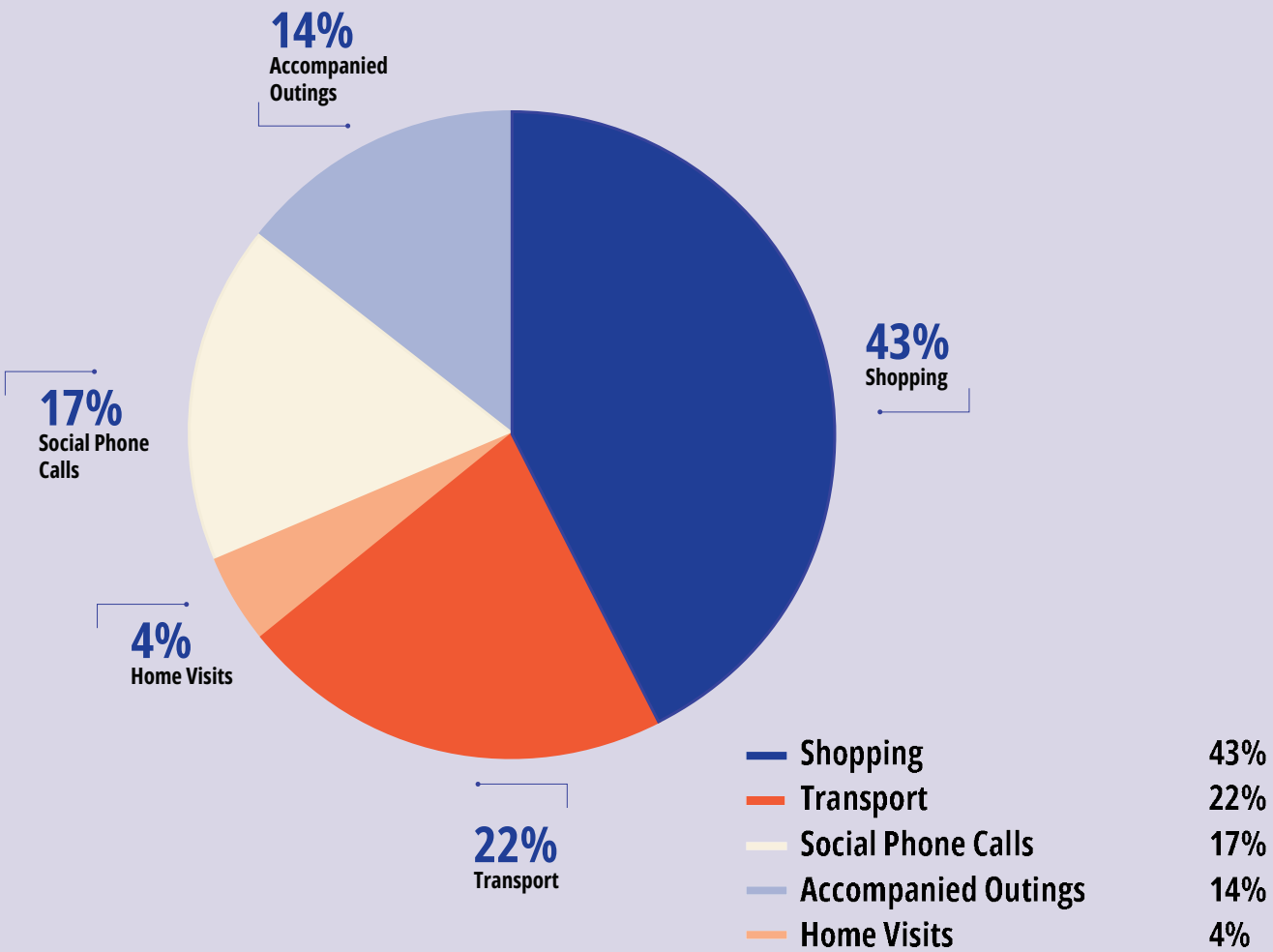
Support Line

The Support Line is a service which provides regular, friendly phone calls to people who identify as lonely and isolated in the community. This year our amazing, committed and dedicated volunteers made 566 calls to clients providing 400 hours of connection.

'I owe your wonderful team everything. Without your generous, caring and consistent support I would not have survived, let alone been able to rebuild my life in my old age. You have indeed been my lifeline. Words cannot express how grateful I am to you. The world is a much better place because of you.'



Client Jobs – Community Aid FY25



Our Local Impact



Geotargeting

Engaged
400,715
people

Generated
1,627,189
impressions

Prompted
7,596
clicks to the
H2HS website &
crisis line

Community Engagement

Community engagement aims to expand our community presence and increase brand awareness of Lifeline on the ground, across the region.

This year, we broadened our reach by increasing referral pathways and formalising partnerships with the Chinese Australian Services Society, Mission Australia and local councils. These collaborations enhanced service integration, streamlined referrals and enabled more coordinated support. We also deepened engagement with Headspace, Uniting, Rotary and local councils as well as culturally and linguistically diverse communities, particularly in Willoughby, Macquarie and Ryde. This allowed us to build stronger connections with those unfamiliar with Lifeline and its mission.

Additional grants were secured for specific initiatives from the Primary Health Network, Lifeline Australia and Bendigo Community Bank, providing valuable resources to support our mission. In addition, we forged new relationships with organisations including Northbridge Plaza, local schools, and community sporting clubs.

Our Crew volunteers play a vital role in representing Lifeline H2HS in community events and festivals. They provide referral pathways to Lifeline H2HS services or partner organisations, while actively generating awareness of our work through local community engagement. This year, Crew expanded to 78 volunteers.

Suicide Prevention & Recovery

Critical Incident Response

We remained actively involved in the Northern Sydney Critical Incident Local Response Group. Lifeline H2HS attended eight response group meetings and contributed meaningfully to implementing local interventions where appropriate. These interventions included geotargeted social media ads, small group support as well as individual and family counselling.

Geotargeting

Our regular geotargeted social media campaigns continued to focus on suicide prevention and postvention, providing information, instilling hope, and encouraging people to connect with support. By tailoring messages to specific postcodes, demographics, and times of heightened need, we delivered a consistent stream of seasonal and incident-specific campaigns across the year. These included targeted initiatives during high-pressure periods such as the Higher School Certificate, Reconciliation Week, and the holiday season, as well as rapid-response campaigns following local incidents.



Lifeline Connect

Leveraging the trust and credibility of Lifeline's 60 years of service, and in response to local needs, we implemented Lifeline Connect, a service previously developed and deployed in a different form by Lifeline Regional SA and Far West NSW.

Lifeline Connect is a free, confidential service located within local libraries, offering in-person support and connecting individuals with a wide network of additional services.

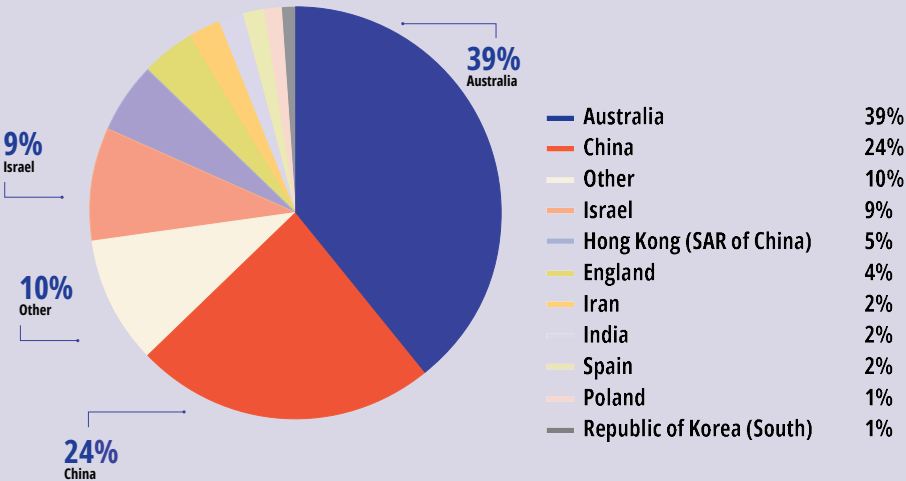
Three Lifeline Connect Hubs operate three to four hours a week at Hornsby, Chatswood and North Sydney, with a further hub at Lindfield planned to open in July 2025. Throughout the year, Lifeline Connect has deepened its community impact, delivering 453 direct interactions with individuals who may have otherwise gone unsupported and at risk of falling through the cracks.

Our experienced, trained volunteers remain central to delivering the service. Their compassion, resilience, and dedication power every connection we make, supported by the rigour of Lifeline's CARE model and professional supervision.

In line with our continuous improvement approach, new volunteer roles were established to meet emerging needs. These include the Connector, which enables proactive community engagement and navigational support, and a Coaching role dedicated to fostering the skills, resilience and confidence of those delivering the service.

This year also marked a significant step toward further aligning face-to-face crisis support with the Voice and Digital services, whilst recognising the distinct in-person components of each interaction. A 12-week training course for Connect Supporters was successfully piloted and ensures an ongoing workforce can support this exciting new service.

Country of birth



Lifeline Connect has continued to gain strong interest and support, not only from local community members but also with government, highlighting the model's potential to play a vital role in providing accessible, community-based support.

453
number of
interactions

32
Lifeline Connect
volunteers

Our Local Impact



Community Education

Community and Workplace Training is a core part of our mission to equip individuals in our community with the skills, knowledge, and confidence to support those in emotional distress or at risk of suicide.

Our courses, including 'Start the Conversation' and 'Accidental Counsellor' continue to receive excellent participation by the public. This year, we ran nine Start the Conversation courses and 27 Accidental Counsellor sessions, with 288 and 383 participants, respectively. The DV-Alert program (Domestic and Family Violence Aware) including 'Men Who Use Violence' also achieved significant traction, with two focused one-day workshops, four two-day foundation workshops and five two-hour DV-Aware sessions with a total of 158 participants.

'The training was concise, simple and easy to apply. It was personable and authentic.'

We also held seven Everyday Counsellor sessions, training 35 participants from the local Chinese community. Despite uptake below our target, feedback was been excellent, and we remain committed to the program.

Our 'Managing Challenging Interactions' course, introduced for Lifeline H2HS staff and volunteers, was well received. As a result this course is now offered to community and workplace groups.

The team created two bespoke programs, 'Compassionate Leadership' for Stanford Brown and Hornsby Mind Mates, and 'Microskills for Digital' for the National Debt Helpline, both of which saw strong engagement and excellent feedback.

Our collaboration with Hornsby Council's Mind Mates program continues, with sessions focused on recognising and supporting colleagues in distress. Workshops like 'Managing Challenging Interactions' and 'Working with Neurodiversity' have been particularly well received.

Our training fosters understanding, reduces stigma, and encourages meaningful connections, helping to ensure that no one feels alone in their time of need.





Powering Our Organisation

Powering Our Organisation



Commercial Operations Books

With thanks to the exceptional dedication of our hard-working volunteers, the Lindfield and Hornsby Book teams continued to transform a steady stream of donations into a diverse range of high-quality, appealing items for our Book Fairs, Book Shops, and Retail Shops.

Fuelled by a shared passion for books, our Book Fairs once again drew larger-than-expected crowds and generated income well above projections, directly enabling the expansion of vital, life-saving services throughout the year.

Firmly embedded in the community calendar, our Book Fairs at Oakhill College, Knox Grammar, and Barker College attracted thousands of visitors, as did the much-loved Hornsby Clearance Sale and, in April 2025, we were thrilled to return to Macquarie University with a sell-out Fair.

Volunteer-powered Book Shops at Lindfield and Hornsby continued to grow in popularity, contributing significantly to the financial sustainability of our services. Our eBay shop, 'lifelinebookshop', managed by volunteers from both depots, offered rare and valuable finds to national and international buyers and has continued to build a loyal and valuable following.



Retail Shops

Our Retail Shops play a vital role in supporting Lifeline H2HS.

There is a unique sense of excitement in our shops, from the joy of discovering a beloved book you haven't seen in years, to uncovering a standout piece of pre-loved clothing, furniture, or homeware. Every visit offers the thrill of finding something special.

Thanks to the generosity of our local communities, dedicated staff and volunteers work tirelessly to keep our shelves stocked with a mix of high-quality, rare, and everyday items that appeal to a broad range of customers.

This year, our shops in Asquith, Waitara, Pennant Hills, Gladesville, Lane Cove and Naremburn were joined by two new shops in Northbridge and Lindfield. These new shops have enhanced Lifeline's visibility and brand presence across Sydney's North. We are excited for the year to come where we plan to expand our portfolio.



Powering Our Organisation



Fundraising

The year's expansion of services would not be possible without the wonderful support we received from organisations and individuals, dedicated volunteer Event Committees, and our amazing network of staff and volunteers, who wholeheartedly embraced our fundraising efforts.

Donors & Partners

We were grateful to receive 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, Purnell Foundation, Stanford Brown, Templeton Family Foundation and TISM Foundation, for their wonderful support.

Dialling up our fundraising efforts through key partners, we are grateful to Westfield Hornsby, Westfield Chatswood and Macquarie Centre for generating opportunities including gift wrapping stations for Mother's Day and Christmas. Bendigo Community Bank Lindfield & Districts continued as a key partner, powering a new matched-giving digital campaign Double the Lifeline, raising funds to bring a new Lifeline Connect Hub to Lindfield. Organisations including Knox Grammar and Northholm Grammar delivered unique fundraising initiatives to support our front-line mental health services.



Events Fundraising

The Fundraising team worked with the Community Engagement and Marketing teams, to introduce new events including the North Sydney Art Show. The event was a fantastic collaboration of talented artists, North Sydney Council, residents and businesses in the North Sydney area, significantly increasing our local presence and adding valued funds to the year.

'The work you do, especially with demand for crisis support continuing to rise, is truly commendable.'

The Fundraising team also delivered four existing major annual events.

The Sapphire Gala Ball moved to the International Convention and Exhibition Centre Sydney and was hosted by Channel 7's Mark Ferguson and Diamond Sponsor Stanford Brown. Highlights included a comedic performance from David Hobson and Colin Lane with their show In Tails, guest speaker Dr Justin Coulson bravely sharing his lived experience of losing a loved one to suicide, and auctioneer Vic Lorusso achieving record results from the live auction.

Ed Kirk and the Go For Broke team hosted a successful 180km endurance ride with record donations generated in the ninth year of this important event. Disappointingly, the Bobbin Head Cycle Classic was cancelled in March due to dangerous weather conditions. However, many riders and sponsors (including Official Partner Platinum Asset Management) generously donated their partnership fees and rider registration costs to support Lifeline. The year drew to a close with a successful Golf Day, hosted at Pennant Hills Golf Club and sponsored by ClearView.



Powering Our Organisation



'I am proud to be able to contribute to the cause of Lifeline.'



By learning and connecting with others who know the nuances and complexities of a similar journey, we remain sensitive, aware and relevant.

Our Organisation Our People

Collaboration across our organisation delivered a new Volunteer strategy, a Diversity and Inclusion Strategy, and specific initiatives in response to the 2023 Pulse survey. One of these, the Golden Glow awards, has been highly successful as a peer-recognition program.

A 'single front door' was enabled for all new volunteer requests and onboarding, which has been a fantastic experience for the public and has increased the flow of new volunteers across all parts our organisation.

Suzanne Kelly, a Financial Counsellor, was recognised as the first non-crisis support volunteer receiving Lifeline Australia's Mary Parissons Volunteer of the Year Award. Meanwhile, the Community Aid Volunteer Team earned the 2025 Citizen of the Year – Cultural and Community Development Award from Willoughby Council in recognition of their outstanding community contributions.

The introduction of an HR resource was an important milestone in response to feedback from the Pulse Survey. Despite the effects of a number of changes throughout the year, we were pleased to see workforce engagement strengthen to 93% in December's survey.

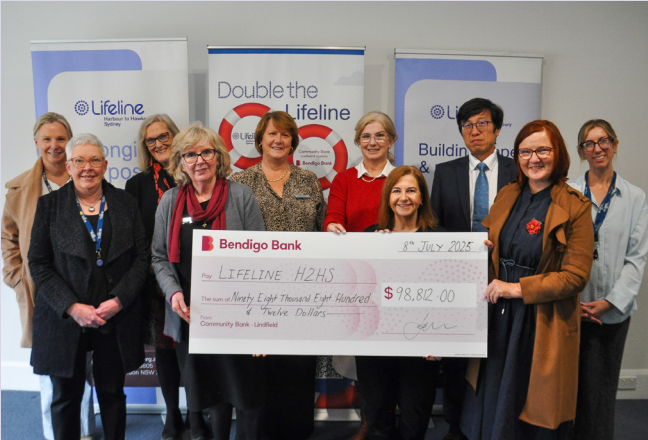
Lived Experience Advisory Group

The scope of the Lived Experience Advisory Group is to enhance the services and supports that are offered by Lifeline H2HS and across the region through the insights and guidance of members with personal lived experiences of losing someone to suicide, suicidal ideation or attempts, or caring for someone experiencing suicidal ideation.

'We will make a difference.'

The Lived Experience Advisory Group met every six weeks, chaired by our CEO, with a team member from Clinical Services also present at each meeting.

The group provided valuable feedback and direction on a range of issues and services related to Lifeline's mission. These included understanding effective alternatives to presenting at hospital Emergency Departments for people at risk of suicide, feedback about call recording in the Voice and Digital Crisis Support services, sharpening our pitches in geotargeting social media messages, encouraging the public to access Lifeline Connect Hubs and training, and exploring opportunities to strengthen local community service provision.



Risk, Compliance, Work Health & Safety

In addition to the Internal Governance Group and our Work, Health and Safety Committee, a formal Project Management Office was established, whereby all new projects and technology initiatives pass through a formal process. Initiatives included a visitor management system at Gordon reception and improvements to the physical and psychological safety with the recalibration of distress alarms and escalation procedures at all sites, and a procedure for our workforce who may encounter members of the public at risk.

Work deploying the Risk Improvement Plan continued, with confirmation of the internal audit program, revision of the organisation's Risk Appetite Statement, successful ISO 9001 and LASP reaccreditation. The Board and Executive conducted a live cyber incident exercise.

Our Technology

Work continued on the initiatives contained in the Cyber Security rollout plan arising from last year's external review. This included new tools deployed for threat and vulnerability management, cyber security awareness training, access token threat controls and supply chain risk management. Salesforce underwent a migration upgrade, and Better Impact was deployed across multiple processes, resulting in several manual processes being automated.

Our Finances and Property

The Property Strategy confirmed our commitment to offering our services where our clients are, and in doing so, using low and no-cost property options via partners, including local Councils and peer service providers. Across our geography, we now offer service locations in Hornsby, Macquarie Park, Chatswood, Lindfield, North Sydney, as well as Gordon.

A new expense management system was introduced and is currently undergoing a wider rollout, further reducing manual processes across the organisation and freeing our valuable workforce up for their most important work with our clients, help-seekers, shoppers and volunteers.

Lifeline is made up of members of the community for the community.



Funds raised are prioritised against expanding services, followed by funds-generation efforts.





05

Our Team

Our Board



Hon. Graham West
PRESIDENT

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.



Mark Hedges
DEPUTY PRESIDENT & TREASURER

Mark has been a member of our Finance & Audit Committee since he joined the Lifeline H2HS Board in 2016 and became its Chair and Treasurer in March 2017. He was appointed Vice President in May 2023. His career spans more than 40 years in commercial and financial roles in listed corporates. He is a member of Turramurra Rotary and was President from 2016 to 2017. Mark has a Bachelor's degree in Business Studies and Master degrees in Business Administration and Applied Finance. He is a CPA and a graduate of the Australian Institute of Company Directors.



Arabella Tuck
OUTGOING SECRETARY

Arabella joined the Board in 2020 and was Company Secretary and Chair of the Membership Committee until October 2024. She is a corporate tax solicitor at A&O Shearman and acts on both local and cross-jurisdictional matters. She provides tax advice on the establishment of international funds, inbound and outbound investment, tax due diligence, structuring of transaction documents for both private equity and public M&A deals, as well as pro-bono support for charitable entities. Arabella has a BA in Government & International Relations and a Bachelor of Laws from the University of Sydney and is a Chartered Tax Advisor.



Guy Amon
BOARD MEMBER

Guy joined the Board in April 2022, is Chair of the Retail & Property Committee, and was a member of the Finance, Audit & Risk Committee from June 2017 to April 2022. A certified financial planner with degrees in Commerce and Law, Guy was director of a financial planning practice founded in 1997. In addition to teaching ESL and being on the board of a foundation and another charity, Guy is involved in an Indonesian charity constructing a clinic in Indonesia and a training centre for ex prisoners. The same charity teaches English to prisoners in jail. He also has an interest in Christians Against Poverty (CAP) money which assists people to budget wisely.



Nathan Deveson
BOARD MEMBER

Nathan joined the Lifeline H2HS Board in May 2023 and is a member of the Finance & Audit Committee. Nathan has been a Partner at MinterEllison for more than 20 years and specialises in transaction structuring and tax, with expertise in the real estate industry. He is a former Sydney Managing Partner and Chairman of Partners. He has significant experience as a division councillor and committee chair within industry bodies and has given many years of pro-bono advice to not-for-profit entities. He has sponsored the implementation of programs in suicide awareness and mental wellbeing and has degrees in Economics (Accounting) and Law, and a Master of Law.



Olivia Mangholi
BOARD MEMBER

Olivia joined the Board in October 2024 and is a member of the Membership Committee. Olivia is an alumnus of Barker College and Pymble Ladies' College, where she was actively involved in their national competitive swimming programs and developed a passion for mental health advocacy and suicide prevention. Olivia has four years of experience working for a former cabinet minister in federal parliament. Olivia currently works as a Portfolio Advisor at NSW parliament. Olivia is completing dual Bachelor degrees in Civil Engineering (Honours) and Environmental Engineering Science at UNSW, and holds a Bachelor of Arts in Politics and IR from USYD.



Marie Soghomonian
BOARD MEMBER

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.



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

Mark Hedges (Chair), Nathan Deveson, Angela Dodd, Elizabeth Lovell, Mahesh Nair, Jacqueline Giles

RETAIL & PROPERTY COMMITTEE

Guy Amon (Chair), Brett Clarke, Michael Cleary, Angela Dodd, Elizabeth Lovell, Mark Jeffery, James Woodburn

RISK & COMPLIANCE COMMITTEE

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

FUNDRAISING, MARKETING & COMMUNICATIONS

Marie Soghomonian (Chair), Emma Bagley, Tom Day, Elizabeth Lovell, Rachael Temm, Rachel Krippner

SERVICES COMMITTEE

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

MEMBERSHIP COMMITTEE

David Andrews (Chair), Angela Dodd, Olivia Mangholi, Rachael Temm

HR COMMITTEE

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

Leadership Team

CEO	Elizabeth Lovell
CFO	Angela Dodd
Crisis Support Services	Karen Burke
Clinical Services	Simone Isemann
Community Services	Natasha Hughes, Peta Jesse, Annette Brink
Community Engagement	Rachel Krippner
Community Education	Michelle Vilo
Fundraising & Events	Emma Bagley
Commercial Operations	Mark Jeffery
Information & Communication Technology	Hugh Jones
Marketing & Communications	Rachael Temm



Lifeline
Saving Lives
Crisis Support. Suicide Prevention.

06

Financials

Treasurer's Report

Mark Hedges



Our Balance Sheet has reserves of \$6.82 million as at 30 June 2025, up from \$6.67 million in the prior year. This provides greater financial resilience to continue to provide our services during future economic disruptions.

Thank you again to management, staff, and the Board for their tireless effort to deliver a community free of suicide.

For the year ended June 2025, Lifeline H2HS delivered a surplus of \$148,055, ahead of budget. Cost increases were largely driven by wages and rent.

We opened two new shops in the year, in Northbridge and Lindfield, and, along with all shop sales, Retail revenue was \$4.26 million, up from \$3.71 million in 2023-24 as a result. Contribution to our surplus was slightly lower than planned resulting from a challenging economic environment and some delays in store openings. Staff in all stores have made a huge effort to respond to the challenges.

Our book operations that encompass Book Fairs, online sales and Book Shops again delivered a strong result on sales of \$1.71 million compared to 2023-24 of \$1.48 million. The support from our community for each of our Book Fairs continues to grow. The Knox and Macquarie University Book Fairs, and Online Book Shop were standouts by materially exceeding budgeted sales.

Fundraising continues to make a significant contribution to our revenue with the Gala Ball again being an outstanding success. Unfortunately, the Bobbin Head Cycle Classic was cancelled due to adverse weather and the VIC100 Ride was deferred into 2025-26, adversely affecting our fundraising revenue. Donations continue to be an important source of revenue and we are very grateful for the generosity of our community.

Most of H2HS's expenditure is on the Voice and Digital crisis lines. Income from Retail, Books and events managed by H2HS supplements funding from Lifeline Australia together with Government. Non H2HS funding continued as expected at \$4.04 million, and the text and chat service introduced in 2023 continued to deliver strongly, accounting for 23.8% of the national load.

The Mandarin training program did not deliver the results we had hoped for in the year and it will be scaled back in 2025-26.

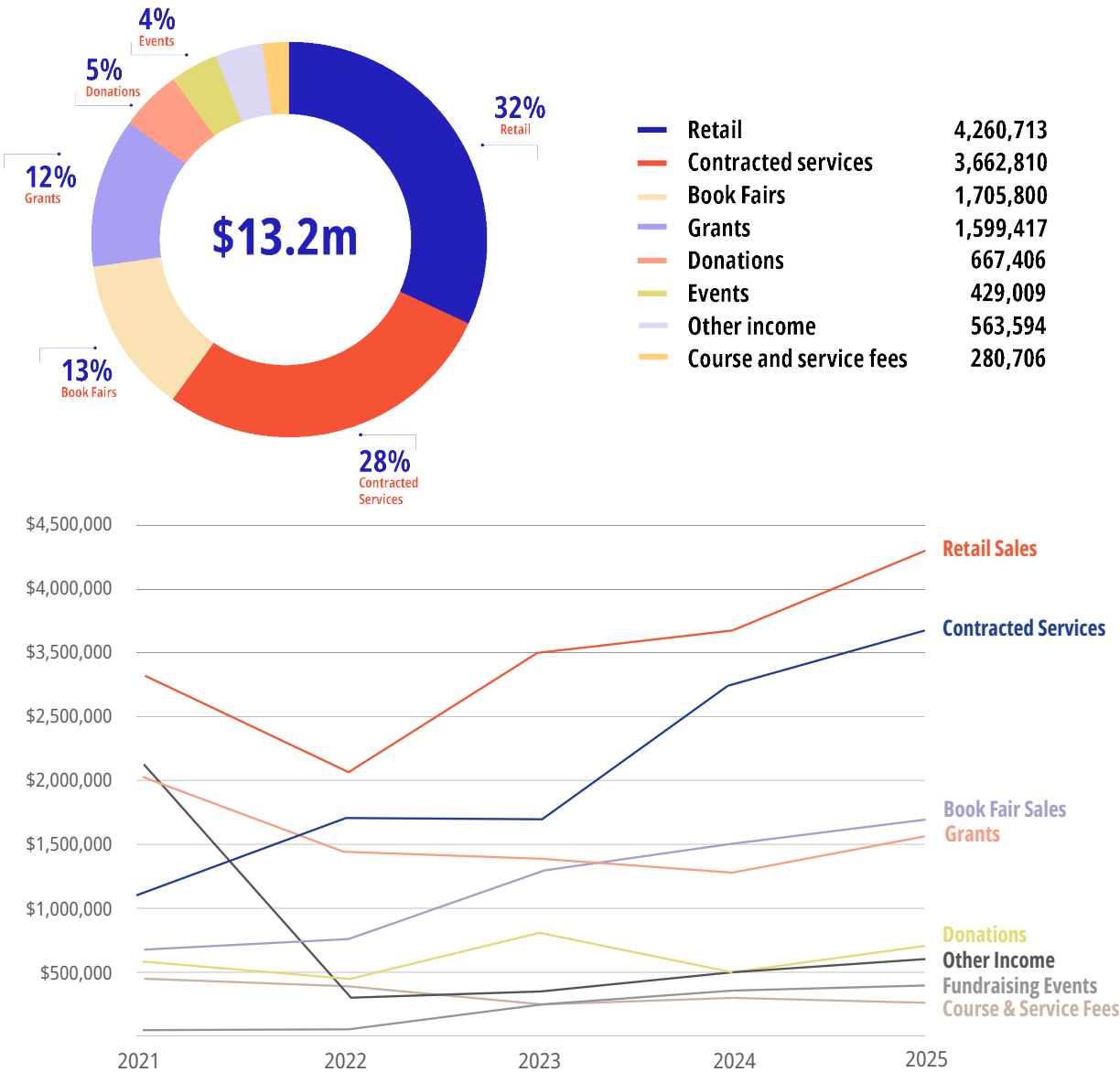
Overheads were slightly favourable to plan at \$2.13 million. Our investments performed strongly in the year, delivering income of \$444,093 against \$410,290 in 2023-24. This included unrealised gains of \$190,259. There was an adverse \$96,928 impact resulting from lease accounting.

Outlook

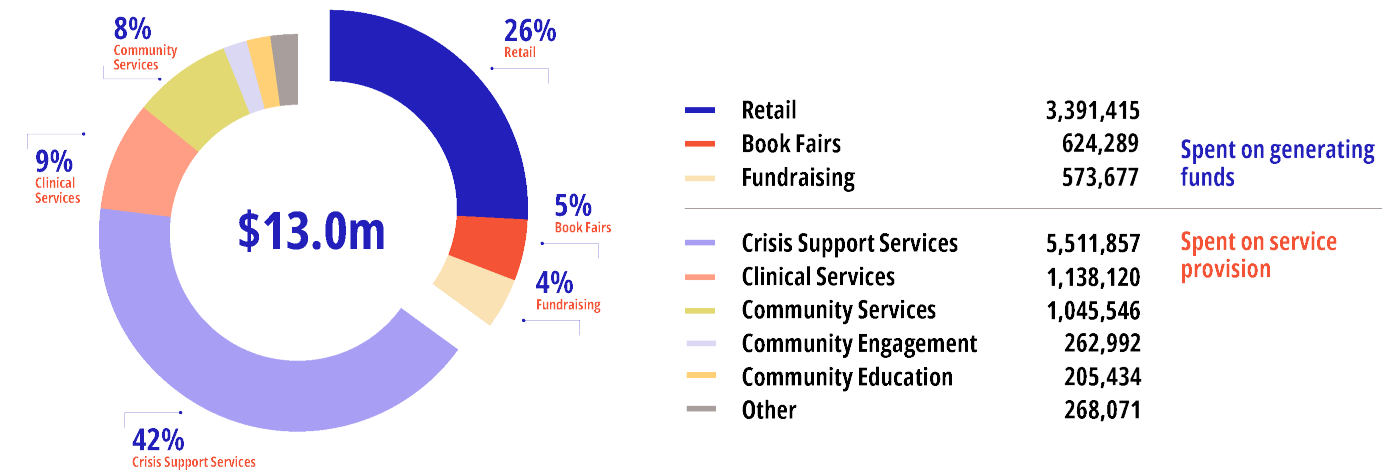
H2HS is working to mitigate the effect of cost increases on our services by looking at new revenue streams and ways to deliver our services more efficiently. We are reliant upon the ongoing support of our community for the success of our revenue initiatives and are greatly appreciative of our wonderful community.

This is my last report as your Treasurer as I am retiring from the Board. It has been a privilege to serve the members, staff and the Board of Lifeline H2HS.

Where the money comes from



Where the money goes



Statement of Profit or Loss & Other Comprehensive Income

For the year ending 30 June 2025

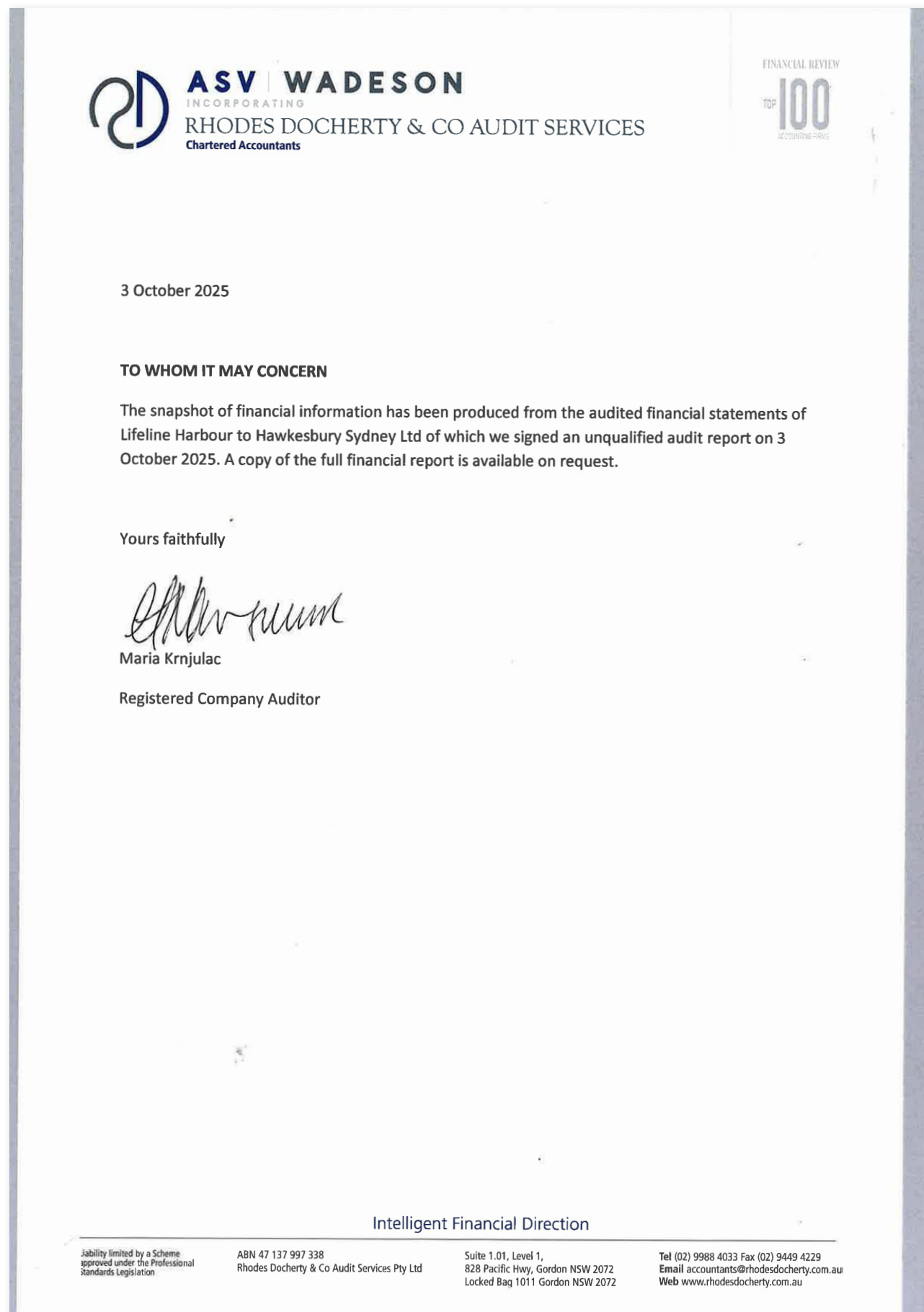
	2025	2024
	\$	\$
Revenue	12,722,490	10,936,490
Finance income	253,834	240,998
Gain on investment revaluation	190,259	169,292
Gain on early termination of lease	2,873	-
Employee benefits expense	(9,592,583)	(7,973,506)
Depreciation and amortisation expense	(1,167,432)	(954,031)
Occupancy expenses	(705,948)	(701,600)
Other expenses	(1,413,253)	(1,244,898)
Finance expenses	(142,185)	(83,960)
Profit before income tax	148,055	388,785
Income tax expense	-	-
Profit for the year	148,055	388,785
Total comprehensive income for the year	148,055	388,785

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.

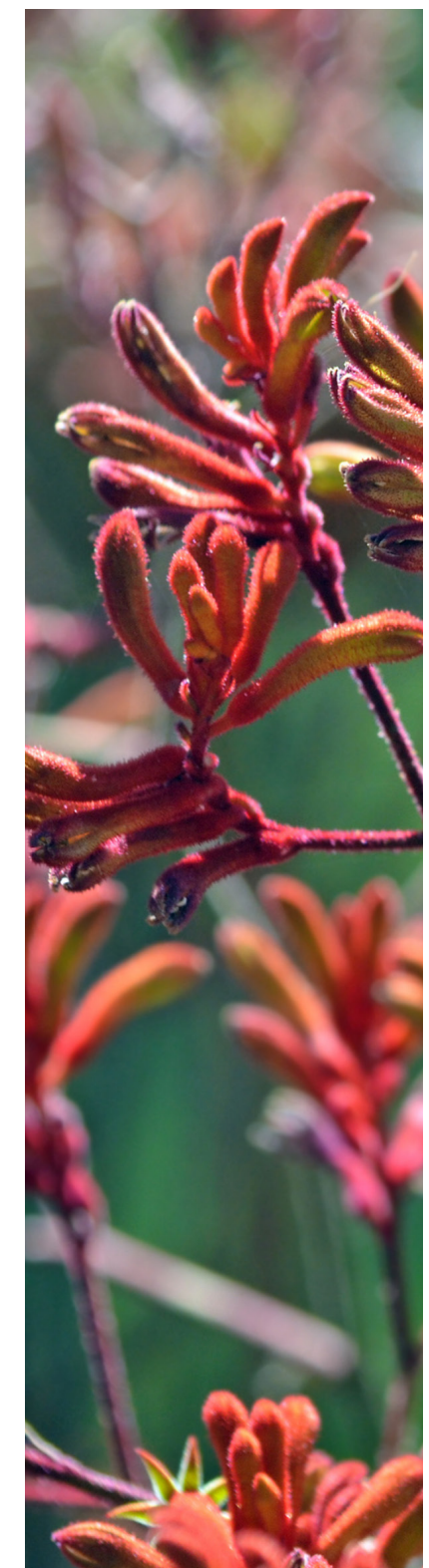
Statement of Financial Position

As at 30 June 2025

	2025	2024
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,087,692	1,451,976
Trade and other receivables	1,282,838	1,000,376
Other financial assets	600,000	600,410
TOTAL CURRENT ASSETS	2,970,530	3,052,762
NON-CURRENT ASSETS		
Other financial assets	5,838,533	5,561,338
Property, plant and equipment	2,770,569	1,715,903
TOTAL NON-CURRENT ASSETS	8,609,102	7,277,241
TOTAL ASSETS	11,579,632	10,330,003
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	618,560	570,435
Lease liabilities	919,412	611,287
Employee benefits	789,162	779,336
Other financial liabilities	506,808	505,692
TOTAL CURRENT LIABILITIES	2,833,942	2,466,750
NON-CURRENT LIABILITIES		
Lease liabilities	1,685,296	967,917
Employee benefits	240,226	223,223
TOTAL NON-CURRENT LIABILITIES	1,925,522	1,191,140
TOTAL LIABILITIES	4,759,464	3,657,890
NET ASSETS	6,820,168	6,672,113
EQUITY		
Retained earnings	6,820,168	6,672,113
TOTAL EQUITY	6,820,168	6,672,113



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).





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 the FY25 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 Health Disability and Aging
Department of Planning, Industry and Environment
Department of Social Services
Dougherty Community Centre
Headspace
Hornsby Shire Council
Ku-ring-gai Council
Ku-ring-gai Police Area Command
KYDS
Lane Cove Council
Lifeline Australia
Lifeline Northern Beaches
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 Turrumurra
Rotary Club of Upper Northern Beaches
Rotary Club of Wahroonga

Our community supporters

Australian Catholic University
Barker College
Beaumont Road Public School
Black Dog Ride Australia
Bobbin Head Cycle Classic
Dundas Sport & Recreation Club
Fairholme Quilters
Fernbank Retirement Village
Go For Broke Initiative
Gordon Baptist Church
Gordon Community Preschool
Gordon-Pymble Uniting Church
Guardian Childcare & Education Wahroonga
HarpRoom
Holy Cross College, Ryde
Hornsby Connect
Hornsby Ku-ring-gai Community College
Hornsby RSL
Ingenuity Computer Systems
Killara High School
Killara Primary School
Killarney School
Knox Grammar School
Ku-ring-gai Community Workshop (Men's Shed)
Lady Game Community Kindergarten

Lindfield Learning Village
Loreto Normanhurst
Macquarie University
MindSpot
Mount Colah Uniting Church
North Shore Mums
Northern Sydney Region Girl Guides
Northholm Grammar
Oakhill College
Pennant Hills/Cherrybrook Uniting Church
Prices Pharmacy
Proveda
Roseville Kindergarten
Slade Pharmacy
The Lions Club of Hornsby Inc.
The Push-Up Challenge
TW Runners
Uniting Bowden Brae
Veterans Wellbeing Centre - Hornsby
Waitara BASC

Our trust, foundation, institute and association supporters

AMP Foundation
Australian Chinese Charity Foundation
Australian Taiwanese Womens Association
Darling Carol Foundation
Neilson Foundation
Purnell Foundation
Roberts Pike Foundation
Templeton Family Foundation
The Harris Charitable Foundation

The Rodwell Foundation
TISM Foundation
Wines Family Charitable Trust

Our workplace giving supporters

Gartner
Macquarie Bank
QBE
Salesforce

Our corporate supporters

Anthony Hamer & Associates
ANZ
Asahi Group
ASV EuroCar Parts
Auspods
Ben & Jerry's
Bendigo Community Bank - Turrumurra & Lindfield
Bunnings Pymble
Claude Outdoor
Clickview
Commonwealth Bank of Australia
Corporate Edge
Cozens Paper Recycling
Deloitte
Dentons
Everglow Prosperity
Evolution Mining
Fresenius Kabi
Fretus Waste Services
Greenstone
Guzzi Pasta
Haliard Pty Ltd
Holding Redlich
Hornsby Toyota
HUB
Indue
Investa
Macquarie Centre
McCarrolls Automotive Group
Minter-Ellison
Modern Dental Pacific
MSD
NBNCO
northsider
Occulus International

Pfizer
Pitcher
Platinum Asset Management
Reserve Bank of Australia
RMM GROUP Pty. Ltd.
Royal Wolf (United Rental Company)
Scentre Group (Westfield)
Servcorp
Share SMR
Stanford Brown
Stuart Alexander
Sura
Sydney Observer
The Bush Telegraph
The Post
The Traditional Tools Group
Tulloch Wines
Vestone Capital
Vinco Architectural Hardware
Vinva Investment Management
Westfield Chatswood
Westfield Hornsby
Westpac
Zendesk

Our individual supporters

Nicolette Boele MP
Matt Cross MP
Alister Henskens SC MP
Tim James MP
Julian Leeser MP
Tanya Taylor Mayor
Warren Waddell Mayor
James Wallace MP
Felicity Wilson MP

Jo Abi
James Aitchison
Kimbalee Angus
Kriz Armytage
Francis Bolster
Vanessa Bortolin
Malcolm Braid
Glenda Butler
Joanne Carson
Chris Cooper

Graeme Cowan
Maia Edge
Tiffany Fillingham
Sharon Franke
Maggy Franklin
Chris Franks
Carolyn Galvin
Frazer Gill
Simon Gooderick
David Gorman
Mark & Sue Hancock
Richard Hansford
Ed Kirk
Chris Lavers
Anne Leece
Carolanne Macauley
Peter MacMillan
Craig Marshall
John McCartney
James McGregor
Sarah McPherson
Cyril Melman
Damien Minton
Heidi Mitchell
Lisa O'Brien
Lois Olsson
Amina Rehman
Ian Rodwell
Rhett Rollan
Sarah Rouhan
Elizabeth Sands
Peter Shaw
Ingrid Silver
Stewart Skinner
Cathy Smith
Jane Stone
Julie Taylor
Margaret Taylor
Herta Watts
James Wells
Jan Weston
Julia Wokes
Junius Wong
Lynn & Kahlan Wong
Weijun Zhang
Estate of the late William Patrick Shannon

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

- Claire Aberdour
Carolyn Adams
Rebecca Adorni
Nina Alcantara
Charles Algert
Gillian Grace Antrobus
Michael Brock
Philippa Cameron
Vicki Corboy
Robyn Lynette Cousins
Sally Dallas
Ann Develin-Stewart
Angela Dias
Christina DiBella
Patricia English
Madison Fitzalan
Christine Ford
Felicity Gabbrielli
Richard Grant
Deborah Haines
Susan Hamilton
Steven Har
Kerry Heintze
Ian Hill
Kathleen Hinsley
Jenna Ireland
Susan Izaks
- Miriam Jones
Hugh Jones
Maviel Kaye
Queenie Khoo
Robyn King
Margaret Knight
Vanessa Lane
Anthony Leonard
Kerry Mackie
Claire Martens
Jill McCallum Muir
Elaine McCarron
Fiona McCarthy-Holt
Jennifer McCoy
Tony Muir
Rital Patel
Marcia Rackham
Deb Reece
Melissa Riebolge
Lionel Robson
Jillian Rolls
Sue Ryan
Louise Sullivan
Andrew Tate
Sopheavy Thou
Lianna Wiles
Jenny Wu
Sharon Young

10 Years

- Nola Bramble
Glenda Butler
Paul Carnachan
Anna Cerreto
Veronica Cracknell
Amy Dyson
Melanie Esteban
Sarah Haddrick
David Hazell
Judith Hipsley
Robyn James
James Keegan
Margaret Love
Siobhan McDermid
Lynn McWilliams
Jane Montague
Susan Moor
Fay Palmer
Margaret Riddett
Birgit Schubert-Kingcott
Peter Stepek
Simon Vinson

15 Years

- Emma Bagley
Margaret Carey
Judith Dalgarno
Roger Dampney
Angela Dodd
Kyoko Hodgkinson
Rebecca Hooke
Philip Howe
Simone Iseman
Ian James
Patricia Kaye
Hilary Larcombe
Anne Matthews
Margaret Owens
Sandra Stuart

20 Years

- Angela Baxter
Beverley Dawson





Lifeline Fiji

We are proud to continue our support of Lifeline Fiji, a partnership which kicked off over a decade ago. Under the leadership of Jeremaia Merekula (Jerry), a dedicated team of eight volunteers operates Fiji's only 24/7 National Crisis Line, providing essential support to those in need. In addition to crisis support, the team delivers outreach programs and community mental health training.

Until recently, suicide was a crime in Fiji and so many in the community remain hesitant to seek help. Lifeline Fiji's work is especially critical given the country's key challenges, including drug use, family conflict, and financial hardship. With a population of just under one million, there are around nine suicides recorded per 100,000 people.

With no current government funding, Lifeline Fiji relies on the generosity of local supporters and broader partners such as Lifeline International and Lifeline H2HS. Alongside modest financial support, Lifeline H2HS now contributes regular group supervision, bereavement support, and professional development opportunities via Zoom.

In November, Elizabeth Lovell and Karen Burke were delighted to attend Lifeline Fiji's Annual Gala Ball, its key fundraising event of the year. During their visit to Suva, they also had the opportunity to meet Jerry and the volunteer team at the crisis support office.

More recently, we were delighted to welcome Jerry to our Gordon office to further explore opportunities for collaboration. Planning is now underway for a two-week specialised training program in early 2026 for Jerry and one of his volunteers, which will include access to Lifeline Australia's eLearning platform.

We are honoured to continue our work with Jerry and the amazing team at Lifeline Fiji.



