



ANNUAL
REPORT
2021 / 2022

lifebridge
Australia Ltd

ACKNOWLEDGEMENT OF COUNTRY

Lifebridge proudly acknowledge and respect Australia's Aboriginal and Torres Strait Islander communities, the Traditional Owners and Custodians of the land on which we stand.

We pay our respects to ancestors and Elders of the past, present and future and acknowledge their spiritual connection to Country.

We extend that respect to our Aboriginal and Torres Strait Islander staff, volunteers and customers.

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CHAIRPERSON & CEO WELCOME

2021-22 was a year where success had to be viewed from the perspective of navigating uncharted waters almost daily – managing, preparing and responding to the pandemic, unprecedented floods and reform initiatives dominated our attention.

COVID continued to impact Lifebridge through lockdowns and ongoing restrictions which persisted for organisations like Lifebridge when the rules and regulations had all but disappeared from the general community.

Thankfully the vaccinations appear to have lessened the severity for many, however, for others the COVID recovery is long and challenging.

Mandating the COVID-19 vaccinations was a contentious issue throughout the community as people grappled with the ethics of impinging on people's rights and freedoms whilst maintaining the safety of our most vulnerable.

The majority of Lifebridge employees and volunteers received their third dose vaccination with the knowledge that this was an important part in helping to keep everyone safe.

Unfortunately, Lifebridge lost a small number of staff and sub-contractors who chose not to be vaccinated.

Lifebridge was also impacted by the Northern Rivers floods, with the February – March flood being one of the worst in the region's history.

Customers, staff and volunteers were all impacted either through the flooding of personal property and roads or through collective anxiety as we all watched and waited to see what the ultimate damage would be.

The unprecedented floods impacted on internet and mobile phone connection, which was an ironic turn of events as we had intentionally been developing and expanding our technological capabilities to improve our efficiency. Yet during the floods, our reliance on technology presented a range of new issues and risks that although planned for we never thought we would need to respond to. Our dependence on technology had also become our vulnerability.

As challenging as these events were, it was gratifying to see the hard work of management and work teams pay off as our emergency plans came to life and guided operations. However, a plan is just that – a guide.

As always it was the human element that took the directions and implemented them in the real world, in real time. It was thanks to the ongoing hard work, commitment and dedication of all our staff that solutions were found, plans were carried out, and our customers were supported throughout all incidents.

Part of the coordinated success was due to the work that had been done in the early part of the financial year when Lifebridge made the decision to integrate its service provision by no longer having staff specifically designated to aged care or disability. Being able to deploy staff where they were needed regardless of how their support was funded provided much greater flexibility to our critical responses. It was also the work that had been done to strengthen the development of our geographically based teams that assisted when telecommunications became unreliable.

There is still a lot of work to be done around the Integration model which will evolve as information regarding the new Aged Care reform program is announced.

After the Federal election, we were pleased to be informed that the transition to the new Aged Care Program had been moved to the original time frame of 1 July 2024.

The extra year for planning is welcomed, however it is imperative that the government does not delay in making the appropriate announcements as to what the model will look like. What is apparent is the alignment of the new program to the NDIS. In previous reports we have stated that we always anticipated a move in this direction for the aged care sector. As such when planning for the NDIS began as far back as 2014-2015 aged care was always considered. Every step we took as part of the NDIS transition, aged care travelled with us.

Lifebridge has the foundations for another transition firmly in place and we have a solid base to build upon. From early analysis, our plans for geographical team hubs, an integrated workforce and integrated service delivery, regardless of payment source, are all heading in the right direction.

Whilst working on integration we were also concentrating on expanding and developing our clinical services. Although COVID slowed our recruitment progress the project is now starting to build momentum. With the recruitment of some wonderful nurses and under the leadership of our new Clinical and HCP Lead we are building a strong service. With an emphasis on clinical governance and processes, the coming twelve months will see an expansion of services to our NDIS and Aged Care customers that will add true value to their lives.

The next two years will be focused on building a sustainable business model as we yet again transform ourselves in response to the changing landscape around us. As an organisation Lifebridge has demonstrated its resilience, flexibility, and agility.

All “buzz” words but ones that have meaning for Lifebridge as we have demonstrated them on numerous occasions and will continue to do so. The ingenuity, compassion and determination shown by staff to succeed and meet the needs of the people they serve under extreme circumstances is inspirational.

We leave you with stories that are inspirational and demonstrate the power of relationship and connection. To quote a support worker from one of our stories, *“In the midst of medical appointments and things to do to enable a customer to stay at home it is so nice to enjoy life together!”*

GET TO KNOW OUR BOARD MEMBERS

<https://lifebridge.org.au/about-life-bridge-australia/board-of-directors>



IT IS A PRIVILEGE TO BE WELCOMED INTO THE LIVES OF OUR CUSTOMERS.

WE APPRECIATE THAT THIS TAKES TRUST AND THIS IS A LIFEBRIDGE VALUE WE DO NOT TAKE LIGHTLY.



THESE VALUES WILL CONTINUE TO GUIDE US EVERY DAY AND WILL BE REFLECTED IN EVERY ASPECT OF OUR WORK LIFE.

VALUES

Fundamental to the 'The Lifebridge Advantage' are our core values which govern our operations in their entirety. These values are the framework that guide our decision-making and hold Lifebridge accountable to our customers.

Together these form the foundation of our strategic framework and as employees we are compelled to uphold them to deliver a positive impact on the lives of our customers and their families.



Excellence

We seek to excel in everything we do and deliver the best outcome for our customers.



Integrity

We are true to our word and actions, and our behaviours reinforce this.



Innovation

We strive to find new or better ways of doing things to meet our customers' needs.



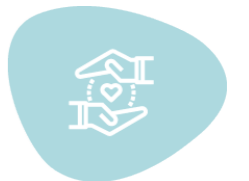
Professionalism

We are customer focused, outcome driven and business like in the way we work.



Respect

We are one team that respects our customers' individual rights and potential as well as our colleagues' skills, talents and contributions.



Trust

We earn and instill trust by listening, being open, communicating well, being transparent and accountable for our actions.

VISION

Lifebridge aspires to see independence and inclusion for the aged and people with disability in our community.

PURPOSE

Support. Inclusion. Independence.

STRATEGIC GOAL

Our strategic goal is to secure a sustainable future for Lifebridge that allows us to continue supporting our customers.

PEOPLE AND CULTURE UPDATE

Business integration and managing the pandemic were the focus for the People & Culture department during the 2021/22 year. Our priorities were ensuring the education, engagement and connection of staff while working in a remote and virtual manner ensuring the health, safety and wellbeing of staff and customers.

Key to this success was the implementation of our learning management system enabling training and development to be delivered on-line ensuring all staff had the skills and knowledge to provide the range of services across all aged care and NDIS services.

The Lifebridge training initiative and incentive program saw the development and rollout of 15 online training modules including Induction, Workplace Health and Safety, Manual Handling, Cultural Diversity and Dementia.

All staff completed several Department of Health Infection Control modules and the NDIS Orientation Module. By year end over 85% of staff had completed all the mandatory training requirements.

The training and development initiative is ongoing. Overall staff training hours more than doubled from 849 hours in 2020 to 2234 hours in 2021.

In addition Lifebridge partnered with a registered training provider who facilitated the Certificate 3 Individual Support on site. This program resulted in 8 additional staff graduating from the program.

Lifebridge's goal of delivering an integrated teams/location based service delivery model

has been significantly enhanced through the development of a highly skilled workforce capable of working across all NDIS and aged care services.

Lifebridge is in a strong position to respond to customer and staff feedback regarding consistency of workers along with regular, recurring, location and team based rosters.

COMMUNICATION AND CONNECTION

Great work has continued throughout the reporting period ensuring staff and customers are kept well informed about Covid-19 related protocols and requirements. Annual staff support and supervision meetings were held with all staff and All Staff Virtual Meetings were conducted quarterly providing updates and education.

Monthly staff and customer newsletters provided the Lifebridge community with up to date information and education regarding the care sector, aged and disability services reforms, pandemic response and Lifebridge policies and procedures.

Our employee assistance provider offered 24/7 support to staff including daily tutorials and information to help staff maintain and enhance their mental and physical wellbeing, resilience and self-care.

Significant work continued in developing our Customer Management System – VisiCase - to be a source of truth for all customer related information with functionality improvements providing for more efficient and effective operations and service delivery.

LIFEBRIDGE VOLUNTEERS

Our gratitude and appreciation goes to our team of Volunteers who have worked tirelessly throughout the year to support our customers and ensure the ongoing success of Lifebridge during these challenging times.

A very big thank you to our board members, kitchen staff, transport officers and group assistance officers who work alongside us every day to ensure quality service delivery and the ongoing success and viability of our business.

2021 STAFF ENGAGEMENT & SATISFACTION SURVEY RESULTS

The Lifebridge Staff Survey was conducted in October 2021 delivering some very pleasing results.

With an 80% response rate and overall staff satisfaction and engagement rate of 70% our staff told us the following:

Lifebridge staff rated their Work (80%), The Organisation (79%) and their Life/Work Balance (79%) as the top three areas of engagement and satisfaction.



Lifebridge staff rated Career Opportunities (45%), Training & Development (53%) and Remuneration (56%) as their lowest ranked areas of satisfaction with the organisation.



Lifebridge staff reported an 85% satisfaction rate for how Lifebridge responded to Covid-19 pandemic.



We extend our gratitude, appreciation and admiration to our support staff who have been strong, consistent, compassionate, dedicated and hardworking throughout the year.

Thank you for bringing reassurance, meaning, purpose and inspiration to our customers and their families.

You are a shining example of the Lifebridge Advantage.



Saturday, 6th November 2021 saw the commencement of the Lifebridge monthly 'Mystery Tours'.

The idea of 'Mystery Tours' was conceived by the Lifebridge Community Services team with the purpose of providing an additional and innovative new type of service for Lifebridge customers, along with providing a well-earned break for carers.

The Mystery tours signalled the commencement of a more targeted approach to the Lifebridge Group Integration Model, where both NDIS and Aged Care customers could join together to participate in a variety of diverse adventures in our local and surrounding communities.

Integration activities specifically target customers (50 years and over) with similar interests and goals.

Some of this year's favorites have included whale watching, theatre productions, farm

visits, art gallery explorations, Christmas in July festive feasts and trivia treasure hunts.

'Mystery' continues to be the enduring theme of the day, the invitations hint at the unknown destination and a combination of car bingo, trivia, treasure hunts, music and other surprises provide further clues along the way...

The journey there is half the fun!

Over the last 12 months 'Mystery Tour' customers have travelled in trains, buses, boats and even a tractor from sunny South East Queensland through to beautiful bustling Byron Bay and almost everywhere in between.

THE BEAUTIFUL MYSTERY OF LIFE WILL CONTINUE IN 2023, WITH MORE EXCITING ADVENTURES, INTRIGUE AND MYSTERIOUS ROAD TRIPS.

COMMUNITY SERVICES

Things grow stronger when you integrate.

THE LIFEBRIDGE PURPOSE:

SUPPORT, INCLUSION, INDEPENDENCE IS ALL ABOUT ASSISTING PEOPLE WITH A DISABILITY AND PEOPLE WHO ARE OVER 65 TO LIVE THEIR BEST LIVES, INCLUSIVE OF THEIR LOCAL COMMUNITY, AS INDEPENDENTLY AS POSSIBLE.

Traditionally, government funding classified people into specific groups with rules around what and how services could be delivered.

Even with the introduction of the NDIS where community integration is a fundamental principle, segregation remains.

This not only maintains a culture where people are categorized and segregated according to their funding package, it also leads to duplication and at times scarcity of resources.

Over recent times, Lifebridge has observed an increased cross over and collaboration between our Aged Care and NDIS customers and their request for service.

There was a lot of duplication for the same outcome, just because someone was funded through a different funding stream.

Lifebridge always anticipated that NDIS and Aged Care would align more closely. Although the two programs have not completely merged, with the aged care reforms they will be more closely aligned. Who knows, eventually the barriers may come down altogether and we have a single support service.

Regardless of where the government goes with this thinking, Lifebridge have taken the initiative



to bring down our barriers as much as possible and offer services that can be accessed by both our aged care and NDIS customers.

With this move we have also made the decision to focus more on activities for older Australians (regardless of their support funding), people with dementia and those who require clinical, and more personalised care in home.

This does not mean our younger participants will be left behind. We will always support members of the Lifebridge community, regardless of age to receive the best options and support available

A LIFELINE IN TIMES OF NATURAL DISASTERS

WORST FLOODS ON RECORD

The Tweed Shire was severely hit by one of the nation's worst recorded flood disasters with a series of floods that occurred from February to March, 2022. More than 2,100 homes were damaged and an estimated 1,600 residents were displaced by the event.

The caravan parks in the village of Chinderah were particularly hard hit as a reported 180 of the 220 permanent sites were inundated and more than 300 residents were affected.

Now eight months on, it is estimated that a quarter of the caravan park residents have not been able to return home. Many residents cannot afford the cost of repairs; they cannot get tradespeople to do the work or they are just too traumatised to return.

LIFEBRIDGE STAFF PROVE TO BE A LIFELINE

During this catastrophic event, Lifebridge staff proved to be a lifeline for Chinderah resident and Lifebridge customer, Wendy.

On the evening of 28th February, 2022 Wendy and her beloved cockatiel were evacuated from her home in Chinderah by the SES kayak. Customer Care Manager, Leanne Coley had been in contact with Wendy and her son (who resides in Hervey Bay) several times that day for welfare checks but by the evening, and after close of business, Wendy was unexpectedly standing, very frightened, in knee deep water. Having no family or informal supports close by she was taken to one of the evacuation centers.

THE SEARCH FOR WENDY

The next morning when Leanne was unable to get in contact with Wendy, and her son wasn't sure of her whereabouts, she began to check the evacuation centres to try and locate her.

Wendy was eventually located at Banora Point Salvation Army evacuation centre and Leanne attended immediately to check on her wellbeing. Wendy cried with shock at what had happened and relief at being found. She also laughed at the memory of her beloved cockatiel sitting up the very front of the rescue kayak in the rain seemingly enjoying the adventure.

WORKING TOGETHER

During her ordeal, Wendy's medication dispensing device had gotten saturated which left her with no medication which is critical for her health and wellbeing.

Working together with the evacuation centre coordinator, volunteers and GP's Leanne managed to contact Wendy's pharmacy for her prescriptions to be sent across to a local dispensing pharmacy assisting those displaced at the centre.

Aside from being distressed at what she had been through, Wendy was also very upset and worried as she had left her handbag behind in the rush to leave her home. It contained all her ID, Medicare, bank cards, concession cards and a significant amount of money.

THE AFTERMATH OF THE FLOODS

Wendy wanted to see the damage to her home. After the waters had safely subsided and on careful consideration Leanne took Wendy for a drive to inspect her home.

Wendy's home was a disaster with her fridge, couches, washing machine all on their sides, upended and covered with a fine wet layer of stinky mud.

It was a heartbreaking sight. However, there on a table, only a couple of centimetres from the final flood height, was her handbag.

What a relief!



THE RACE TO FIND A PLACE

Over the next two days Leanne contacted all local residential facilities to find a respite placement as Wendy was sleeping on a cot style bed on the floor with her bird in a cage beside her in a large hall with many others, including their pets.

It was a wonderful community banding together providing food, drinks and caring for each other but Wendy needed extra support with everyday tasks including showering and further management of her medications. All the local facilities were full or had staff who could not get to work so they could not take her. Eventually a room was found on pleading compassionate grounds at Bupa Banora Point, however they required her medication history and a medication chart/authority prior to admission – another hurdle.

During the flood disaster the phone and internet lines were down and Leanne was unable to contact her GP clinic or her pharmacy for this documentation so all was feeling a bit lost but with some creative thinking, Leanne managed get the documentation necessary and Wendy was then able to be moved to a warm, safe, private room in respite.

The RN's and staff at Bupa Banora were so welcoming and more than happy to assist Wendy through this awful situation. Wendy stayed at Bupa for the next 5 weeks and even made it into their Newsletter. Wendy's beloved cockatiel had a little holiday at Leanne's home.

With Wendy safely settled in respite, there was still the arduous task of organising the cleaning up and repairing of her home.

ANGELS IN THE FORM OF VOLUNTEERS

Liaising with her son, who was stuck in Hervey Bay, Leanne located a group of wonderful local volunteers to go through her home and remove all her flooded and unsalvageable large furniture and belongings, clean floors, walls and anything else they could.

"They were angels and Wendy was able to be shown a video of everything they did."

After this initial clean up, one of her amazing Lifebridge community support workers also removed linen and clothes that could be saved and washed them all, ready for her eventual return home.

To this day, this wonderful and committed support worker is still following up with claims through Services NSW for flood relief funding and grants as Wendy and her son are unable to negotiate this complex process. Some claims have been successful, and payments made to her, and some are still pending with more information required.

Wendy's support worker has gone above and beyond in this quest and has also contacted local government to assist throughout all the applications which continues today, along with her other ongoing support from Lifebridge.



As an integrated service provider, Lifebridge continue to deliver the full breadth of our knowledge and skills to meet the needs of hundreds of people each year.

Lifebridge has been a constant part of many people's lives for a long time. The Costello family is one such example, of a holistic and integrated approach to delivering person centered services.

The Costello's have been accessing Lifebridge services for nearly 20 years.

The family (Ray, Lavinia, Helen, Adrian and John) moved to Tweed Heads in 2002 from Toowoomba, Queensland. Ray, a successful seed merchant and Lavinia, a registered Nurse and Midwife decided it was time to move the family from Queensland to the coastal life of Northern NSW.

Our records inform us that John commenced with Tweed Valley Respite Service (TVRS) before 2010.

John moved from Endeavour services in Burleigh and first attended the TVRS Saturday program.

From all reports, John has not changed one bit, a sensitive and thoughtful young man, but still with a sense of humour, gregarious, caring and full of life.

John is the quintessential blend of his loving family and upbringing.

The considered and courteous gentleman of his father, Ray and the warm, cheeky and gregarious energy of his mother, Lavinia.

AN INTEGRATED APPROACH

Making the most out of life

John is man of fierce determination and once his mind is made up, it's made up!

He is also the committed 'Lifebridge Man About Town' attending Social and Community Participation programs every day, Short Term Accommodation and monthly Mystery Tours.

If there's a Lifebridge social engagement, John will be there.

Earlier this year, Ray's health deteriorated and required Lifebridge in-home support services from a team of staff under the watchful and meticulous eye of Lavinia, keeping him comfortable at home as long as possible.

Ray sadly passed away in July this year at the age of 91.

Lavinia now receives Lifebridge In Home services to support her to continue her active community life, including the Bridge Club, catching up with friends, family and the 'occasional' flutter on the pokies.

The Costello families story illustrates the kind of integrated support that Lifebridge has delivered to hundreds of people and families this year.

WHETHER IT'S FAMILIES, PEOPLE WITH DISABILITY, OLDER AUSTRALIANS OR CARERS, WE CONTINUE TO LISTEN AND ACT ON THE VOICE OF OUR CUSTOMERS TO EMPOWER THEM TO LIVE THE LIFE THAT THEY CHOOSE.



TALL TALES AND TRUE

BRINGING LIFE TO LIFEBRIDGE

Most organisations like Lifebridge have their fair share of characters who come along each week, attend programs and bring their life stories and rich experiences with them.

Gary Somerville is one such character, an enigma, a man of many interests, rich anecdotes and stories (many of them tall).

Our records show that Gary commenced with Lifebridge in November 2018 but when asked about this recently, Gary emphatically responded:

‘I’ve been coming to Lifebridge since 1968’

Gary grew up in Wentworthville in Western Sydney, before the family moved to Pottsville, where his parents and family remained for a further 32 years.

Gary is well known and connected around the Pottsville community and he will happily tell you about how it was ‘in the good old days’.

As a young man, Gary was a natural and gifted athlete, playing baseball, rugby union, golf and fishing. He is also an accomplished lawn bowler and long-term member of the Tweed Coast Bowls Club.

Also, the constant gardener - a long-term volunteer at Pottsville Beach Dune Care, beach regeneration programs.

Gary attends and volunteers in several Lifebridge programs including the monthly Mystery tours, fishing, sailing, group outings and Kingscliff office resident gardener.

He is always helping and looking out for others.

Gary volunteers in the Lifebridge Cottage gardens every Thursday afternoon. Easily recognized. ubiquitously dressed in ‘tradie wear’, shorts, boots, a well-worn Parramatta football jumper and high vis.

Gary is also a bit of a ladies’ man and in between his gardening duties he will regularly take flowers into the office, sit and have a chat with staff.

Gary is a man who beats to his own drum, loves a quiet cuppa, and cigarette whilst listening on his well-traveled transistor to a ‘not so quiet John Laws’.

Gary takes it all in and will often recount what is happening in the world’ and share his thoughts.

A GREAT SENSE OF CAMARADERIE

Gary and Community Support Worker, Greg Kay Spratley are as thick as thieves, partners in crime. Greg picks up Gary in the morning and travels to Kingscliff to start the day-Secret Men’s business in their travels.

There is a great camaraderie, sense of understanding and empathy between these two. The ‘Dynamic Duo’ of sorts, a quiet and mutual respect and gentle irreverence for each other.

One of the best things about being part of the Lifebridge Community is the sense of camaraderie between our staff, volunteers and customers. When we create the right environment which is built on trust, respect, dignity, independence and choice, we create the best opportunity for customers and employees to realise their full potential.



A NATURAL STORY TELLER

Gary is a natural story teller and bush lawyer, engaging and convincing and for those who don’t know him well, will be quickly captivated by his exploits, achievements and extensive travels.

It’s great to have Gary around, he is very much part of the Lifebridge community – he lends himself to helping in the kitchen, washing up, cleaning and maintenance of sorts.

An enigma, a ladies man, bush lawyer and our constant gardener.

GARY IS LIKE SO MANY LIFEBRIDGE CUSTOMERS THAT BRING LIFE, HUMOUR AND HUMANITY TO US ALL.

A GENTLE REMINDER THAT WHILST THEY RECEIVE SUPPORT THROUGH LIFEBRIDGE PROGRAMS, THEY MANAGE THEIR INDIVIDUAL CHALLENGES EACH DAY WITH DIGNITY, GOOD GRACE AND OPTIMISM.





EVERY DAY I COME TO WORK I WITNESS MIRACLE MOMENTS.

I see it in the dedication and commitment of our board members who govern and steer the organisation, through to our amazing office staff who provide the backend support and who constantly find the solutions that allows service to happen.

Then there are our support workers and volunteers who are on the ground bringing everything to life.

At Lifebridge, every day holds the possibility of making all the difference in a person's life, however small, and the effects of showing a little bit of kindness mixed with patience, determination and courage can be truly miraculous.

The difference we can make is not only relevant to our customers, but also for each of our employees and volunteers. Staff often send me their "Miracle Moments" which always inspires me. Here is a small sample.

THE FLOODS

During the February-March floods some of our customers were unable to be contacted because they were flooded in and/or the telephone and internet lines were down.

Whilst following safety protocols, Lifebridge Community Support Staff would continually try to reach people to confirm they were safe and to offer support. One story highlights a worker's perseverance and dedication.

A customer who was flooded in had been reported to the SES for an emergency check in. The support worker who was so concerned, continually checked the flood water levels until they were able to access the property, making contact with the customer before the SES.

LIVING LIFE

Each Thursday Doreen (97 years of age) and I go out shopping for groceries and have a cuppa. To mix it up and add a bit of fun and adventure we have done a little bit of exploring. Murwillumbah Farmers Markets, Tweed River Gallery and Point Danger to name a few. In the midst of medical appointments and things to do to enable a customer to stay at home, it is so nice to enjoy life together.

THE PANDEMIC

Many Lifebridge customers were extremely traumatised by the COVID-19 pandemic, some to the point where they were too anxious to leave their homes or allow anyone in.

MIRACLE MOMENTS

Every day holds the possibility of a miracle.

One such customer was so anxious that she would communicate her daily needs, via mobile phone to her support worker who was sitting outside in her car. With a lot of patience, understanding and compassion, the support worker ensured that the customer's needs were met without compromising her need for space during this period. By showing respect for the needs of the customer a high level of trust was built and eventually the customer's confidence levels increased to the point where they are now venturing out into the local community.

FINDING JOY

One of my customers had a significant decline in their physical and emotional health. Family and friends thought they would not recover and certainly would not join Lifebridge for a social outing ever again. I continued visiting and slowly, step by step we worked together until my customer had the confidence and desire to venture out. It was a perfect day, the sun was shining and there was slight breeze. We drove to Kingscliff and took a walk along Cudgen Creek. I have never seen such joy on someone's face as I did that day. This for me was a true miracle moment and a memory I will carry forever.

STAFF SUPPORTING EACH OTHER

The care and compassion that the staff show to our customers is always commendable, but it is also heartwarming the way they support each other. Staff were also impacted by the floods and COVID. Anxiety levels were high through both events, but people continued working and doing what had to be done.

Reception began keeping a list of staff that they knew were affected and would make check in calls so people did not feel alone. They were letting them know they were supported and had a community behind them.

Managers and staff volunteered to complete the Mental Health 1st Aid Course so they would be available and confident to assist and support their colleagues during challenging times.



**LIFEBRIDGE AUSTRALIA LTD
ABN 35 023 657 150
FINANCIAL REPORT - 0 June 2021**

DIRECTORS' DECLARATION

The Directors of Lifebridge Australia Ltd declare that:

1. The financial statements, which comprises the statement of financial position as at 30 June 2022, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
 - a. comply with Australian Accounting Standards- Simplified Disclosures (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and
 - b. give a true and fair view of the financial position as at 30 June 2022 and of the performance for the year ended on that date of the company.
2. In the opinion of the Directors, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Directors by:

Signed in accordance with a resolution of the Board of Directors:



Norman Henstridge
Chair



Garry Smith
Director

13 October 2022



CHARTERED ACCOUNTANTS

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**LIFEBRIDGE AUSTRALIA LTD
ABN 35 023 657 150**

FINANCIAL REPORT - 30 JUNE 2022

**AUDITOR'S INDEPENDENCE DECLARATION UNDER s60-40
OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012
TO THE DIRECTORS' OF LIFEBRIDGE AUSTRALIA LTD**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022 there have been:

- a. no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- b. no contraventions of any applicable code of professional conduct in relation to the audit.

StewartBrown
Chartered Accountants

S.J. Hutcheon
Partner

13 October 2022

Opinion

We have audited the financial report of Lifebridge Australia Ltd which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors' Declaration.

In our opinion, the accompanying financial report of Lifebridge Australia Ltd is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2022 and of its financial performance for the year then ended, and
- b. complying with Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibility for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the Directors' of the company, would be in the same terms if given to the Board as at the time of this auditor's report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Directors' Responsibility for the Financial Report

The Directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards- Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the company's financial reporting process.

LIFEBRIDGE AUSTRALIA LTD
ABN 35 023 657 150
FINANCIAL REPORT - 30 JUNE 2022
INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS OF
LIFEBRIDGE AUSTRALIA LTD

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Auditing and Assurance Standards Board and the website address is <http://www.auasb.gov.au/Home.aspx>

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

StewartBrown
Chartered Accountants

S.J. Hutcheon
Partner

13 October 2022



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