

CANDIDATE INFORMATION PACK
Chief Executive Officer
Lifeline Canberra





Warren Apps
Chair

Welcome from the Chair

Thank you for your interest in the Chief Executive Officer role at Lifeline Canberra (including Lifeline Narm).

Every day, our volunteers and staff stand beside people experiencing some of the most difficult moments of their lives. It is an extraordinary responsibility, and one that our organisation has embraced for more than 50 years. Today, Lifeline Canberra is recognised as one of Australia's highest performing crisis support centres, supported by a strong and sustainable organisation, an engaged board and an incredible community of volunteers, donors, partners and supporters.

While we are proud of what has been achieved, we believe our greatest impact still lies ahead.

The next Chief Executive Officer will inherit an organisation with strong foundations and exciting opportunities. Alongside our continued leadership in the ACT, we are growing our presence in Melbourne, expanding our services, strengthening our financial sustainability and exploring new ways to reach more Australians in need. We are looking for someone who can honour our purpose while bringing the strategic leadership, commercial acumen and curiosity needed to help shape our next chapter.

As Chair, I see the relationship between the Board and CEO as a genuine partnership. We are seeking a leader who values transparency, embraces good governance and is prepared to challenge thinking constructively, while building a positive, high-performing culture that empowers our people and volunteers to do their very best work.

If you are inspired by the opportunity to lead a respected organisation that combines compassion with innovation, purpose with performance, and community impact with long-term sustainability, we would be delighted to hear from you.

Thank you for considering this opportunity to lead Lifeline Canberra and Lifeline Narm.

Warm regards,
Warren Apps
Chair
Board of Directors
Lifeline Canberra and Lifeline Narm



Contents

Role Summary	3
Background	4
2024/2025 FY Statistics	5
Board Members	6
Key Responsibilities	7
The Candidate	8
Next Steps	9
FAQs	10

Role Summary

Organisation:

Lifeline Canberra

Job Title:

Chief Executive Officer

Reports to:

The Board

Job Type:

Permanent full-time

Location:

Canberra | Some hybrid working arrangements available

Direct Reports:

- General Manager, Operations,
- General Manager, Engagement & Strategy

The team is around 20 people, supported by 900+ volunteers

Expected Salary:

The salary for this role is circa \$250k + superannuation and tax-effective salary packaging.

[The full position description can be found here.](#)

Background Information

Lifeline Canberra is one of Australia's most successful and respected not-for-profit organisations, providing crisis support and suicide prevention services to thousands of Australians each year. Through its dedicated team of around 20 employees and 900+ volunteers, Lifeline Canberra plays a critical role in supporting those experiencing crisis, while working to create a community where no one has to face their darkest moments alone. Last year Lifeline Canberra answered over 41,000 calls from people in crisis, representing over 21,000 hours of vital phone support, all staffed by highly trained volunteers.

With a strong reputation for impact, innovation and community connection, Lifeline Canberra has built a sustainable and diversified financial base through corporate partnerships, philanthropic support, major community fundraising initiatives, retail operations and a growing training business.

The organisation's reach now extends beyond Canberra, with operations in Melbourne (Narm) and a commitment to increasing its impact while maintaining financial sustainability. With an engaged and committed board, Lifeline Canberra is seeking to appoint an exceptional chief executive officer to lead the organisation through a period of strategic consolidation, growth and increased impact.



You can find out more [about Lifeline Canberra on their website](#).
Read the Lifeline Canberra [latest Annual Report](#).
Access the [Lifeline Canberra ACNC profile](#).

2024/2025 FY Statistics



41,740

life-changing calls answered by our crisis supporters



151

new crisis supporters trained



5,043

callers were experiencing suicidal thoughts and worked with a crisis supporter to keep safe



21,756

(approx.) hours of crisis support

Our Vision

To be the organisation people turn to when crisis hits, and a leader in crisis resilience and prevention... helping people avoid reaching crisis point

Our tagline

Lifeline – Always there

Our Values

- Courage
- Leadership
- Integrity
- Connection

Board Members



Warren Apps
Chair

Warren joined the Lifeline Canberra Board as a Director in 2011. Leveraging his experience in communications, he has worked closely with the team to assist engagement and business development.



Marcus Mills-Smith
Vice-Chair

Marcus joined the Lifeline Canberra Board in February 2023 and is currently the Head of Community, Marketing and Communications at Ginninderry, a Joint Venture between Riverview Group (a Corkhill Bros subsidiary) and ACT Government's Suburban Land Agency.



Bruce Armstrong
Treasurer

Bruce joined the Lifeline Canberra Board as a Director in April 2020. Bruce started his working career in the Australian Army. On graduating from Portsea Officer Cadet School in 1980, Bruce was posted to 8/12 Medium Regiment, RAA.



Richard Rolfe AM
Director

Richard joined the Lifeline Canberra Board as a Director in February 2020. As the Director of the Audi Centre in Canberra, Richard has built a successful career in the motor industry over the past 34 years during which he has developed a reputation for his acute business acumen.



Kylie Dennis
Director

Kylie is the CEO of Canberra's oldest and largest real estate agency, Independent Property Group (IPG). Prior to joining IPG in 2020 Kylie had a long career in the media, firstly as a journalist and editor and then as a commercial leader.



Sarah Rodgers
Director

Since 2016, Sarah has run her own business, iolite consulting, in Canberra. Prior to that, Sarah held senior finance and HR roles in the private and public sectors. Sarah is a former Chartered Accountant and holds a GAICD, along with qualifications in coaching and counselling.



Cade Brown
Director

Cade joined the Lifeline Canberra Board in 2012. He was elected to the position of Treasurer in 2014, Vice-President in 2015 and President in 2016.

Key Responsibilities

You will provide strategic and operational leadership, ensuring the organisation continues to deliver outstanding outcomes for the communities it serves. You'll balance purpose with performance, bringing commercial acumen, strategic insight and operational discipline while remaining deeply connected to the mission.

Over the next three to five years, priorities will include simplifying the organisational structure whilst sustainably growing the Melbourne operation, strengthening revenue streams and positioning Lifeline Canberra and Lifeline Narm for opportunities to increase its impact.

Key responsibilities include:

- Leading the development and implementation of the strategy, in partnership with the board
- Providing inspirational leadership to a committed team of around 20 staff and 900+ volunteers
- Ensuring long-term financial sustainability through diversified revenue growth, partnerships and resource management
- Driving operational excellence through effective governance, risk management and transparent reporting
- Building trusted relationships with community stakeholders, individual and philanthropic donors and corporate supporters, philanthropic and community stakeholders
- Representing Lifeline Canberra and Lifeline Narm as a respected leader in the community



The Candidate

You are an accomplished executive leader with the gravitas, commercial acumen and emotional intelligence to lead one of Australia's most respected not-for-profit organisations.

You bring experience leading complex organisations and demonstrate the ability to balance strategic ambition with operational delivery. Comfortable working with an engaged board, you understand the importance of governance, transparency and providing high-quality information to support effective decision making, whilst having the courage to challenge constructively, providing candid advice.

You will be able to demonstrate:

- Executive leadership experience within the not-for-profit, government or commercial sectors
- Commercial and financial acumen, with experience driving sustainable growth
- Experience developing and implementing organisational strategy and generating income
- Exceptional leadership capability, with the ability to motivate, develop and inspire teams
- Credibility representing organisations across government, business and community settings

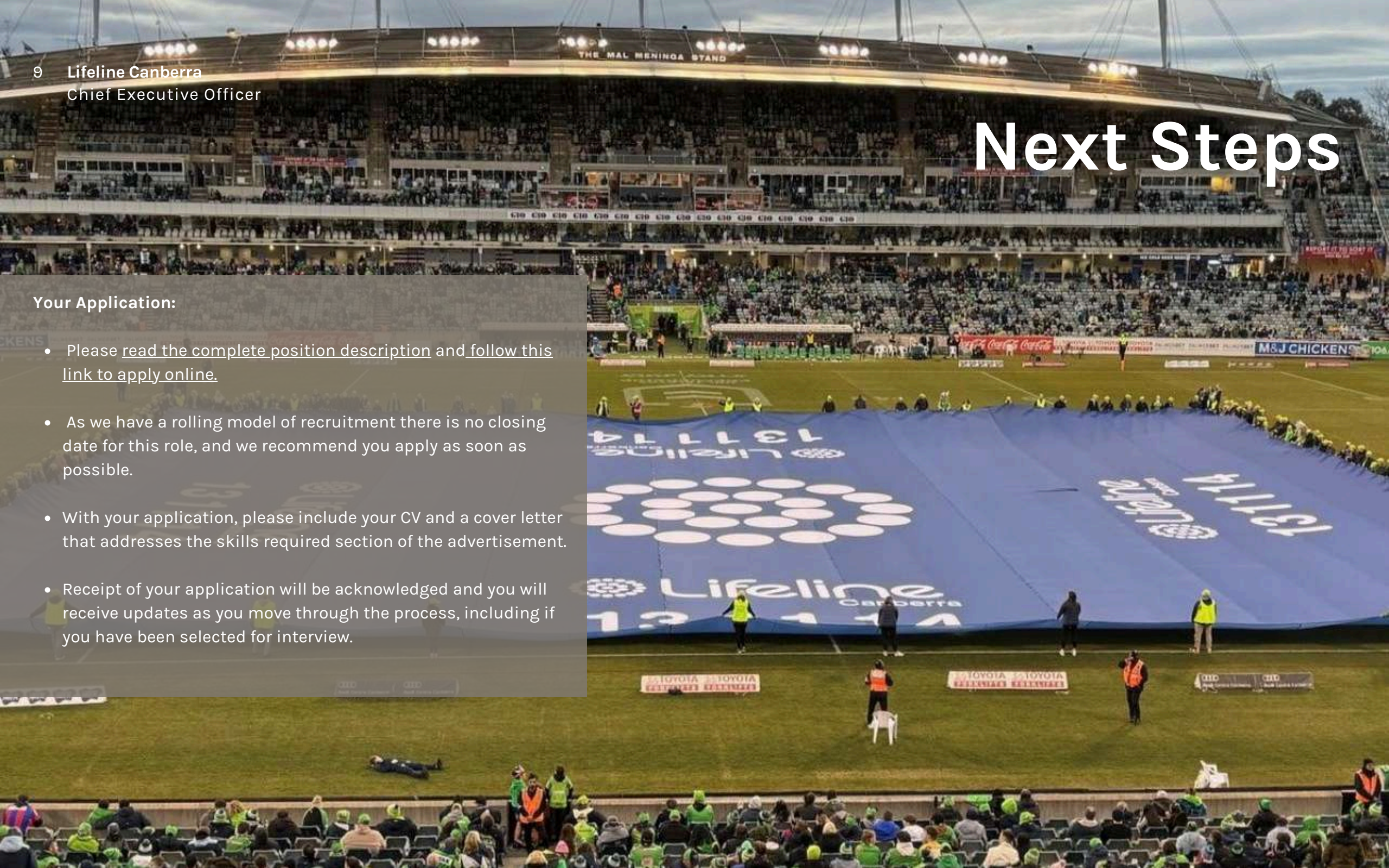
You will know when to consolidate and when to grow, alongside a deep commitment to ensuring more Australians in crisis receive the support they need, when they need it most.

[To apply please follow this link to the NGO Recruitment website.](#)

Next Steps

Your Application:

- Please read the complete position description and follow this link to apply online.
- As we have a rolling model of recruitment there is no closing date for this role, and we recommend you apply as soon as possible.
- With your application, please include your CV and a cover letter that addresses the skills required section of the advertisement.
- Receipt of your application will be acknowledged and you will receive updates as you move through the process, including if you have been selected for interview.



FAQs

What is the close date for applications?

As we have a rolling model of recruitment, we assess applications as they are submitted; this means that we do not recruit to closing dates and recommend you apply to the opportunity as soon as you can to ensure you don't miss out. [Please use this link to apply.](#)

Is my background suitable for the role?

Our clients brief us extensively on their roles; when writing the advertisements, we take great care in outlining the brief and gaining our client's approval before publishing. When considering your experience and suitability for a role, we encourage you to have a close look at the "Key Responsibilities" page; if you identify with what's outlined, please submit your application.

We recommend thoroughly reading the "Candidate" page of this document when writing your 1-2 page cover letter, as we have included the key essential competencies of a successful candidate there.

Once candidates are shortlisted, the client or role may require a more detailed response to the selection criteria within the job description; we find this saves you time on the application process.

Can you tell me more about what the client is looking for?

The best way to self-assess your suitability for the role is to [read through the full position description](#), the "Key Responsibilities" and the "Role" sections of this document.

We have in-depth discussions with any successful candidates and provide you with a full brief before any interviews you may have with our client.

Can you consider someone part-time?

No. This is a full- time role.

Can you tell me more about the client?

To get to know the client a bit better, we encourage you to visit [the Lifeline Canberra website](#) and [explore their LinkedIn page](#).

When is the start date?

Recruitment has commenced for this role, which means our client is ready to select the right person; this should happen within the coming weeks as we move through the process. Clients prefer that the successful candidate starts as soon as they have worked out their notice period, however the start date is usually able to be negotiated.

Location/can you consider a remote worker?

The office is located in Canberra ACT, with some hybrid arrangements available. Remote workers are not considered.

Salary guide

The salary for this role is circa \$250k + superannuation and tax-effective salary packaging. If remuneration is slightly below your expectations but you're inspired to lead one of Australia's most respected not-for-profit organisations, that saves lives every day, we encourage you to apply.

What are the key objectives for the board/future direction of the organisation / key challenges in the role / is it a newly created role / why is the position available etc.

We will answer these sorts of questions as part of the discussion we have with the identified candidates of interest; however, we use the advertisement's tone to indicate if the client has a growth agenda or is looking for someone to bed down current programs. If it is a newly created role, we will state this within the advertisement or position description. Any research you may have done through the suggested channels above will also give you insight into the intentions for a role within their organisation.