



**Policy No:** 01MIS2457552  
**Account No:** 0200875  
**Account Name:** CIVIC INSURANCE BROKERS

## Certificate of Currency

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Item 1 **The Insured:** LIFELINE AUSTRALIA  
LIFELINE DIRECT LIMITED

Item 2 **Address:** C/- CIVIC INSURANCE BROKERS  
LVL 2, 28 UNIVERSITY AVENUE  
CANBERRA, ACT 2600

Item 3 **Professional Services Covered by this Policy:**  
The Professional services covered by the Policy are :  
- Management and coordination of non-clinical national telephone digital crisis support & suicide prevention services;  
- Delivery of non-clinical crisis support services under Lifeline CARE Framework under Lifeline Direct Ltd;  
- Management and coordination of clinical mental health national, regional, and local public health district telephone and digital services for suicide prevention and psychological disorders;  
- Delivery of clinical mental health services under Lifeline Direct Ltd;  
- RTO for the provision of training services for crisis support and DV-alert;  
- Delivery of DV-alert (domestic violence), community and corporate focused mental health and crisis support training services;  
- Research, advocacy, fundraising services in relation to suicide prevention and crisis support;  
- Delivery of accreditation and standards program (LASP)

Item 4 **Description of Policy:**  
Civil Liability Professional Indemnity (CGU PI 02-24)

Item 5 **Period of Insurance:** From 15/05/2024 to 4:00 pm on 15/05/2025

Item 6 **Particulars of Risk:**

6.1 The Total Sum Insured is \$20,000,000 which includes all Policy sections, and \$40,000,000 in the aggregate for all Claims.

6.2 Amount of the Excess

(a) Australia and New Zealand Jurisdiction	\$20,000
(b) Other Jurisdiction	\$20,000
(c) Enquiries	\$1,000
(d) Employment Practices Liability	Not Applicable
(e) Fidelity Cover	Not Applicable

6.3 The Retroactive Date is without limitation of date.

6.4 Jurisdictional Limits are WORLD WIDE, EXCLUDING U.S.A.



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### 6.5 Specific Cover Limits

(a) Enquiries	\$250,000
(b) Employment Practices Liability	Not Insured
(c) Fidelity Cover	Not Insured
(d) Cyber Cover Extension	Not Insured

Item 7 **Date and Place of Issue:** 21/05/2024 Sydney, New South Wales.

**This Certificate of Currency is a summary only of the cover provided by this Policy, effective as at date of issue only. For a full description of cover, please refer to the Policy schedule and wording.**

Signed for and on behalf of Insurance Australia Limited

Najibi Bisso  
National Underwriting Manager