
MEDIA RELEASE
20 May 2024

CASE STUDIES AVAILABLE ON REQUEST

LIFELINE CELEBRATES THE COLLECTIVE IMPACT AND EXPERIENCE OF THEIR LEGION OF VOLUNTEERS

- National Volunteer Week (20-26 May) is Australia's largest annual celebration of volunteering
- Australia's national crisis support network proudly works with 4,500 volunteers

This National Volunteer Week, Lifeline Australia is shining a light on its volunteers and the critical role they play in giving thousands of people across Australia hope and connection around the clock each and every day.

Lifeline Australia CEO Colin Seery said the organisation's services were under more demand than ever, with people reaching out for help in record numbers.

"The critical work that Lifeline does is only possible with the thousands of Lifeline volunteers available 24/7 nationwide who pick up a call from a person in crisis every 30 seconds, as well as all the others who ensure Lifeline can carry on our critical, lifesaving work," said Mr Seery.

"This week, we are making extra sure to thank and recognise each one of our volunteers for the meaningful impact they are having on the lives of others – from our Crisis Supporters on the phone and digital services, to our retail workers and book fair volunteers."

"Those at the frontlines of crisis support demonstrate extraordinary empathy and generosity, listening without judgment and providing care and assistance to help seekers at their darkest hour."

"We are fortunate to be supported by so many wonderful volunteers who continue to build resilience and reduce stigma around mental health concerns and suicidality."

"Volunteers are the backbone of Lifeline – quite simply, we couldn't do what we do without them."

Mr Seery added that the contribution of those who generously give up their time to make a difference in their communities means the organisation can ensure no one has to face their darkest moments alone.

"Creating an Australia free of suicide takes dedication, time and patience and our volunteers have this in abundance," Mr Seery added.

MEDIA: 0408 407 376 (calls, no texts) | media@lifeline.org.au

NB: Lifeline's 24-hour telephone crisis line 13 11 14 is pronounced 'thirteen eleven fourteen'.



You can phone Lifeline to speak to a Crisis Supporter on 13 11 14, text 0477 131 114, chat to Lifeline online or access the Support Toolkit to self-manage what you're going through at www.lifeline.org.au (all services are available 24/7).

ENDS.

ABOUT LIFELINE:

For over 60 years, Lifeline has been connecting with Australians in need through crisis support and suicide prevention services, operating the 13 11 14 telephone line within 43 centres around the nation as well as a 24/7 crisis text, webchat service and Support Toolkit.

The organisation expects to respond to over one million requests for support this year, creating an average of 120 safety plans to keep a person experiencing suicidal ideation safe every day.

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