"**Thanks** for being **there, a human voice** makes so much **difference** when **you're feeling down.**"

Caller quote

How you can help

More than 10,000 Australians volunteer their time and effort to Lifeline to help fellow Australians in their time of need. There are many opportunities to volunteer and support Lifeline.

- Become a Lifeline Telephone Counsellor
- Volunteer in a Lifeline Centre or store
- Become a Lifeline corporate partner or supporter
- Make a donation or support our fundraising campaigns

For more information about supporting Lifeline in your area, contact your local Lifeline Centre or visit the Lifeline website at **www.lifeline.org.au**

Make a donation

To donate to Lifeline, call **1800 800 768** or visit **www.lifeline.org.au**

Where does your money go?

The donations we receive go directly towards research, provision and promotion of:

- Lifeline's 24 hour national telephone counselling service **13 11 14**
- Volunteer training and support
- Suicide awareness and prevention
- Other services supporting the needs of our local communities

13 11 14

Lifeline Volunteer Telephone Counsellors are there 24 hours a day, for anyone, anywhere in Australia.

For more information or to support Lifeline's services visit www.lifeline.org.au

Lifeline

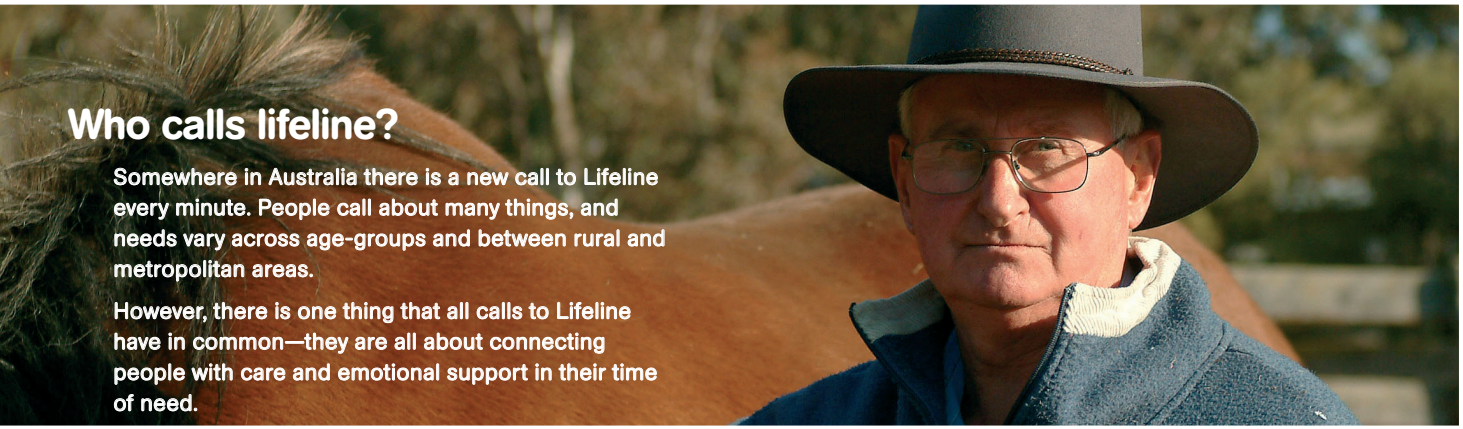
To find out which services are available in your community or to make a donation to your local Lifeline Centre, please contact:

Z00 29211

Lifeline

connect with someone who cares

Lifeline



Who calls lifeline?

Somewhere in Australia there is a new call to Lifeline every minute. People call about many things, and needs vary across age-groups and between rural and metropolitan areas.

However, there is one thing that all calls to Lifeline have in common—they are all about connecting people with care and emotional support in their time of need.

Lifeline services

In addition to our telephone counselling service, Lifeline Centres offer many services specific to the needs of their local communities:

- Face to face counselling
- Financial counselling
- Gambling counselling
- Mental health support services
- Suicide prevention and bereavement services
- Youth services
- Disability services
- Welfare programs
- Rural outreach
- Migrant support services
- Family and mediation services
- Counselling services for children
- Information, education and support groups
- Aged care visitation
- Indigenous support services
- Disaster recovery and psychological first aid
- Drug and alcohol counselling

Self help resources and mental health information are available online at www.lifeline.org.au

Contact your local centre to find out what services are available in your area.

Who we are

Lifeline was established in Sydney in 1963 as a telephone crisis service.

Lifeline now provides Australians with access to our 24 hour telephone counselling service on 13 11 14. This service is available to anyone in Australia needing emotional support.

Fast facts

- Lifeline receives an average of 1200 calls per day
- Lifeline has over 10,000 volunteers, over 3,500 of which are involved in telephone counselling
- Lifeline callers are from all over Australia, representing all demographics
- Lifeline receives 40 or more calls everyday from people at high risk of suicide
- Some of the issues people call Lifeline about include:
  – Family and relationship issues
  – Mental health concerns
  – Suicide prevention and support
  – Abuse/violence
  – Loneliness

Where we are

Lifeline currently has services operating from over 60 locations nationally. Lifeline has a presence in every Australian state and territory.

We overcome time and distance by providing care to Australians in rural and metropolitan communities at any time day or night.

To find a Lifeline Centre near you visit our website **www.lifeline.org.au**

"**I** feel I have **been given another** go at **life**. **I feel** so **grateful** to everyone who **helped me** along the way."

Caller quote