
LIFELINE WELCOMES NSW GOVERNMENT FUNDING FOR 24/7 PHONE AND DIGITAL CRISIS SUPPORT SERVICES

Lifeline Australia welcomes the NSW Government's budget funding of \$43.3 million over four years to deliver phone and digital crisis support and suicide prevention services and help ensure the organisation can respond to sustained increase in demand for support.

This funding, which builds on the Minns Government's 2023 election commitment to expand text and webchat services, will bolster Lifeline's network of centres across New South Wales, enabling the service to meet growing demand for crisis support.

New South Wales is home to 15 established Lifeline Centres, which are staffed by around 400 paid specialist staff and almost 2,000 highly trained crisis support volunteers.

Lifeline Australia Chief Executive Officer Graham Strong thanked the NSW Government for their commitment.

"This critical funding the NSW Government generously provides to Lifeline means our staff and volunteers can provide support to those people from NSW who call and text us when they are facing their toughest moments," said Mr Strong.

"The funding recognises the significant impact of successive crises on people's distress which contributes to the growing demand on our phone and digital services."

"Lifeline's 24/7 crisis support services assist people in hard-to-reach areas. This is particularly true of the text-based services, which are used significantly more by young people, people experiencing sexual, domestic and family violence and people with disabilities," he added.

Lifeline Australia Chair Professor Steve Moylan said the funding means Lifeline Centres will continue to have the capacity and capability to provide localised support when it is needed most.

"This funding means we can deliver critical on-the-ground support after traumatic public incidents such as the terror attack at Bondi Beach and the Lake Cargelligo tragedy, after floods, after bushfires and for people who are struggling in the community every day," said Professor Moylan.



MEDIA RELEASE
Monday, 15 June 2026

Lifeline Australia thanks NSW Minister for Mental Health, The Hon. Rose Jackson (MLC), for her continued support which means we can ensure around-the-clock services for the people of NSW for the next four years.

Lifeline is committed to supporting any Australian through their toughest moments and providing them with the most appropriate support.

If you, or someone you know are feeling overwhelmed, we encourage you to connect with Lifeline in the way you feel most comfortable.

You can phone Lifeline to speak to a Crisis Supporter on 13 11 14, text 0477 131 114, or chat to Lifeline online (all services are available 24/7).

If you're struggling to know where to turn, Lifeline's Support Toolkit at lifeline.org.au/toolkit can help you find the right support at the right time.

For Indigenous or Torres Strait Islander peoples: If you, or someone you know, are feeling worried or no good, you can connect with 13YARN on 13 92 76 (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

ABOUT LIFELINE

For over 63 years, Lifeline has been connecting with Australians, offering free and confidential one-to-one crisis support for people who are feeling overwhelmed or having difficulty coping. Lifeline Crisis Supporters listen without judgement 24 hours a day, 7 days a week.

Lifeline expects to respond to over 1.4 million requests for support this year, creating an average of 120 safety plans a day to keep a person experiencing suicidal ideation safe.

Lifeline Centres stretch across NSW in Albury, Bondi, Central Coast, Central West (Dubbo), Harbour to Hawkesbury Sydney, Newcastle & Hunter, Macarthur and Western Sydney, Mid Coast, New England North West, North Coast, Northern Beaches, Northern NSW, South Coast and Sydney & Sutherland.

ENDS