



MEDIA RELEASE 12 July 2021

Lifeline is here 24/7 during extended NSW lockdown

Lifeline Australia today made a plea to those living in Greater Sydney and across the country to reach out to Lifeline to speak to a Crisis Supporter as COVID-19 case numbers rise with extended lockdown rules and border restrictions weighing on people's mental health.

John Brogden, Chairman of Lifeline Australia said, "My message to all Australians, especially those living in Greater Sydney is, you are not in this alone. Lifeline is here for you. **Please don't suffer in silence.**"

Lifeline, Australia's leading suicide prevention service, is continuing to receive a 25% increase in the volume of calls Australia-wide since the surge in new COVID-19 cases began this July.

Mr Brogden said it's critical that people understand services like Lifeline are available for them to access anytime, anywhere, when they need it.

"With a sudden rise in COVID-19 cases and subsequent lockdown for people in Greater Sydney, we know there will be an increasing number of people who will struggle with isolation, separation from family and heightened anxiety. We want to reassure every individual that we are here for you, 24/7 on 13 11 14."

"We want people to know they can call Lifeline at any time of the day or night." Mr Brogden continued.

Mr Brogden added, that Lifeline understands the impact the last two years has had on Australians and is committed to continuing to help people through these difficult periods.

"Through the compounding trauma of the 2019/20 bushfire crisis and the COVID pandemic, Australians have grappled with the past two years of crises and reached out for help like never before. Lifeline has experienced record demand for our services over this time."

"There is increased demand for crisis support and suicide prevention services during lockdown periods. This most recent one in Greater Sydney is no exception. Lifeline's volunteers have been there for Australians all throughout this pandemic and we continue to be here for you now."

He also renewed his earlier calls to the community to reach out to those who may be living alone and to those who may find the physical distancing and self-isolation a struggle.

Lifeline service details:

Telephone: 13 11 14 (24 hours)

Lifeline Text: 0477 13 11 14 (6pm – midnight)

Chat online: www.lifeline.org.au (7pm – midnight)

Lifeline is Australia's leading suicide prevention service, operating the 13 11 14 telephone line within 40 centres around the nation. The service 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.

To arrange an interview, please contact: rachel@palin.com.au or phone: 0490 778 725

To donate: www.lifeline.org.au

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