

## **MEDIA RELEASE**

### **1 October, 2021**

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#### **New partnership to help meet record mental health demand**

A new \$500,000 donation from Commonwealth Bank is helping Lifeline meet record demand and support thousands of Australians in crisis, Lifeline Australia Chairman John Brogden and Commonwealth Bank CEO Matt Comyn said today.

“Demand for Lifeline has smashed records this year and we’re on track to take more than 1.2 million calls by the end of the year.

“Just 2 years ago we were averaging under 2,500 calls a day, today we are regularly seeing more than 3,500 – a 40 per cent increase.

“The good news is that with the support of partners like Commonwealth Bank, we’re answering more calls than ever before.

“Australians are reaching out for help and they are getting it, supported by generous donations like this,” Mr Brogden said.

Commonwealth Bank CEO, Matt Comyn said, “As many Australians continue to face a variety of personal challenges during these difficult times, we know that this is not just a physical health pandemic.

“The impact on peoples’ mental health has been significant and should not be underestimated.

“It’s important that we acknowledge the huge contribution organisations like Lifeline make in providing care and assistance to people and communities when they need it most. We hope this contribution will allow Lifeline to support even more people when they reach out for help,” Mr Comyn said.

John Brogden said that a donation like this was crucial with unprecedented demand expected to continue into the future with the pandemic and lockdown restrictions leaving a long tail of trauma in the community.

“We want everyone to know that Lifeline is always there for them, 24 hours a day, seven days a week.

“If you, or someone you know are feeling overwhelmed, we encourage you to connect with Lifeline in the way you feel most comfortable. Phone us to speak to a Crisis Supporter on 13 11 14 (24 hours/7 days).”

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

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