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## Media Release

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### More Australians than ever seeking crisis support

4 August 2021

3,345 callers sought support from Lifeline Australia on Monday this week, the highest volume of calls in the organisation's 58-year history.

The numbers show that Australians aren't suffering in silence through the isolation, anxiety and uncertainty of the pandemic, Lifeline Australia Chairman John Brogden said.

"This has been a tough period for all Australians, and it has pushed many of those already struggling into crisis - but we're glad they know help is out there.

"The fact that so many Australians are reaching out – many for the first time - and seeking help is a good thing.

"Our volunteers are working harder than ever and giving people the support they need when they need it, Mr Brogden said.

Lifeline expects high demand for services to continue through this current period and beyond, because these kinds of events leave a long tail of trauma.

"Since the beginning of this crisis, Lifeline has been working hard to support Australian's at risk of suicide and experiencing the mental health effects of the isolation and uncertainty of COVID-19.

"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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