



MEDIA RELEASE – April 2024

Do you have time and are looking to make a difference? Become a Digital Crisis Supporter with Lifeline.

Lifeline's national Text and Chat Crisis Support Service (0477 131 114) receives approximately 750 requests for help a day, every day of the year. That's almost 275,000 requests for help each year. The service provides 24-hour, 7-days-a-week confidential support for anyone in crisis, or those supporting someone experiencing crisis. People from all backgrounds contact us about all kinds of life problems. Whatever their crisis, we are there for our Help Seekers.

The service allows our help seekers to reach out via text or an online chat function to seek support in times of fear, crisis, loneliness, danger or even grief. For some it is hard to talk on the phone and for others it is impossible to speak when their safety may be threatened e.g domestic violence situations. More and more young people use their phones for texting, social media and access to information services. They seldom use a phone for talking and may not be comfortable talking to a stranger but are much more comfortable accessing help utilising text or their computers for online chat. Younger people are reaching out for help more than ever as they feel safe to communicate in this way. The use of this Digital Service is becoming increasingly popular and growing at a rapid rate. We need volunteers to partner with us to help our Help Seekers. We will train you, have support structures in place to help you help others and provide a culture of care.

After completing the training, volunteer Digital Crisis Supporters (DCS's) commit to volunteering for two 4-hour sessions per month from home. DCS's provide immediate skilled support to those in need, assist to clarify options, facilitate safety plans if needed, and provide referral information for other services in their local area as appropriate.

Volunteers give time, energy and expertise generously to help Lifeline work towards the vision of an 'Australia free of suicide'.

Individuals must be over the age of 18 and be an Australian or New Zealand citizen/resident. Volunteers do not need to have any prior experience to volunteer, as all training is provided free.

Lifeline H2HS are looking for people who have compassion, empathy, respect, self-awareness, time and computer literacy and a private space for this important volunteer community service.

As a Digital Crisis Supporter, you will be there for someone in their moment of need and could help to make a real difference to their future. Lifeline H2HS exists so that no person has to face their darkest moments alone and we are truly grateful for each and every volunteer who takes on this critical role.

Lifeline Digital Crisis Supporters are part of our amazing volunteer team of generous, caring and like-minded people, all with a common goal of wanting to help those who are struggling and in need of support within our community. Lifeline H2HS works hard to provide a friendly, nurturing and supportive environment, in which many volunteers make lifelong friendships.

Here are some words from one of Lifeline's Crisis Supporters:

"I was looking for a way to volunteer but my uni schedule is really full on, I wasn't sure I'd have the time. I love the flexibility I get from Lifeline's text volunteer program, and the feeling that I am giving back to the community."

For more details on how to apply for this volunteer opportunity and to learn more, please visit the Lifeline H2HS website here: <https://lifelineh2hsydney.org.au/be-involved/volunteer-with-us/become-a-digital-crisis-supporter/>