



MEDIA RELEASE – April 2024

Are you looking to make a difference? Help save lives by becoming a volunteer Lifeline Telephone Crisis Supporter.

Lifeline's national Crisis Support Service (13 11 14) receives approximately 3,000 calls a day, every day of the year. That's almost 1.1 million calls 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 callers.

After completing the training, volunteer Crisis Supporters (CSs) undertake 4-hour fortnightly shifts at our telephone centre at Gordon. CSs listen to a caller's situation, provide skilled support, assist to clarify options, facilitate safety plans if needed, and provide referral information for other services in the caller's local area if appropriate.

Lifeline Harbour to Hawkesbury Sydney is currently recruiting for the next intake of volunteers who will begin training in August 2024. Volunteers give time, energy and expertise to work towards the Lifeline vision of an 'Australia free of suicide'.

Individuals must be over the age of 18, be living in the Harbour to Hawkesbury Sydney catchment area (which covers areas from North Sydney to Berowra) 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.

Lifeline H2HS are looking for people who have compassion, empathy, respect, self-awareness, time, good listening skills as well as computer literacy for this important volunteer, community service.

As a 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 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 provides a friendly, nurturing and supportive environment, in which many volunteers make lifelong friendships.

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

"The training was fantastic! It has changed my life and has taught me many new skills to use, not only with our callers but in everyday situations. I look forward to my fortnightly shift knowing that I can make a difference to someone's life."

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/support-us/volunteering-opportunities/telephone-crisis-supporters/>