
MEDIA RELEASE

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NEW TOOLKIT EMPOWERS HELP SEEKERS TO ACCESS SUPPORT ON THEIR OWN TERMS

- **Self-help resource has been used more than 70,000 times since soft launch in September 2022.**
- **Anxiety, depression, and substance abuse chosen as priority topics based on service demands.**

Lifeline has launched a new service designed to reach help seekers who aren't ready to talk to someone else about their situation, or simply prefer to manage things themselves first.

Available at lifeline.org.au/toolkit, the new Support Toolkit is full of practical information in plain language, as well as the best curated tools, apps, techniques and services to help individuals take the next step in their wellbeing journey.

The Support Toolkit is also designed to help those supporting someone else in need. It provides tools and resources to help people understand and cater to the needs of someone in distress, while making sure they administer effective self-care at the same time.

Lifeline Australia CEO Colin Seery said the Support Toolkit will enable the organisation to support people who wouldn't otherwise engage with mental health and crisis support.

"Our new Support Toolkit means help seekers at all stages of their journey can come to Lifeline to access help on their own terms. It helps people to make sense of their experience and take active steps to manage their wellbeing," said Mr Seery.

"We know that a lot of people looking for help might not yet be comfortable involving another person in their situation. The Toolkit makes it easy for anyone who feels they are ready to take positive steps forward but doesn't know where to start."

Lifeline Australia Executive Director of Service Design and Delivery Dane Glerum said the Toolkit has been designed to support the formation of long-term behaviours and skills that build resilience and prevent crisis.

"We've learned help seekers can feel overwhelmed with how much information is out there, and often don't know where to turn," said Mr Glerum.

"Australians have trusted Lifeline to provide support for over 60 years. We've curated our Toolkit to build on this sense of trust by providing access to practical information, tools and resources whenever and wherever they're needed."

"The site is designed to create an inclusive, accessible and personalised experience which allows people to engage at different points in their journey, find the next steps and have the option of coming back without having to restart the process."

The development of the Toolkit was funded by health and medical insurance provider nib. Amy Tribe, Group Head of Community & Executive Officer of the nib Foundation, said the organisation was proud to partner with Lifeline for the site.

“We already help so many Australians make informed healthcare decisions, interact with healthcare systems and generally live healthier lives. The Toolkit takes this to a whole other level and complements the wide array of support we are proud to provide,” she said.

ABOUT LIFELINE:

Australia’s leading suicide prevention service is celebrating 60 years in 2023. Lifeline operates the 13 11 14 telephone line within 41 centres around the nation as well as a 24/7 crisis text and webchat service.

If you, or someone you know are feeling overwhelmed, we encourage you to connect with Lifeline in the way you feel most comfortable.

You can phone Lifeline to speak to a Crisis Supporter on 13 11 14 (24 hours/7 days), text 0477 131 114 (24 hours a day, 7 days a week) or chat to Lifeline online at www.lifeline.org.au (24/7).

To donate to Lifeline, visit www.lifeline.org.au/donate