

Always here to listen

A simple guide to how a gift in your Will can offer compassion, connection and hope for generations to come.

 Lifeline



Your impact

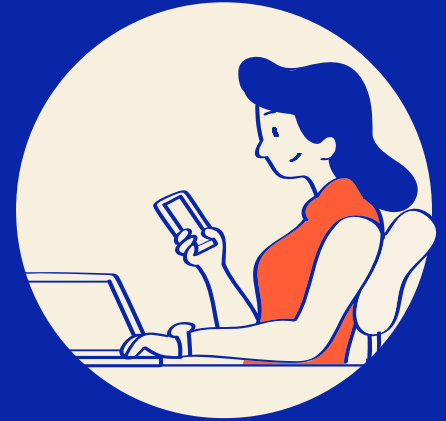
A gift in your Will is so much more than a financial contribution to Lifeline.

It's like throwing a stone into a still pond. The impact ripples and spreads far and wide.

Here's how your legacy can have a lasting impact across generations:



Helps ensure **around-the-clock crisis support services** are available to everyone who needs them, no matter where, when or how they want to connect.



Allows us to **embrace new technology** and enhance our existing services so people can reach out in ways that are best suited to them.



Gives people **access to immediate and free tools and apps** to manage all sorts of challenges in life. From relationships and financial stress to grief and loss, we will be here to listen – and to support.



Enables us to be **strategic in our future planning** so we're always ready to respond to the needs and challenges of tomorrow, and beyond.



Every day,
thousands of people
reach out to Lifeline
needing to be heard.
Your lasting gift can help
ensure they always
will be.

How it all began

It often takes a life-changing event to create change. In the case of Lifeline, a single phone call was the catalyst for something that Australia had never seen before.

In 1963, Reverend Sir Alan Walker was contacted by a man in distress. His name was Roy Brown.

Overwhelmed by debt and struggling with intense feelings of loneliness and failure, Roy had written a letter outlining his intentions to end his life. He reached out to Rev. Walker for help and the two arranged to meet. But a few days later, Rev. Walker received the tragic news that Roy had taken his own life.

Determined to never let isolation and lack of support be the cause of more deaths, Rev. Walker founded Lifeline to ensure no one will

have to face their toughest moments alone.

On its first day of operation, Lifeline received over 100 calls.

Today, Lifeline answers thousands of requests for help every day.

To say that Rev. Walker was a visionary would be an understatement.

Without his passion for supporting Australians in distress, Lifeline wouldn't exist.

And now, with the help of people just like you, Lifeline will continue to be here, offering connection and support, for generations to come.

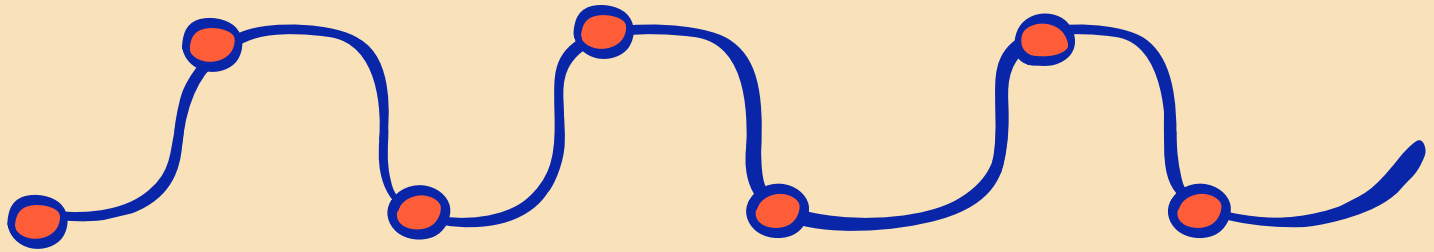


A timeline of impact

1994 With its telephone service now covering all states across Australia, Lifeline transitions to a single national priority number: 13 11 14.

2012 Online crisis support chat launches, providing people with more options for accessing support.

Today Lifeline's network of Members operate more than 40 centres throughout Australia – answering more than 23 million calls since 1963.



1963 Lifeline is founded in NSW by Reverend Sir Alan Walker. On 16 March at 5pm, Lifeline opens its telephone lines for the very first time.

2007 The introduction of a national call flow allows calls to be answered by the next available crisis support volunteer – anywhere in the country.

2022 Lifeline's 24/7 crisis text service launched and expands support for Australians struggling with distress, particularly during the COVID-19 pandemic.

Tomorrow with your support, we will continue to grow and strengthen Lifeline's services, products and impact – offering connection and hope to more people across Australia.

Why your gift is so important

A gift in your Will (also known as a bequest or a legacy) can play a vital role in ensuring Lifeline can continue its critical work today and for years to come.

Every gift, big or small, is a powerful expression of the values you live by and will play a crucial role in helping us build a future where people can always find connection and feel heard in their toughest moments.

We will always face challenges in life. Leaving a gift in your Will allows us to be ever-present and evolve to meet the needs of Australians throughout their mental health and wellbeing journey.

In addition to providing 24/7 support, Lifeline will undoubtedly need to invest in:

- New technologies and adapt to how we communicate with each other in the future.
- Research to understand the complex factors that impact Australians' mental health and wellbeing.
- Building awareness and advocating on behalf of the nation in relation to crisis support and suicide prevention.

Together, we can offer compassion, connection and hope for generations to come.

For over 60 years, we've been here – for people like you, your loved ones and for millions of people you've never met.

**Your lasting gift can
mean we will continue
to be here for all who
need us, no matter how,
when or where they
seek support.**



From a heartbreaking loss to a legacy of care

After tragically losing her partner to suicide, Vy decided to turn her grief into a legacy that helps more people feel heard and supported in their toughest hours.

In June 2024, Vy's partner, Christian, took his own life. He was just 27 years old.

“Christian was such a giving, selfless man who had so many passions in life,” Vy remembers. “He really did live his life to the fullest right up until the end.”

Christian had always been private about his mental health, so his loss came as a shock to his family. *“He really hid his struggles away because he didn't want to burden anyone.”*

After Christian's death, Vy struggled with feelings of guilt. *“I had a lot of regrets, thinking ‘if only I was a bit more educated about mental health. If only I saw the signs. If only. If only...’ I felt like I didn't have the right resources to understand what he was going through.”*

Vy knows that the grief of losing Christian will never go away, but she hopes she can help spare others from the same pain in the future. That's why she decided to leave a gift in her Will to Lifeline.

“When one person passes away, it has a ripple effect on all those around them.

Lifeline offers support for both parties – the person struggling, and those who are affected by it.”

With her lasting gift, Vy hopes her legacy can help raise awareness, and ensure future generations can always access the support they need in times of crisis.

“Deep down inside, many people just want someone to check in on them... to ensure they know that they’re supported and that they have a listening ear.

“I believe that everyone deserves to be in this world. And I think if we could extend that for them and let them know that they have support, that is rewarding in itself.”

Today, Vy’s message to you is simple:
“By leaving a gift in your Will, you will be making a difference. It’ll make a huge difference. That’s what I believe, and I hope that you feel the same.”



Vy knows her legacy will help create a future where no one has to face life’s challenges alone – or experience the pain of losing a loved one the way she did. Today, we hope you too will consider including a gift in your Will to Lifeline to help provide support to all those who need it in their toughest moments.

The people of Lifeline

People are at the heart of everything we do at Lifeline – from our amazing staff, researchers and volunteers to incredible supporters like you who make our work possible.

Here are just some of the friendly faces at Lifeline who are determined to make a difference:

By choosing to leave a gift in your Will to Lifeline, you can help keep this life-changing work going, so we can continue listening and connecting with people throughout Australia for generations to come.



Dr Anna Brooks
Chief Research Officer

As Chief Research Officer at Lifeline Australia, Dr Brooks' role is to work with academic and lived experience experts to uncover new insights and strategies for suicide prevention – and translate these discoveries into Lifeline's services.

“*Suicide prevention is a quickly evolving space. There's lots of access to better data, and we are getting better insights into the stressors and the protective factors in regard to suicidal thinking.*

But it's still an evolving space so it's important that we continue improving and adapting. ”



Dr Peita Hillman

Volunteer Experience Lead & Lifeline Crisis Supporter

Peita's role is to promote best practice in volunteer attraction, engagement and retention to contribute to each crisis supporter's volunteer journey.

Peita advocates for volunteers' interests to provide a safe learning and practice environment and actively recognises and celebrates volunteer milestones and service achievements.

“As an organisation that provides 24/7 crisis support, Lifeline relies on a nation-wide network of dedicated and loyal crisis supporters. Lifeline is so proud to have such a connected and caring volunteer community who are unwavering in ensuring our help seekers are heard and no one has to face their toughest moments alone. ”



Sonny

Lifeline Crisis Supporter

After losing his friend to suicide in 2021, Sonny decided he wanted to make a difference in other people's lives by becoming a Lifeline digital crisis supporter.

“My journey was tough at the beginning. I felt anxiety before every shift. Three years on and the initial training and support from our In Shift Supervisors and Team Leader have been nothing short of amazing. My anxiety is gone, and I am now able to support and be that listening ear. Thank you, Lifeline, for this life-changing experience. ”

Things you should know

When you consider leaving a gift in your Will to Lifeline, it's a good idea to discuss your decision with your family so they can understand why it is important to you.

While legacy gifts help guarantee our future, we would insist on you looking after your loved ones and those who are important to you first.

You don't need to be wealthy to leave a gift in your Will.

In an ideal world, many of our loyal supporters will leave a little once their loved ones have been taken care of.

You can rest assured that all those 'littles' can come together to make a big difference.

On the 'Your impact' page, you may remember how leaving a gift in your Will is like throwing a stone in a pond. Imagine the ripples of 10, 100 or 1,000 people just like you leaving a gift to Lifeline.



What type of gift in Will is right for you?

1. A residuary gift

A residuary gift is a gift of what remains of your estate after you have made provisions for your loved ones, and your taxes and debts have been paid. We generally recommend that most people leave a gift in their Will in the form of a residuary gift. This type of gift keeps up with inflation and allows you to take care of your loved ones first and foremost, while ensuring that your charitable gift remains consistent with your current circumstances.

2. A percentage gift

Leaving a percentage of your estate allows you to decide what proportion of your total estate you want to give to Lifeline. The flexibility of a percentage gift means

that your legacy will always reflect your final wishes and the impact you wish to make – regardless of how your circumstances change over time.

3. A pecuniary gift

A pecuniary gift is a gift of a specific dollar amount. It allows you to decide exactly how much you wish to give but lacks some of the advantages of leaving a percentage or residuary gift, such as keeping up with inflation and the flexibility to reflect your wishes in the event of any changes to your circumstances.

We recommend that you seek advice with a solicitor who can factor in your personal circumstances and help you reach a decision that best reflects your wishes.

Dominique has created a life-changing legacy

Having lived with mental health issues from her earliest years, single mum, Dominique, thought that her challenges were just a normal part of life.

"I didn't really understand that life could be different," said Dominique. "I'd sort of dabbled in getting help. Like there were a couple of times when I was particularly paralysed in life when I put my hand up for a little counselling. I felt better at the time, so I thought I was cured – that was a rookie move."

Dominique was 35 years old when she became a single mum. *"Unfortunately, my daughter has seen me go through some rough times. It's the last thing you want as a parent, to inflict your own shortcomings on your children."*

On the 6th of December 2021, Dominique was hospitalised after attempting to end her life. *"It all became too much for me... I'd lost my mum a couple of years before, so I think I really lost my footing and everything just compounded."*

Following her attempt, Dominique realised that something needed to change. *"I became really aware that if I wanted to be a good parent I'd better put the hard yards in."*

Through mindfulness exercises, she's learned to be kinder to herself. And with a close circle of friends behind her, Dominique now knows she never has to feel alone. *"My circle may be small but it's a powerful one. I'm so lucky."*

Today, Dominique works as a mental health peer worker and heads up a regional suicide prevention network.

“We as a community have such an important role to play so that people don’t get to that terrible place where they feel there’s no support or options. Getting involved was also a big part of my own recovery, just feeling useful and competent after a lifetime of feeling I couldn’t contribute.”

Recently, Dominique made the decision to include a gift in her Will to Lifeline. *“I don’t really have much disposable income, but I knew this was something I could do, and it was an easy process,”* she said. *“As humans, we want to know that we’re making a positive contribution, and I think this was a really nice way to do it.”*



“I’ve seen the amazing work Lifeline does, so it makes me very happy to know my gift will go where it can really make a difference.”

– Dominique



By leaving a gift in your Will to Lifeline, you can also help future generations find connection and be offered hope throughout life's toughest challenges.

If you're ready to leave a gift in your Will

You should be proud of this decision because it means your generosity and compassion will bring connection and offer hope to people far into the future. Your decision will ensure that Lifeline is always here to listen.

If you're seeing a solicitor to help you write your Will, you'll likely need some legal wording. Using the right wording ensures your wishes will be fulfilled.

We suggest the following:

I give to Lifeline Australia (ACN 081 031 263)

- the residue of my estate; or*
- ___% of the residue of my estate; or*
- the sum of \$_____*

for its general purposes free of all duties and taxes payable upon or in consequence of my

death, and I declare that the receipt of its Director, Company Secretary, or any other proper officer shall be sufficient discharge to my executor(s) for this gift.

Finally, we'd love to stay in touch and continue to share our gratitude for your profound and lasting gift.

A welcome pack will be sent to your letterbox or inbox – depending on your communication preferences – welcoming you to our special community of legacy givers and thanking you for your incredible generosity.

We'll also continue to share regular updates with you to demonstrate the life-changing impact of your legacy and invite you to exclusive events over the coming years.

Frequently Asked Questions

Do I need to be wealthy to leave a gift in my Will?

Not at all! Many people who choose to leave a charitable gift in their Will aren't wealthy. They're just everyday people who have decided to make a difference. Every gift, no matter the size, is received with the utmost gratitude and will have a profound impact on our work to ensure no person has to face their toughest moments alone.

Who else should I talk to about my decision to leave a gift in my Will?

In addition to your solicitor, we strongly recommend that you speak to your loved ones, so they know about your wish to leave a gift to Lifeline. If you have a financial planner, you may also wish to speak with

them about your intentions so they can help you plan ahead and make a decision that best suits your wishes.

We also recommend writing a letter every year confirming that your Will is up-to-date and still in line with your wishes. It's best to keep this letter with your Will so it's easy to find.

Can I give to a specific area of your work?

The most impactful way to leave a gift in your Will is to leave it for general purposes. This gives us the flexibility to direct your gift to the areas of greatest impact and respond to new opportunities as they arise.

I already have a Will. Can I change it to include Lifeline?

You can make small changes to an existing Will by adding a short legal amendment known as a Codicil. This allows you to include a gift in your Will without having to rewrite the whole thing. Please speak to a solicitor before making changes to your Will and never attempt to change your Will by crossing out information.

Is there someone at Lifeline I can speak to about leaving a gift in my Will?

We're always happy to chat with kind supporters like you. You can simply email us on giftsinwills@lifeline.org.au or call us on **1800 800 768** and ask for our Gifts in Wills Team.



The way we connect might change, but the need to be heard won't.

With a gift in your Will, Lifeline will always be here to listen, and offer compassion, connection and hope for generations to come.

 **1800 800 768**

 **giftsinwills@lifeline.org.au**

 **lifeline.org.au/giw**



 **Lifeline**