



Breaking Down the Barriers

Lifeline Connect Centres

Lifeline Broken Hill Country to Coast

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Funded by



An Australian Government Initiative



Lifeline Regional South Australia

Lifeline Broken Hill Country to Coast has a proud history of delivering community led services across Broken Hill regional and remote South Australia for nearly 60 years.

We are committed to delivering mental health wellbeing, crisis support and suicide prevention services across:

- ❖ Face-to-face counselling
- ❖ Suicide prevention training, community training and awareness campaigns
- ❖ Financial counselling (Broken Hill)
- ❖ Problem gambling counselling (Broken Hill)
- ❖ Aboriginal & Torres Strait Islander DV-Alert training
- ❖ Linking people to other services and providing information on services and supports.
- ❖ Practical supports- form filling, assistance with phone calls, advocacy etc. to support access to other services and supports.
- ❖ Services are delivered in our Lifeline Connect Centres at Broken Hill, Clare and Port Pirie.
- ❖ Services are delivered by a skilled and committed team of over volunteers and paid employees all working within their own communities to make a difference (this includes within our retail stores which are an important part of our funding model).



Mental health continuum



Mental health and mental illness

“Mental health is a state of mental well-being that enables people to cope with the stresses of life, realise their abilities, learn well and work well and contribute to their community. It is an integral component of health and well-being that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in”

(World Health Organization 2022)

A mental illness is characterized by a clinically significant disturbance in an individual's cognition, emotional regulation, or behaviour. It is usually associated with distress or impairment in important areas of functioning such as work, social or family activities.

(World Health Organization 2022)

Factors contributing to mental health issues



Key mental health statistics

In 2020-2021:

- ❖ Over two in five Australians aged 16-85 years (43.7% or 8.6 million people) had experienced a mental disorder at some time in their life
- ❖ One in five (21.4% or 4.2 million people) had a 12-month mental disorder of which:
 - 16.8% (3.3 million people) had a 12-month Anxiety disorder
 - 7.5% (1.5 million people) had a 12-month Affective disorder
 - 3.3% (650,800 people) had a 12-month Substance Use disorder.
- ❖ One in four females (24.6%) had a 12-month mental disorder in 2020-21, compared with 18.0% of males.
National Study of Mental Health and Well-Being (ABS-2022)

Lifeline statistics:

- ❖ One in six (16.7%) Australians aged 16-85 years had experienced any suicidal thoughts or behaviours in their life.
- ❖ 8.6 Australians die every year by suicide.
- ❖ Suicide is the leading cause of death for Australians between the ages of 15 and 44.

(ABS, 2022/AIHW 2022)

Lifeline National

- ❖ Lifeline is Australia's largest suicide prevention service provider.
- ❖ Each year, over 1 million Australians reach out to Lifeline for support.
- ❖ Lifeline's 13 11 14 crisis support line receives a call every 30 seconds.
- ❖ Lifeline's network of 41 centres, 10,000 volunteers, and 1,000 employees provide a lifesaving national infrastructure for those experiencing immense pain and anguish.
- ❖ There are 3,500 Crisis Supporters working with Lifeline so that no person in Australia has to face their darkest moments alone.

The Lifeline Connect Model



Lifeline Connect Centres

Aligned with South Australian Mental Health Plan 2020-2025



- ❖ Culturally safe community-based care enables more efficient access resulting in earlier intervention and crisis prevention
- ❖ Community alternatives: timely access to community-based care earlier in the course of illness and early in episode
- ❖ Equity of access to services: ensuring people in South Australia have equitable access to services wherever they live, including people in rural and remote communities
- ❖ People in crisis have a safe place to access support which is staffed by peer workers, skilled staff and volunteers.

Help seeking behaviours nationally

In 2020-21, 3.4 million Australians aged 16-85 years (17.5%) saw a health professional for their mental health:

- ❖ More than one in five (22.8%) females saw a health professional for their mental health, compared with one in eight males (12.2%)
- ❖ 24.1% of people aged 16-34 years saw a health professional for their mental health, compared with 16.8% of people aged 35-64 years and 7.5% of people aged 65-85 years
- ❖ 12.9% of people saw a general practitioner for their mental health.

In 2020-21 there were 2.0 million people with a 12-month mental disorder who had consultations with health professionals for their mental health. Of these people:

- ❖ 28.5% did not have their need for counselling met or only had their need partially met
- ❖ 26.1% did not have their need for information met or only had their need partially met.

Of the 989,000 people aged 16-34 years with a 12-month mental disorder who had consultations with health professionals for their mental health:

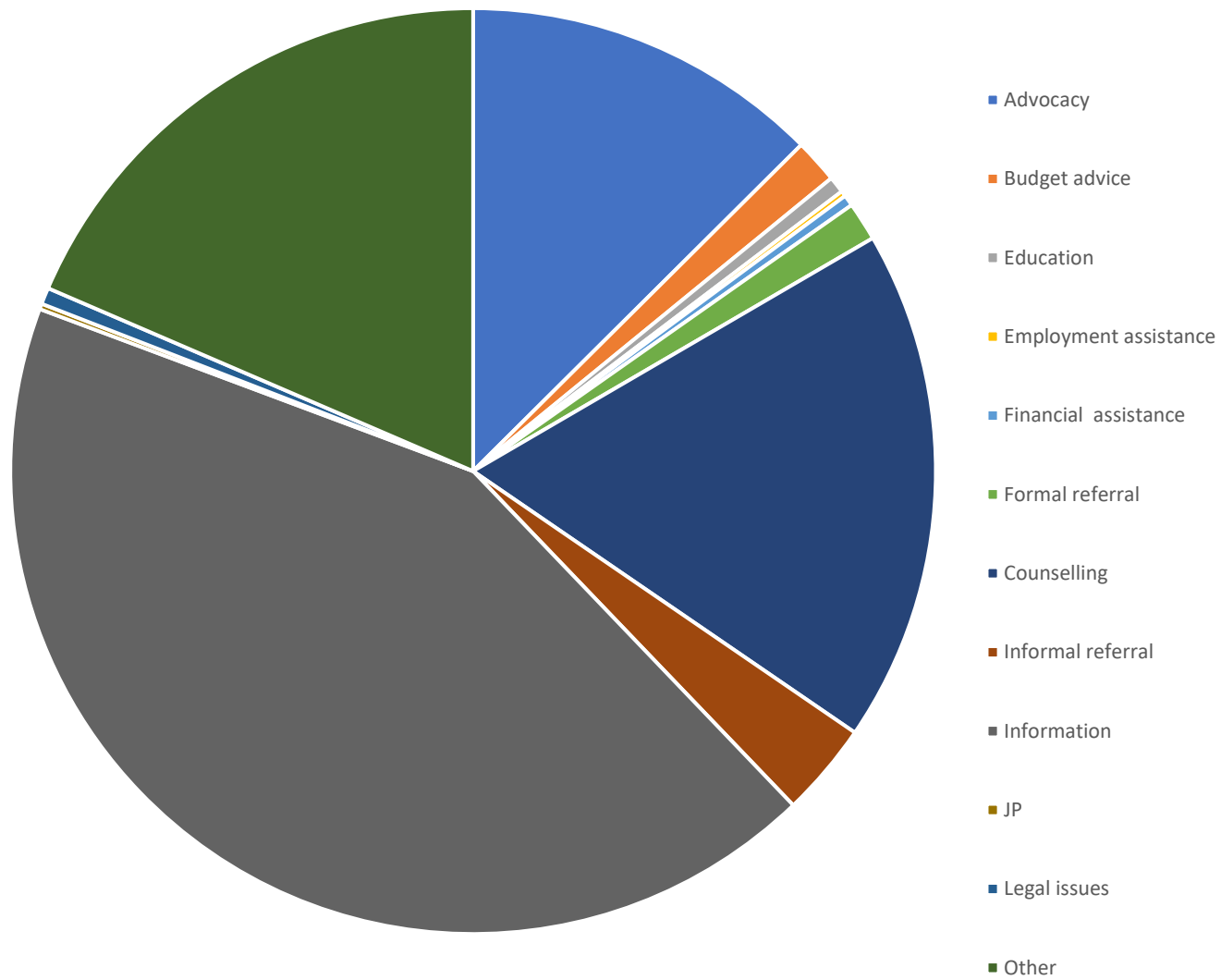
- ❖ 35.3% did not have their need for counselling met or only had their need partially met
- ❖ 32.0% did not have their need for information met or only had their need partially met.

❖ National Study of Mental Health and Well-Being (ABS-2022)

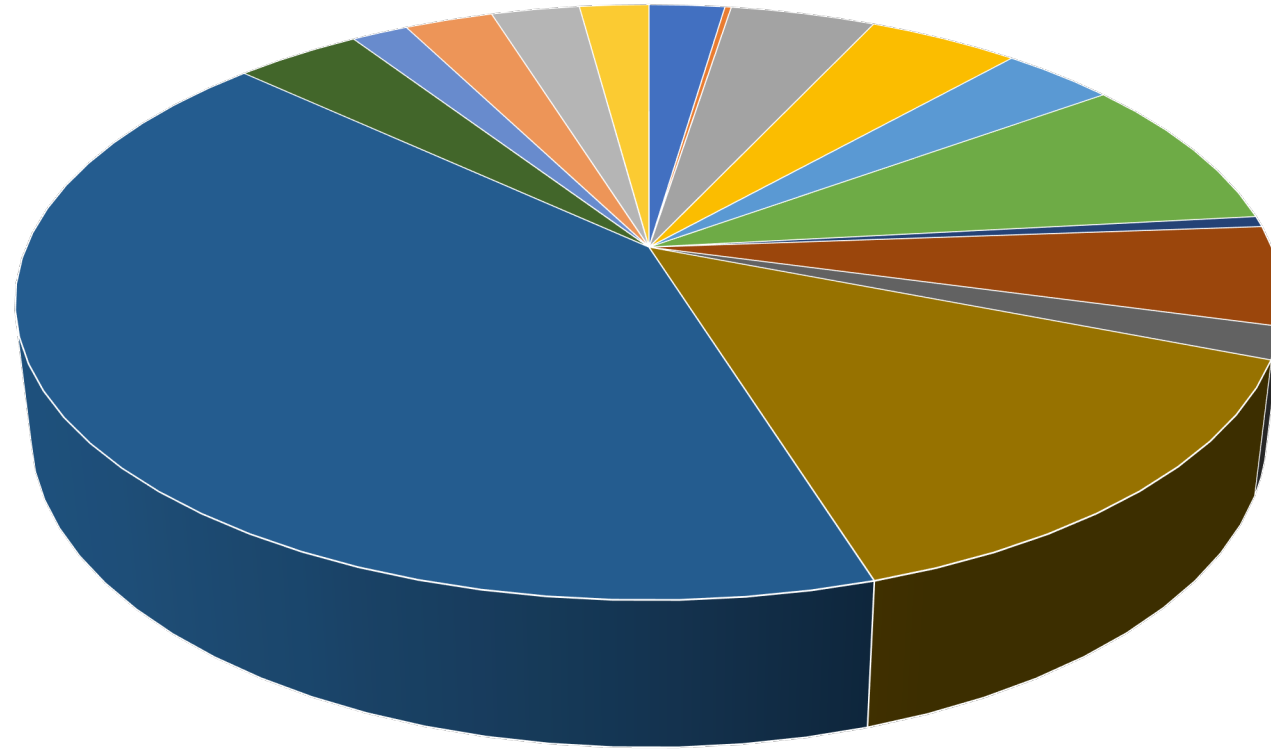
Help seeking behaviours in the Clare Connect Centre

- ❖ 27.5% of clients accessing counselling are males.
- ❖ 24.5% of counselling clients are aged 14-30 years
- ❖ 57.2% of counselling clients are aged 31-60 years
- ❖ 24.4% of counselling clients are aged 61+ years.
- ❖ 50% of clients self-referred for counselling (often these are walk-in clients requiring same-day access to a counsellor). 21% of referrals were from the client's GP, with the remaining referrals (29%) coming from 18 different local service providers.

Services provided by the Clare Connect Centre



Help seeking behaviours in the Clare Connect Centre: Presenting issues:



- Access to food
- Accident
- Caring role
- Disability
- Domestic violence
- Family breakdown
- Gambling
- Homelessness/tenancy issues
- Illness
- Mental illness
- Other
- Financial issues
- Childcare
- Unemployment
- social isolation
- substance abuse

Lifeline Connect Clare

What have we achieved?

Lifeline Connect Centres are currently operating in Broken Hill, Clare (with services extending to Goyder and Wakefield Council areas) and since July 2023, in Port Pirie.

Clare Connect Centre opened in March 2021

- ❖ **404** community members have received support services in the past 12 months (excluding counselling)
- ❖ **113** community members have accessed counselling services in the past 12 months.
- ❖ Over **500** individual counselling sessions provided in the past 12 months.
- ❖ Training workshops have been delivered to volunteers and potential volunteers in Clare, Burra, Port Pirie, Kadina, Jamestown and Gawler
- ❖ Over **40** talks and information sessions have been provided to community groups and organisations across three council areas.
- ❖ Staff and volunteers have attended over **30** community events including country shows, NAIDOC week and fundraising events.

Recruiting and Supporting Connect Centre Volunteers

- ❖ Assessment process which includes psychological screening.
- ❖ Working with Children and Police clearance.
- ❖ REACH and Accidental Counsellor training.
- ❖ Two stage induction with a counsellor or experienced volunteer.
- ❖ Access to counsellors for de-briefs after (or during).
- ❖ Supervision
- ❖ Monthly team meeting/professional development.
- ❖ Maintaining shifts to a manageable level (typically four hours once or twice per week).
- ❖ Annual volunteer awards.
- ❖ Information on, and support to attend external training and development opportunities.
- ❖ Strengths based approach.



How can you contribute to building resilience in your community?

- ❖ REACH training
- ❖ SafeTalk training
- ❖ Accidental Counselling
- ❖ Youth Mental Health First Aid training
- ❖ Information and talks by Lifeline Connect staff/volunteers
- ❖ Join your local Suicide Prevention Network
- ❖ Volunteer at your local Connect Centre



Lifeline
Connect

Lifeline National Services

- ❖ Crisis support- 13 11 14 -available 24 hours 7 days per week.
- ❖ Lifeline Text- 0477 13 11 14- available 24 hours 7 days per week- Australia's first SMS based crisis support service.
- ❖ Online chat- available 24 hours 7 days per week for those who prefer to type than talk.
- ❖ 13 YARN -13 92 76- available 24 hours 7 days per week for Aboriginal and Torres Strait Islander People who are feeling overwhelmed or having difficulty coping. Provided by Lifeline trained Aboriginal and Torres Strait Islander crisis support workers.

Any questions?



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