



# 2023-2024 ANNUAL REVIEW



## Acknowledgment of Country

Lifeline Narmm acknowledges the Traditional Custodians of the land on which we live and work and of the many different nations across Australia.

We pay our respects to the Elders, past, present and emerging, as the holders of the spiritual well-being of the Aboriginal and Torres Strait Islander peoples across the nation.

Lifeline Narmm recognises equality as fundamental to realising our vision of a country free of suicide.

## Acknowledgment of Lived Experience

Lifeline Narmm acknowledges and pays respects to all those with a lived or living experience of suicide and mental illness. We acknowledge those whose lives have been touched by suicide and suicidality.

### **Lifeline Narmm**

Lifeline Narmm Incorporated  
ABN 20 661 238 080

<https://www.lifelinenarmm.org.au/>  
03 9133 9233

**For 24-hour support, call Lifeline on 13 11 14**  
**Seek help and find hope.**

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# Always there

## Our Story

Lifeline Narrm exists due to the increased need for mental health support. We're here to support Victorians in crisis and change the lives of those experiencing thoughts of suicide. We service the local communities of: Yarra, Merri-bek, Darebin, Boroondara Banyule, Whitehorse and Manningham.

Since 2023, Lifeline Narrm has provided the Victorian community with 24/7 crisis support via our local 13 11 14 service. Our Telephone Crisis Supporters are passionate and highly skilled volunteers who listen with care and acceptance, whatever the circumstance. They provide support and information to people in need.

Lifeline Narrm is an active partner in a national network that provides a high-quality telephone support service 24 hours a day, 7 days a week to those in crisis.



# Always there

## Our Vision

To be the organisation people turn to when crisis hits, and a leader in crisis resilience and prevention, helping people avoid reaching crisis point.

## Our Mission

We provide immediate crisis support to individuals and proactively build mental health resilience within our community. We are always available to offer timely and skilled support for those who are in crisis, feel overwhelmed or isolated and also provide support to their family and friends. Through early intervention and prevention approaches, we aim to build life skills and community awareness so that people are better able to identify, respond effectively to – and ultimately prevent – emerging mental health crises.

## Our Values

**Courage:** We will step into people's distress and stay with them while they are in crisis. We will confront and deal with important issues that affect our mission – challenging ourselves and others to do and be, better for those we serve.

**Leadership:** We will be a leader in the mental health sector by showing that we care, through best practice delivery of services.

**Integrity:** We are genuine in everything we do. We will be honest, transparent, do what we say and say what we do.

**Connection:** Through connecting with the community, individuals, business and government we will create a robust network of support for our community. We connect people to people, to support and build community

# Lifeline Narrm **Always there**

## What drives us

Our number one priority and vision at Lifeline Narrm is to be the first organisation the local community turns to when they need crisis support.

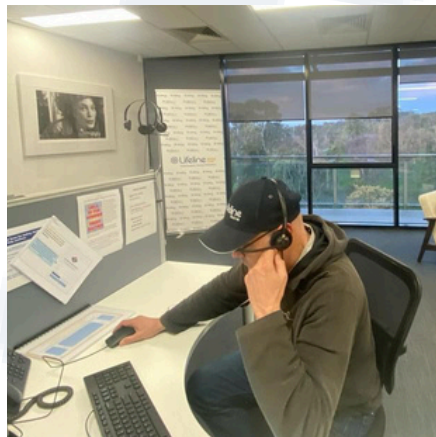
We have 84 volunteers working on our crisis support phone service. These incredible human beings give up their nights, weekends, and family time to help those in need.

Our volunteers are the true heroes of the community giving unconditionally, and achieving the extraordinary. We thank you, and our callers thank you.

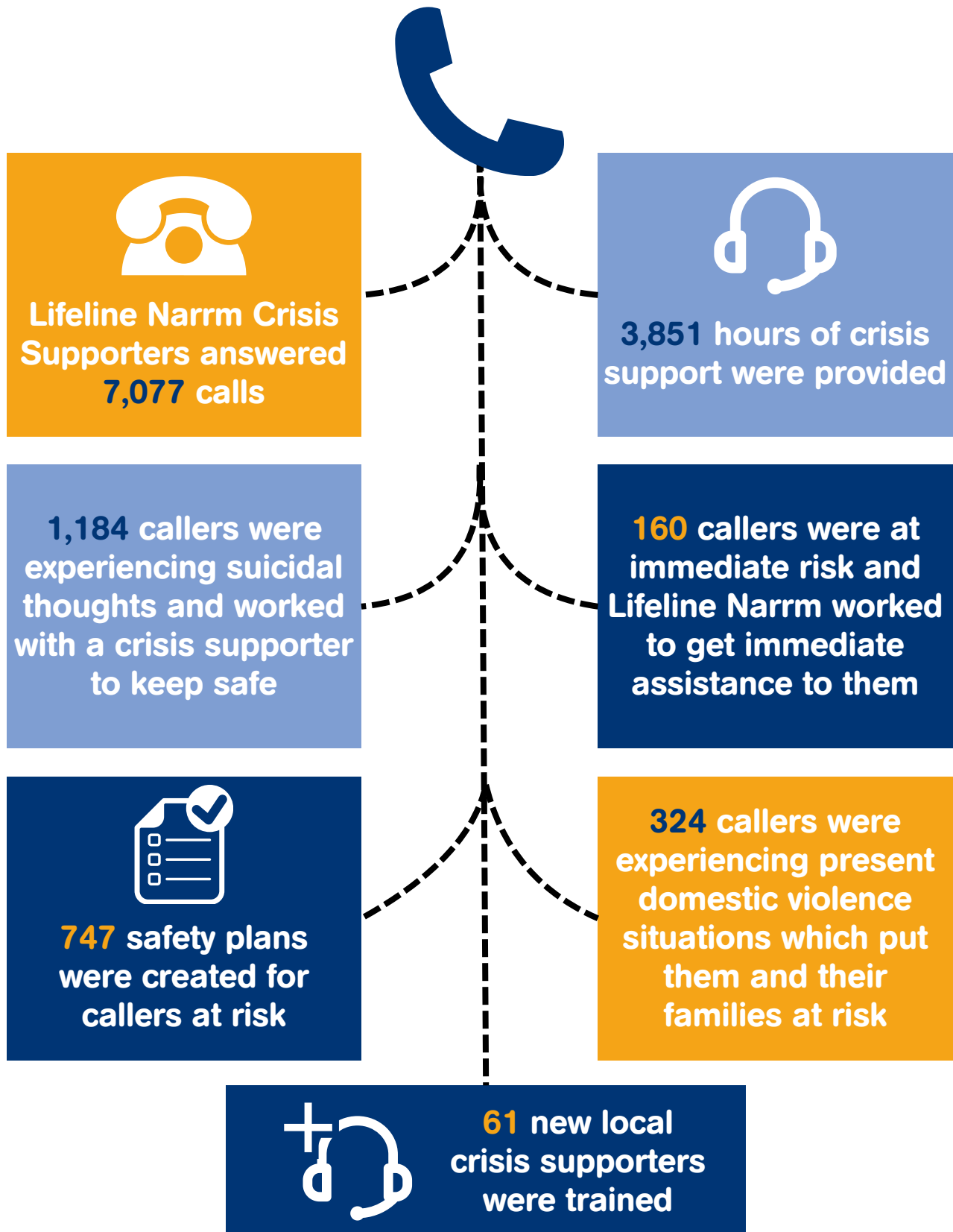
9 people die by suicide each day in Australia. For every death by suicide, it is estimated that as many as 30 people attempt to end their lives.

Suicide is the leading cause of death for people aged between 15-44 and the second leading cause of death for those aged between 45-54.

(Source: The Australian Bureau of Statistics)



# Our 2023 - 2024 Impact



# Our Board of Directors

**Lifeline Narm is extremely proud of our passionate, authentic and driven board members.**



**Archie Tsirimokos**  
Board President



**Todd Wills**  
Vice-President



**Jessica Mellor**  
Board Secretary



**Bruce Armstrong**  
Board Treasurer



**Richard Rolfe**  
Director



**Cade Brown**  
Director



**Kylie Dennis**  
Director



**Marcus Mills-Smith**  
Director



**Warren Apps**  
Board Advisor

# A message from our Board President and CEO

This has been Lifeline Narm's first full year delivering critical crisis support services and, as we reflect on the past year for Lifeline Narm, we're both humbled and energized by the progress and the impact achieved.

We're extremely proud to present the results in this report to you and would like to acknowledge and thank the team and incredible volunteers for being the reason behind this story of success.

As we look to the future, we're excited about the opportunities that lie ahead. With a solid foundation and a clear vision, we're confident in our ability to navigate the complexities of the sector and the funding challenges because of our national structure.

Together, we're committed to staying agile and investing in ongoing volunteer CSWT training, all in the name of reaching more individuals in need of support.

Thank you for being part of this incredible journey and for your support of the team as we have worked to create the wonderful story that is Lifeline Narm. We look forward to another year of shared growth, community impact and continued success.

With gratitude and commitment,

**Carrie-Ann Leeson**  
Chief Executive Officer

**Archie Tsirimokos**  
Board President



# Our Ambassadors

The Lifeline Narrrm ambassadors help us spread our message of building a more resilient suicide-free community.

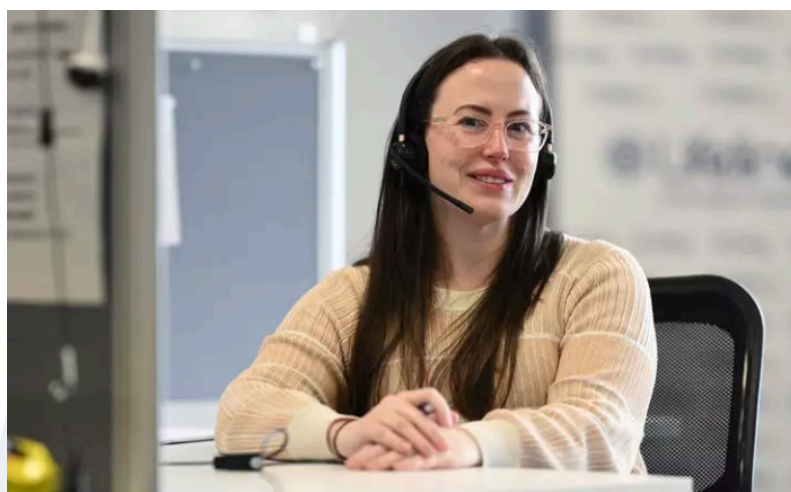


Danielle Laidley

Steve Pennells



# Operations



Chanelle Reid  
EA to the CEO

Adam Miller  
General Manager

Lissy Lea  
Finance Support Officer

Margi Tayor  
Administration Officer

Alanah MacMahon  
Communications Coordinator



# Crisis Support



Rowena Mytton  
Centre Supervisor

Dion Tsarpalias  
Centre Supervisor

Joy Marshall  
Centre Supervisor



Alisha Tarrant  
Programs Manager

Brendan Dean  
Centre Supervisor

## A message from our Crisis Support Centre Supervisor Team

On a peaceful stretch of the Yarra River, a group of extraordinary people have come together to establish Lifeline's newest centre, Lifeline Narmm.

"Hello, this is Lifeline. May we help you"

The first call was answered in Lifeline Narmm on 24 July 2023, a massive milestone, and the start of something much bigger. Twelve months later, 5,930 calls have been answered at Lifeline Narmm.

As we celebrate our first anniversary of taking calls at Lifeline Narmm, we extend our heartfelt gratitude to the dedicated Telephone Crisis Support (TSC) volunteers who have made this milestone possible. Their commitment and passion have been the backbone of our success, and we feel privileged to work alongside them in serving our community.

Reflecting on our journey, it is incredible to witness how far we have come in just one year. The first birthday of Lifeline Narmm is not just a celebration of our achievements but also a testament to the strength of our collaborative efforts. Together, we have built a network that fosters connection and growth, allowing us to better serve our community.

Lifeline Narmm's first-year key statistics:

- 100 volunteers with 80 students trained
- 559 safety plans created
- Over 4,000 hours of crisis support provided

As we look ahead, we are excited to continue our journey and build on this solid foundation. Celebrating this first year is just the beginning; we are committed to ongoing growth and to being a beacon of hope for those we serve.

We are thankful to all those who have been such a vital part of our journey. Together, we have made a difference, and together, we will continue to uplift our community.

Signed Rowena, Joy, Dion, Alisha and Brendan.