

A woman with long dark hair, wearing a grey and white striped shirt, is shown in profile from the chest up. She is holding a black smartphone to her ear with her left hand and has her right hand near her mouth, appearing to be in a conversation. The background is softly blurred, showing indoor elements like a plant and a window.

**Keep the lines
open for those
who need it most.**

Your gift in Will can help ensure that Lifeline's caring voice is always there, offering comfort, connection, and hope to those in crisis.

Leave a legacy of listening today.



*"Lifeline is there when
we need it most."*

– Taylah, Lifeline beneficiary

Discover how Taylah's call for help was answered.

Taylah was caught in a moment of deep despair, struggling with thoughts of ending her life. After walking the streets for hours, she felt completely lost, until she made the call that changed everything.

On the other end of the line was a Lifeline Crisis Supporter who offered understanding, compassion and hope. That conversation helped Taylah stay safe and connected her with the support she needed.

Taylah's journey with Lifeline didn't end there. During hospital stays, when she felt judged or alone, she would call again. Each time, she was met with care and reassurance, a reminder that she wasn't facing her struggles alone.

When she later joined the Out of the Shadows Walk, Taylah found strength and belonging among others who understood what she had been through. The experience gave her comfort, courage and a renewed sense of purpose.

Thanks to supporters like you, Taylah's call for help was answered, and her story now shines a light on the power of listening, connection and community.



A note from our Group Executive.



Every day, our Crisis Supporters answer calls that can change a life.

Some people ring us for the first time; others, like Taylah, reach out from time to time as they find their way forward.

What they all have in common is courage, and the knowledge that someone will be there to listen.

Here in Queensland, our volunteers take thousands of calls each week. Some come from city apartments, others from country kitchens or the front seats of parked cars. Behind every call is a story of struggle, of hope, and of human connection.

Gifts in Wills play a vital role in keeping that connection alive. They allow us to train new Crisis Supporters which helps us continue to answer calls 24 hours a day, 7 days a week across the country.

On behalf of every volunteer who answers the phone and every person who finds comfort on the other end of the line, thank you. Your kindness helps us keep the lines open – today, tomorrow and always.

Donna Shkalla

Group Executive

Lifeline Queensland

When you choose to leave a gift in your Will to Lifeline Queensland, you become part of an ongoing act of care. Your legacy helps ensure that no call for help goes unanswered, and that hope continues to be found in the sound of an understanding voice.



A legacy of listening that never falls silent.

A gift in your Will to Lifeline Queensland is more than a financial contribution. It is an enduring act of compassion that ensures no one faces their darkest moment alone.

Every gift helps us build the future of Lifeline's life-saving work, from training Crisis Supporters to strengthening community programs that reach people before they reach breaking point.

Thanks to generous supporters like you, we are able to:

- Operate 10 Lifeline centres across Queensland, providing crisis support 24 hours a day, 7 days a week.
- Empower more than 6,000 volunteers who give their time to answer calls, run shops and community events, and support recovery after disasters.
- Answer calls to the 13 11 14 Crisis Support Line, as well as 24/7 text and online chat services, connecting people in crisis to help wherever they are.
- Support communities through natural disasters and build on existing programs such as our Peer Skills training, helping people care for one another during and after difficult times.
- Fund volunteer training and innovation, ensuring our Crisis Supporters are equipped with the skills and confidence to listen, respond and save lives.



Every call is a moment that could change a life.
Your legacy helps ensure we're there to listen.

Each day, Lifeline Queensland's Crisis Supporters answer calls from people who feel they have nowhere else to turn. Each conversation is an act of courage - one person reaching out, and another reaching back with compassion and care.

We spoke with Geoff, one of our dedicated volunteers and Crisis Supporters about what it's like to be that voice on the other end of the line.



Q: Why did you become a Lifeline Crisis Supporter?

A: I decided to volunteer for Lifeline because suicide prevention is something close to my heart. I've lost a few people close to me in my lifetime to suicide so I thought when I finished full time work and had some more time available, I'd volunteer at Lifeline. So here I am.

Q: What do you find most meaningful?

A: The most meaningful thing about the volunteer work here at Lifeline is that you get to connect with another person who is struggling, who isn't having such a good time of it and to help them through that tough period of their lives.



Thank you to Geoff and all of our brave volunteers who ensure that there is a reassuring voice at the end of the line for people in crisis.

Why Amanda is leaving a gift in her Will to Lifeline Queensland.



Amanda has turned to Lifeline at different times in her life, finding comfort and understanding when she needed it most. Now, she's leaving a gift in her Will to help ensure others can experience that same care and connection in the future.

"I first started ringing Lifeline when I was about 21 or 22, I'm 62 now. I had a lot going on back then, and honestly, if I hadn't spoken to Lifeline, we wouldn't be having this conversation today.

It was really dark. I was struggling with thoughts of ending my life and I didn't know where to turn. Lifeline was there, and the phone calls I made during that time made all the difference. I felt safe, like someone cared.

Over the years I've called many times. Lifeline has saved my life more than once. I've spoken to all sorts of counsellors, and every time I felt heard, respected and not judged.

I think Lifeline is an amazing service. It gives people hope for the future.

There are a lot of people who phone Lifeline who are on the end of their tether, and Lifeline helps keep them alive.

That's why I'm leaving a gift in my Will - to make sure that Lifeline can always be there for people in the future, just like they were for me."

*"Lifeline
gives you
hope."*



Hear from our Lifeline community.

Across Queensland, people have found hope, comfort and connection through Lifeline.

Their words show the power of being heard, and why the simple act of listening matters so much.

"If you finish your shift and even one person says they feel better or are glad they called today, then you know everything we do here is worthwhile."

– Elizabeth, Crisis Support volunteer

"Sharing the rawest part of my heart with strangers seemed daunting. Yet, it was the shared pain, the nodding heads, and the empathetic smiles that dismantled the walls I had built. Each story, while uniquely painful, had strands of commonality with my own, and this connection became a source of comfort."

– Suicide Bereavement Support Group participant

"Some calls with people in distress I've never forgotten and I was aware how special it was to be with people in times of need. I think Lifeline gave me much more than I gave it."

– Ruth, past Crisis Support volunteer, current Community Circle member

"The second call I ever answered was from a young girl who was suicidal. When I answered her call, she was coherent and sounded quite relaxed. It wasn't obvious that she was struggling, and it only became clear that she was in the process of ending her own life after talking for a little while. I truly believe calling Lifeline saved her life that day."

– Tess, Lifeline volunteer

Key stats from 2024-25.



116,150

Crisis calls answered through 13 11 14

That's over 11,600 calls each month - each one a lifeline to someone.



68,182

Hours of support provided

That's 7.8 years of continuous human connection in 10 months.



4,793

Calls answered through 13YARN

Culturally appropriate support for Aboriginal and Torres Strait Islander people.



592

Trained Crisis Supporters

Including 201 new trainees developing their skills to save lives.

Each story you read here is part of a much bigger one, a story of compassion that continues to grow because of people like you.

By leaving a gift in your Will, you help ensure that Lifeline Queensland can keep answering calls for help, supporting communities, and bringing hope to those who need it most.

Your legacy helps ensure Lifeline will always be here to listen.

How to leave your legacy of listening.

Leaving a gift in your Will to Lifeline Queensland is a simple, thoughtful way to ensure that support is always there for people in crisis.

It's a good idea to review your Will every time your life circumstances change (for example, you buy a house or get married), to ensure it reflects your current situations and wishes.

Your solicitor can guide you through the process, but here's an overview of the types of gifts you may wish to consider, the steps you need to take, suggested Will wording, and FAQs.



Types of gifts in Wills



A residuary gift

The whole, or a portion of what is left of your estate after all other gifts have been made and all estate debts paid.



A percentage gift

This is a chosen percentage of your estate up to 100%. This option keeps the value of your gift in line with your estate's growth over time.



A specific gift

This is a nominated amount of money, a particular item or asset such as property, shares or investments.



Simple steps to including a gift in your Will.

It isn't hard to create a Will, but you have to be organised. Here, we've provided a checklist you can use while preparing your Will.

- ☐ **Speak with your friends and family:** let your loved ones know about any charitable intentions to ensure your wishes are carried out.
- ☐ **Choose what type of gift to leave:** we've listed the main types of gifts on the previous page.
- ☐ **Choose your executor to appoint your Will:** this can be up to four people, such as friends, relatives, your solicitor or your bank.
- ☐ **Enlist professional guidance:** such as a solicitor or a Public Trustee.
- ☐ **Write your Will:** if you choose to leave a gift in your Will to Lifeline Queensland, be sure to use the recommended wording we've provided on the next page. When writing your Will, you must sign and date every page. Your signature must be witnessed by two people who are not beneficiaries in your Will and should be dated. It is prudent to sign each page of the Will.
- ☐ **Store your Will:** store your original Will in a safe and secure place such as the safe custody facilities with your bank or solicitor.

Please turn the page to find out more about how to phrase this inclusion in your Will as well as FAQs.

Suggested wording for your gift in Will.

Including the right wording in your Will helps ensure your wishes are clear and your gift reaches Lifeline Queensland exactly as you intend.

You can take the following clause to your solicitor or legal adviser to include in your Will.



"I give [specify the type of gift e.g. whole of estate, percentage of estate, rest and residue of estate, specific dollar amount, specific asset] to UnitingCare Queensland Limited (ACN 675 001 493) (or its successor) for its general purposes. It is my wish that the gift be used to benefit Lifeline Queensland. I declare the receipt of an authorised officer of UnitingCare Queensland Limited (ACN 675 001 493) (or its successor) will be a complete discharge for my executor who is not required to see to the application of the gift."

Your solicitor may also need the following information:

Lifeline Queensland, a service of UnitingCare Queensland
ABN 84 675 001 493

Address: Level 5, 192 Ann St, Brisbane QLD 4001

Email: plannedgiving@ucareqld.com.au

Phone number: 1800 961 881

FAQs about leaving a gift in Will.

Q. Can your Gift in Wills team help me write my Will?

We cannot assist you with writing your Will but we recommend you consult with a solicitor or the Public Trustee in your state if it offers Will writing services.

Q. I don't have much money to leave, will it make a difference?

You don't have to be wealthy to leave a gift in your Will. Even a small portion of what is left of your estate can have a significant impact on the lives of Queenslanders in crisis.

Q. Can I leave assets like property or shares to Lifeline Queensland?

We welcome gifts such as shares or property, provided that we have permission to sell these assets and use the funds for our purposes.

Q. Do I need to let you know that I've included Lifeline Queensland in my Will?

It's up to you, however, if you do let us know, we'd love to show our gratitude, and stay in touch to keep you connected to the impact of your gift.

Q. Who else should I tell about my decision to leave a gift in my Will to Lifeline Queensland?

We strongly recommend that you advise your loved ones of your decision to leave a gift in your Will to Lifeline Queensland. This will help them understand your wishes and ensure they're carried out.

Q. Can I specify how my gift is used?

We recommend leaving your gift for general purposes. This gives Lifeline Queensland the flexibility to respond to changes and new opportunities in the future, and direct your gift to the areas of greatest impact.

Q. I've already made a Will – how do I change it?

We suggest you contact a solicitor who can advise on how best to change the Will (e.g. make a new Will or amend the Will by codicil). It is important to consult a solicitor when changing your Will, to ensure your objectives are achieved. Never amend your Will by crossing out information.



Thank you for considering leaving a legacy of listening.

Every call to Lifeline is accompanied
with a voice that listens.

With your gift, that voice can always be
there. Your generosity will help keep the
lines open, the calls answered, and the
hope alive - today, tomorrow, and long
into the future.



Lifeline Queensland

lifelineqld.org.au

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