



# BECOMING A RETAIL VOLUNTEER

HELP US HELP OUR COMMUNITY



## Why Volunteer at Lifeline?

WHAT ARE THE MANY BENEFITS OF VOLUNTEERING

Volunteering provides many benefits to both mental and physical health. It can bring greater meaning and purpose to the volunteer's life while increasing self-esteem, wellbeing and developing new skills and experience.

### TOP 5 REASONS OUR RETAIL TEAM VOLUNTEER

- Knowing money raised in our Shops goes to providing suicide prevention services to the community.
- Connection with the local community
- Giving back and self worth
- Friendship opportunities
- Supports their own mental health

Volunteering is a great way to build connections with like-minded people whilst contributing to achieve Lifeline's vision of an Australia free from suicide.

Lifeline volunteers are crucial to our organisation. They are an invaluable component of our team locally and play an essential role in delivery of support services, retail offerings and fundraising activities.

Without our volunteers we would not be able to continue our crisis support and suicide prevention services locally.

**Find out more at [lifelinedirect.org.au](http://lifelinedirect.org.au)**

# What Positions are available in Retail?

There are a variety of volunteer positions available within the Lifeline Retail Team.

We appreciate that everyone has their own story, preferences and skills and are happy to work with potential volunteers to find the perfect position.

Please find below a quick summary of some of the key positions within our Retail Team.

## SHOP ASSISTANT

- Do you love to provide great customer service?
- Do you love meeting new people and helping them find a gem?

As a Shop Assistant you will assist and support the Shop Manager in the day to day running of the Lifeline Shop. Tasks include assisting customers, point of sale, merchandising stock and general shop duties.

## SORT ASSISTANT

- Do you have a great eye for detail?
- Do you like upcycling, vintage, retro and designer clothing?
- Do you get excited when you find a gem?

Then a LLD sorter role might be the perfect role for you!

As a sorter you will assist by classify and process incoming donations to go out to our local Lifeline Shops based on their target markets.

## TRUCK OFFSIDER

- Do you like to be out in the community?
- Are you comfortable and physically able to safely move goods including furniture?

Then a Truck Offsider role might be perfect for you!

The Truck Offsider role is to support the Truck Driver in the daily activities including the safe and timely supply, collection and delivery of goods to the retail shops and customer's homes.



**Register your interest in volunteering in a Lifeline Shop visit [lifelinedirect.org.au](http://lifelinedirect.org.au)**





**“There are still times when things get bad, where I just need to rely on the kindness of strangers.....and they are the kindest of strangers.”**

Josh Hewitt, Lifeline Ambassador

**REGISTER YOUR  
INTEREST TO  
VOLUNTEER**

**In crisis and need  
someone to talk to?**

**Call 13 11 14**

**We're here to help**

## About Lifeline

At Lifeline our vision is Australia free of suicide, a society where no one person feels like they have to face their darkest moments alone.

- Nine Australians die every day by suicide. That's more than double the road toll.
- Over 65,000 Australians make a suicide attempt each year.
- In 2019, 3,318 Australians took their own life.
- 75% of those who take their own life are male.
- Suicide is the leading cause of death for Australians between the ages of 15 and 44.
- The suicide rate in Aboriginal and Torres Strait Islander peoples is twice that of their non-Indigenous counterparts.
- People in rural populations are 2 times more likely to die by suicide.
- LGBTQI+ community members experience significantly higher rates of suicide than the rest of the population.
- Our 13 11 14 is receiving up to 90,000 calls per month
- That is a person reaching out every 30 seconds
- 25% increase in calls 2020 – largest call volume since the inception of the service 57 years ago was in April & August.

**Proceeds from our shops support local Lifeline services.  
Support your local community by volunteering.**