



MEDIA RELEASE – MAY 2026

Councils and Lifeline Harbour to Hawkesbury Sydney unite to strengthen community connection through Lifeline Connect

Lifeline Harbour to Hawkesbury Sydney (Lifeline H2HS), together with Hornsby Shire Council, North Sydney Council and Willoughby City Council, is officially launching the Lifeline Connect Libraries Campaign – highlighting the partnership between all three councils and Lifeline to strengthen community connection and wellbeing through local libraries across the region.

Delivered in partnership to strengthen community connection and wellbeing, the campaign will shine a spotlight on Lifeline Connect, a free face-to-face community mental health support service operating within Hornsby Library, Stanton Library and Chatswood Library.

“This campaign aims to raise awareness that support is available through Lifeline Connect for people in our community who may be feeling overwhelmed or unsure where to turn for help,” said Elizabeth Lovell, CEO of Lifeline H2HS.

“It also highlights the unique synergy between libraries and community wellbeing services, with libraries providing trusted, welcoming and accessible spaces where people can connect with support.”

As trusted and inclusive spaces at the heart of local communities, libraries provide an ideal environment for people seeking connection, information, guidance or simply someone to talk to.

Through Lifeline Connect, trained volunteers offer immediate, one-off support to community members, as well as referrals to local services and groups for longer-term assistance. No appointment is required, and the service is completely free and discreet.

Community members can access support relating to a range of issues including loneliness, mental health, relationships, housing stress, financial hardship, carer support and connection to local services.

Lifeline Connect is delivered by trained volunteers who provide a safe, non-judgemental and compassionate space for people to have their concerns heard and validated.

The service also plays an important role in supporting culturally and linguistically diverse communities, with support available in Mandarin and Cantonese at Hornsby and Chatswood Libraries.

“We understand that seeking support early is vital to an individual’s mental health and wellbeing,” said Sharon Richards, Connect Manager at Lifeline H2HS.

“Our trained volunteers have supported more than 1,000 help seekers and provided over 1,000 referrals to other services and programs within the community. We see a broad cross-section of the community accessing Connect, with 55% of help seekers born outside of Australia, 60% female and 35% aged between 40 and 64 years.

“We know the service is making a positive impact on people within our community, and the more people who are aware of Lifeline Connect, the more people we can support.”

The six-week campaign will roll out across all three Councils, which will include social media, digital screens, newsletters, websites and library spaces, helping to increase awareness of the service and encourage community members to access support.

Lifeline Connect is available at the following locations:

- Chatswood Library – Mondays, 12pm–4pm
- Stanton Library, North Sydney – Tuesdays, 3pm–7pm
- Hornsby Library – Thursdays, 1pm–5:30pm

No appointment is needed, with community members welcome to walk in and connect with a trained volunteer.

To learn more about Lifeline Connect, visit: <https://www.lifelineh2hsydney.org.au/get-support/lifeline-connect>

If you, or someone you know are feeling overwhelmed, we encourage you to connect with Lifeline in the way you feel most comfortable.

You can phone Lifeline to speak to a Crisis Supporter on 13 11 14, text 0477 131 114, or chat to Lifeline online (all services are available 24/7).

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Lifeline provides 24-hour crisis support via *phone* on **13 11 14**, *webchat* at www.lifeline.org.au and via *text message* on **0477 13 11 14**.